

SCHEDULE 2.1

CALL-OFF SERVICES DESCRIPTION

NEURODIVERSITY SERVICES (WALES) - SPECIFICATION

1. INTRODUCTION

- 1.1 This Schedule sets out the scope of the Services to be provided by the Provider.
- 1.2 Schedule 2.1 (Service Description) is required to be delivered in one or more of the following Police and Crime Commissioners areas :
 - 1.2.1 North Wales
 - 1.2.2 Dyfed Powys
 - 1.2.3 South Wales
 - 1.2.4 Gwent
- 1.3 If the Provider bids for one or more of the regions listed in 1.2.1-1.2.4 above, they must deliver the requirements of this Schedule 2.1 (Services Description) in the regions for which they have bid.
- 1.4 Part B sets out the particulars of each region's geographical requirements and scope.
- 1.5 The Services to be provided by the Provider under this Call-Off Contract shall be:
 - 1.5.1 An overview of the service, including:
 - (a) Terminology and Definitions;
 - (b) Probation Services Dynamic Framework (PSDF) Service Category - DF.07 Emotional Well-Being;
 - (c) The Authority's Approach to Neurodiversity;
 - (d) High-level Outcomes;
 - (e) People In-Scope for this Service;
 - (f) The Services;
 - (g) Potential Extension Options;
 - (h) Price Variation;
 - (i) Estates and Locations;
 - (j) Referral Process and Service Requirements;
 - (k) Provider Skills, Knowledge and Training;
 - (l) General Requirements.
 - 1.5.2 within the Geographical Locations set out in Part B.

2. TERMINOLOGY AND DEFINITIONS

- 2.1 The terms 'Supplier' and 'Provider' will be used interchangeably for the purposes of this contract, including any competition (tender) and/or contract documentation and any engagement and communications, including responses to clarifications.
- 2.2 The terms 'people/person on probation', 'individual' or 'Service User' will be used interchangeably for the purposes of this specification and question set.
- 2.3 There is no universally recognised definition of what constitutes 'neurodivergent' but it broadly refers to diversity in the way that the brain functions. They are typically lifelong conditions that impact in some way on cognitive, social, linguistic, motor and/or behavioural development. For the avoidance of doubt, it shall include, but is not limited to, those with learning difficulties and disabilities (such as dyslexia), autism, brain injuries, ADHD and Foetal Alcohol Spectrum Disorder.

3. PROBATION SERVICES DYNAMIC FRAMEWORK SERVICE CATEGORY - DF.07 EMOTIONAL WELL-BEING;

- 3.1 The Providers invited to this competition shall provide the following Probation Services Dynamic Framework Service Category for this Call-off Contract:

3.2 Emotional Well-Being - Service Description

- 3.2.1 Services which support People on Probation to improve their coping skills and resilience, to engage with mental health services and comply with treatment and to interact confidently with others.

3.3 Emotional Well-Being - Outcomes

- 3.3.1 People on Probation develop improved self-efficacy, resilience, and an ability to recognise and manage triggers to worsening well-being.
- 3.3.2 People on Probation have an increased ability to build and maintain appropriate social interactions.
- 3.3.3 People on Probation have an increased ability to engage with and access mental health service and comply with medication / treatment / therapy programmes.

4. THE AUTHORITY'S APPROACH TO NEURODIVERSITY

- 4.1 A recent Ministry of Justice (MoJ) call for evidence on neuro-divergence estimates that approximately 15-20% of the adult population has some form of neuro-divergence. However, the evidence submitted also suggests that individuals with neuro-divergence are significantly over-represented in the Criminal Justice System. Indeed, around half of individuals convicted of crime will have some form of neurodivergent condition. Neurodiversity does not cause criminality, but may produce certain patterns of behaviour that is more likely to lead to criminality and criminalisation (Hughes, 2015) and/or may interfere with rehabilitation (Gorgens, 2021). This suggests a need for better engagement with People on Probation who identify as neurodivergent and to bolster Probation understanding and confidence, at both a front-line and more strategic level, of engaging with this group of individuals.

- 4.2 The Authority plans to adopt the 'definition' at 2.3 above and intends to procure a 'broad' neurodiversity service. This is chiefly due to the available literature and corpus of evidence which suggests substantial heterogeneity of experience across and within neurodiverse conditions (Williams 2016). Further, the evidence suggests a high level of co-occurrence across neurodiverse conditions (Kirby, 2020); for instance, those with autism often have ADHD and a learning disability. This is not to suggest that there are some challenges unique to particular conditions; however, the evidence suggests three broad areas of need which are common to most, if not all, neurodiverse conditions:

- 4.2.1 Engaging and compliance with supervision and/or sentence;

4.2.2 Higher levels of resettlement needs and difficulties accessing services;

4.2.3 Specialist support or services.

4.3 A broad neurodiversity service, thus, caters to neurodiversity as a continuum, rather than as a collection of discrete conditions. **It is the Authority's view that the best approach to realising this service is to support not only People on Probation themselves, but also probation practitioners and probation 'leaders' at a strategic level.**

5. HIGH-LEVEL OUTCOMES

5.1 The key outcomes to be achieved are likely to include, but not limited to one or more of the following:

- (a) Support people on probation to engage with statutory and non-statutory specialist support;
- (b) Support people on probation with the needs and strengths related to their neurodiverse condition to ensure the individual is better equipped to comply with probation requirements, adequately address their offending behaviour and engage in programmes (where applicable);
- (c) Improve probation practitioner confidence in engaging with and supervising neurodiverse individuals;
- (d) Improve probation practitioner knowledge, understanding and awareness of neurodiversity and ancillary support and services available to neurodiverse individuals;
- (e) Improve neurodiversity awareness at a strategic level and support and inform probation leaders who make decisions which may have an influence on a wider, policy and partnership level;
- (f) Improve knowledge about what activities work to support people with neurodivergent needs.

6. PEOPLE IN SCOPE FOR THIS CALL-OFF CONTRACT

6.1 The following People on Probation are in-scope for this Call Off Contract:

- (a) A person on probation may be referred into this service where the probation practitioner has deemed a person on probation to be struggling to engage or cope with their sentence, licence or rehabilitation. At the Authority's sole discretion, at any point during the contract, the Authority may decide to narrow (or expand) this definition in any way it chooses.
- (b) For the avoidance of doubt, there is no screening or diagnosis requirement to be made eligible for referral for this service.
- (c) People on probation will include those subject to: community orders, suspended sentence orders or following release from custody. It may also include those who are due to be released from custody and require assistance in the transition from custody into the community.
- (d) Both Adult Male and Adult Female (and those who do not identify as either) people on probation are in scope for this service.

- (e) Probation practitioners and other staff members who, as determined by the Authority, operationally assist, or deliver engagement services to people on probation
- (f) Probation 'leaders' which may include, Regional Probation Directors, Heads of Community Integration and various other members of staff who make decisions, or contribute to the decision-making process, on a wider strategic level.

7. THE SERVICES

7.1 The Provider acknowledges that the services to be delivered are divided into geographical lots, as per 1.2.1-1.2.4. The specific requirements of each lot shall be detailed in the sections below.

7.2 Owing to the Authority's broad approach to neurodiversity, including the extensive research concluding that there is substantial heterogeneity of experience across and within neurodiverse conditions, the Authority's expectation is that:

- (a) The Provider can provide support across all, or the majority, of the neurodiverse conditions listed in the HMI Joint Inspectorate Report (2021), which incorporates:
 - (i) *"learning difficulties and disabilities (LDDs) which generally include: learning disability, dyslexia, dyscalculia, and developmental coordination disorder (DCD, also known as dyspraxia); other common conditions, such as attention deficit hyperactivity disorder (ADHD, including ADD), autism spectrum conditions, developmental language disorder (DLD, including speech and language difficulties), tic disorders (including Tourette's syndrome and chronic tic disorder); and cognitive impairments due to acquired brain injury (ABI)."*
- (b) Subject to 7.2(d) below, where the Provider does not feel able to provide support to a particular neurodiverse condition (or the needs of an individual with that condition), the Provider commits to building their capacity to support these needs within, and by no later than the end of, Year One of the Call-off Contract.
- (c) The level of expertise the Provider can provide across the neurodiverse conditions is *proportionate* to the aims of the service; the chief aim being to improve the experience of probation for individuals with neurodiverse conditions. The support required is not clinical or diagnostic in nature nor are specialist educational services (for instance, for dyslexia or dyscalculia) that are provided by existing statutory agencies.
- (d) Signposting to other services is permissible to meet any unique or specialist needs arising out of an individual's neurodiverse condition(s). This might be for conditions which are not listed at 7.2(a)(i) or, in the alternative, for those conditions which the Provider cannot assist with (but if, and only if, the Provider can provide assistance for the majority of the conditions outlined at 7.2(a)(i)).

7.3 The Authority, in its absolute discretion, shall have the right to audit and dip-sample cases that have been signposted to ensure that the referrals are appropriate.

7.4 The precise scope of the Provider's expertise, and any required capacity-building planning, shall be agreed during mobilisation (see the milestones in Schedule 6.1 of the Call-off Contract).

7.5 The Authority shall not require brain injury expertise or services for Service Users in Approved Premises for the North Wales and South Wales lots.

8. LOTS 1, 2, 3 & 4: NORTH WALES, DYFED POWYS, SOUTH WALES & GWENT:

8.1 Activities to be delivered to probation practitioners or, otherwise, staff delivering probation services shall include but are not limited to:

- (a) **Case consultation to staff**, including advice on engaging and supporting people on their caseload, making adaptations, sentence planning;
 - (b) **Reflective group practice** sessions for staff, where people can bring cases for discussion and learn from each other;
 - (c) **Awareness training** to probation staff and/or other providers as appropriate (e.g. CRS providers);
 - (d) Advising on latest specialist **tools** and **interventions/ services**;
 - (e) Helping practitioners understand **what specialist services are available locally**, particularly from VCSE organisations.
- 8.2 Activities delivered to probation leaders in the region or Probation Delivery Unit(s) shall include but are not limited to:
- (a) Advising on communication and/or environment adaptations at a strategic and/or office-wide level;
 - (b) Attending **multi-disciplinary meetings**, supporting partnership planning and information sharing;
 - (c) Working towards kitemarks and accreditations.
- 8.3 Activities delivered to people on probation shall include but are not limited to:
- (a) **A range of 1-to-1 support for individuals** including about their condition, cognitive strategies, functional aids, communication skills, healthy relationships and help to navigate meetings with professionals;
 - (b) **Communication tools and resources** for people on probation;
 - (c) Access to **advocacy services** (these are often provided by local authorities or third sector organisations);
 - (d) Securing **specialist/statutory services** (e.g. referrals for diagnosis, therapy, speech and language services, medication);
 - (e) Contacting **family members/carers** to **gain insights on the person**; potentially providing family support
 - (f) **End of sentence planning** to help people maintain gains. Working with VCSE organisations to help people access long term services.
- 8.4 The Provider acknowledges that the exact distribution of work amongst these three areas cannot be predicted to a nicety and as such should ensure the service is responsive and agile to meet the needs of the Authority. The Authority shall work collaboratively with the Provider to ensure those needs are communicated.
- 8.5 The Authority expects the Provider to deliver the services face-to-face, unless otherwise agreed with the Authority. For Dyfed-Powys and North Wales, however, owing to the geographical breadth of the lot, while the Authority would prefer face-to-face services, remote working solutions shall be considered as part of this tender.
- 8.6 Subject to 8.4 above, for informative purposes at this stage:

- (a) For each lot, the Authority envisages that the primary beneficiaries of the service shall be the people on probation. The secondary priority of the Authority is the services delivered to probation practitioners. The tertiary priority shall be the services delivered to probation leaders.

9. POTENTIAL EXTENSION OPTIONS

- 9.1 At the end of the initial contract term, two (2) years, the Authority shall have an option to extend the Call-Off Contracts to facilitate continued service delivery in each region.
- 9.2 The extension period shall be a period of twelve (12) months in length.
- 9.3 For the avoidance of doubt, the extension shall be on the same terms as currently provided for in this Call-Off Contract.
- 9.4 The Authority shall communicate to the Provider no later than one (1) month before expiry of the initial term its decision on whether or not to exercise the option.
- 9.5 The value for such extensions shall not exceed the limits set out in the Public Contract Regulations (PCR) 2015, if any.

10. PRICE VARIATION

- 10.1 The Authority shall have the option, in its absolute discretion, to increase the value of the contract and the charges payable to the Provider if one or more of the following conditions precedent or thresholds is exceeded:
 - (i) Where the number of referrals made to the Provider for engagement with PoP, has:
 - (A) For the North Wales, exceeded 80;
 - (B) For the Dyfed Powys, exceeded 64;
 - (C) For South Wales, exceeded 112;
 - (D) For the Gwent, exceeded 64;
- 10.2 The Authority may exercise this option as many times as it wishes throughout the initial term and/or extension period of the contract so long as on each occasion the option is exercised on the basis that one or more of the aforesaid conditions precedent have been triggered.
- 10.3 The exact increased amount(s) of the additional services or contract price shall be calculated using the same principles and methodologies used for determining the basic contract value of each region. Providers can expect that each instance of the Authority exercising its option to vary the price will be proportionate to the increase in referrals.
- 10.4 Any increase in price shall follow the Change Control Procedure outlined in Schedule 8.2 of the Framework Agreement.
- 10.5 This price variation clause is made in observation of Regulation 72(1)(a) of the PCR 2015.

11. ESTATES AND LOCATIONS

- 11.1 The Provider shall be expected to host consultations for non-custodial PoP at their properties and offices; however, where this is not possible, with express agreement or invitation by the

Authority, the Provider may be permitted to use a space of the Authority's at one of its Probation Delivery Units (PDUs) or, if available, an Authority community venue.

- 11.2 This is strictly on an ad-hoc basis and, for the avoidance of doubt, the Authority does not and shall not confer general permission on the Provider to make use of an Authority space
- 11.3 For the purposes of 12.1, the Provider shall use reasonable endeavours to provide as much notice as possible and is reasonable in the circumstances to the Authority.
- 11.4 The Authority shall communicate confirmation of any staff engagement session (training or otherwise) locations and the locations where a presence is required.
- 11.5 If in the Authority's sole opinion, a more formal estates arrangement is required at any point during the Call-off Contract, the Provider shall agree to engage and collaborate with the Authority to effect more formal estates arrangements.
- 11.6 The Provider shall ensure that their estates are suitable and accommodate the needs of neurodiverse individuals.

12. REFERRAL PROCESS AND SERVICE REQUIREMENTS

- 13.1 The Authority shall request services of the Provider for each person on probation via a referral or request.
- 13.2 Requests for engagement with a person on probation shall take the form of a referral. The Provider shall provide to the Authority the form or document required to make a referral.
- 13.3 Requests for assistance, attendance and consultation can be written or by telephone. The timeframe for this request shall depend on the circumstances of the person on probation and shall be agreed with the probation practitioner and/or probation leader.
- 13.4 Requests for staff awareness sessions (or a presence in offices) shall be co-ordinated and requested by the Authority in writing. The exact date for delivery of a staff awareness session or for attendance in a particular PDU shall be agreed between the Authority and Provider.
- 13.5 Upon receiving a referral for a person on probation (which shall explain the nature of the service requested e.g. consultation or direct delivery), the Provider shall:
 - (a) Confirm receipt of the referral and acceptance of the referral within five (5) working days.
 - (b) Make arrangements with the Probation Practitioner to agree the date and time of the initial engagement appointment. The initial engagement appointment should be face-to-face, where possible, but all the circumstances of the person on probation should be taken into account in considering how to conduct the session;
 - (c) The initial engagement appointment should take place as soon as is reasonably practicable but, in any event, within ten (10) working days of accepting the referral.
 - (d) Any communication of appointments, or otherwise, with a person on probation should be commensurate with that person on probation's neurodiverse needs.
 - (e) The Provider shall produce the person on probation's outline engagement plan within ten (10) working days of the initial engagement with the person on probation. The plan should contain some agreed outcomes or goals between the Provider and person on probation. The plan should be available in a format which is capable of being understood by the person on probation, accounting for their neurodiverse needs.

- 13.6 The timeframes outlined above shall apply unless the referral or request for consultation or attendance is identified as a 'short notice' request or 'urgent' request. In these events, the timeframes are:
- (a) 'Short notice' is quantified as 48 hours from the issue of the request, until the requested time of delivery; 24 hours shall be classed as an urgent request.
- 13.7 All engagement with person on probation shall be regarded as non-enforceable. Any information received from the person on probation that raises concern i.e. safeguarding or risk of harm, must be disclosed to the probation practitioner at the earliest opportunity via email, telephone or face-to-face.
- 13.8 In delivering the engagement service to people on probation, the Provider must:
- (f) Alert the probation practitioner (or, if not possible, the probation practitioner's line manager or duty manager) by the end of the same working day as the scheduled activity either face-to-face or via telephone:
 - (i) any instances of unacceptable behaviour by the person on probation (which may require reporting to the police);
 - (ii) any behaviour or information that may indicate a risk of serious harm posed by the person on probation;
 - (iii) any information that may impact upon child or adult safeguarding concerns;
 - (iv) any new information that indicates that the person on probation is at increased risk in relation to self-harm, human trafficking, modern-day slavery, involvement in the sex industry, serious group offending, extremism, radicalisation or county lines.
 - (g) Alert the probation practitioner within two (2) working days of:
 - (i) changes to planned sessions or activities;
 - (ii) instances of non-attendance at any session or appointment by the person on probation.
 - (h) Alert the probation practitioner within five (5) working days:
 - (i) feedback of each session undertaken by the person on probation including any update on progress against the agreed outcomes/goals made by the person on probation;
 - (ii) any insights and advice on service adjustments, where appropriate, to enable the probation practitioner to engage more effectively with the person on probation.
- 13.9 The Provider shall monitor the person on probation throughout the delivery of the engagement and shall:
- (i) Engage with any request from the probation practitioner with regards to updates on the person on probation at any point during service delivery;
 - (j) If requested by the probation practitioner, take part in a review with the person on probation and probation practitioner face-to-face or electronically to review progress and to take appropriate action as a result;

- (k) Continually review the person on probation's progress;
 - (l) Ensure short-notice changes to scheduling of services should only be made if unavoidable.
- 13.10 To complete the engagement with a person on probation, the Provider shall:
- (m) within the final session with the person on probation:
 - (i) provide an opportunity for feedback from the person on probation; and
 - (ii) provide the person on probation with suggested move-on steps;
 - (n) complete an end-of-service report and share with the probation practitioner within fifteen (15) Working Days following the final session with the person on probation; and
 - (o) if requested by the probation practitioner, provide further clarification on the end-of - service report, regarding the activities completed and agreed outcomes achieved.
- 13.11 Notwithstanding the specific notification requirements listed above, the Provider shall provide regular updates to the probation practitioner on the progress of a person on probation. The frequency of this requirement shall be agreed between the Authority and Provider during the mobilisation period.
- 13.12 For the avoidance of doubt, the Authority shall not be deploying the Refer & Monitor case management system for this contract. The Provider must, therefore, have a satisfactory system in place to monitor and track requests and referrals (see Schedule 6.1 of the Call-off Contract). At minimum, this will include access to a CJSM e-mail account and Microsoft Excel.
- 13.13 The Authority, in its absolute discretion, may, at any time, decide that a more sophisticated case management system is required and impose this requirement on the Provider. This may include the Refer & Monitor case management system.
- 13.14 The Provider shall provide relevant management information (and any examples of the below, on request) to the Authority on a monthly basis, including not but limited to;
- (a) referrals;
 - (b) sessions delivered;
 - (c) Action plans and end-of-service reports completed;
 - (d) specialist input on individual case basis;
 - (e) person on probation feedback including outcomes achieved;
 - (f) any other operational data, including but not limited to;
 - (i) staffing in post
 - (ii) training in order to support active service delivery and contract management.

13. PROVIDER PERSONNEL AND SKILLS, KNOWLEDGE AND TRAINING

- 14.1 Notwithstanding the generality of the requirements in Clause 16 of the Framework Agreement, the Provider shall provide all Provider Personnel with full introductory training required to complete their role in the delivery of the Services prior to the Call-Off Commencement Date. Where possible, alternative timescales may be agreed at the Authority's discretion.
- 14.2 Where staff have been provided the relevant training within the previous 12 months, the Provider may highlight this to the Authority and where an agreement is made by both parties the training does not need to be completed again with respect to Year 1 of the Contract Term, provided the training does not run out during this period. Provisions should be put in place for the training to be completed on a rolling 12-month basis.
- 14.3 As a minimum the training should include:
- (a) adult and child safeguarding;
 - (b) extremism;
 - (c) organised crime;
 - (d) risk awareness;
 - (e) dealing with challenging behaviour;
 - (f) modern slavery; and
 - (g) diversity - to include comprehensive training on unconscious bias and cultural competence.
- 14.4 In addition to the minimum training, the Supplier shall ensure that all Supplier Personnel delivering the Services should have the following:
- 14.4.1 A thorough understanding of at least the following conditions: autism, ADHD, learning difficulties and disabilities (such as dyslexia), brain injury and FASD.

15. GENERAL REQUIREMENTS

- 15.1 The following Additional General Requirements shall be applicable to this Call-off Contract:

General Requirements	
Ref	Requirement
G1	<p>In line with the Equalities Act 2010, the Provider must deliver Services in a way which responds and adapts to meet the needs of;</p> <ul style="list-style-type: none">A. all people on probation referred to the Service;B. all Supplier Personnel delivering the Service
G2	<p>The Provider must:</p> <ul style="list-style-type: none">A. Deliver the Services in a language or format the person on probation is able to understand.B. Where the Call-Off Competition stipulates that the Services are to be delivered in Wales, deliver all instructions to report in Welsh in accordance with the Welsh Language Scheme 2018 and Welsh Language Act 1993 for

	service delivery in Wales and ensure that the service itself can be made available in Welsh.
G3	The Provider shall work with the Authority to develop digital structures and keep up to date with any changes required (for example remaining compliant with the Authority's choice of browser).
G4	<p>The Provider must provide the Authority with any information in relation to the person on probation, as requested, for the purpose of informing any Pre-Sentence Report in relation to any new or historic offences, for which the person on probation is due to be sentenced. This must be provided in a timescale required by the court and in a format stipulated by the Authority.</p> <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities):</p> <p><i>The Probation Practitioner will issue request for information as is reasonably practicable and will stipulate the format in which it is required.</i></p>
G5	<p>The Provider must:</p> <p>A. Provide a verbal or written update and/or a written report to the Probation Practitioner for the purpose of informing Multi-Agency Partnership Meetings, in a format instructed by the Probation Service, to address issues as requested by the Probation Practitioner or other statutory agencies with whom the Provider is liaising.</p> <p>B. Provide Services that meet the needs/emerging needs of cohorts including care leavers, Foreign Nationals (in line with legislation), those convicted of sexual or arson offences and MAPPA cases.</p> <p>More information on this can be found at the following link:</p> <p>https://www.gov.uk/government/publications/multi-agency-public-protectionarrangements-mappa--2</p> <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities):</p> <p><i>The Probation Practitioner will issue requests for information in a timely manner.</i></p>
G6	<p>The Provider must:</p> <p>A. Provide a Directory of Services to the Authority, in an electronic format, prior to the Call Off Commencement Date, in sufficient detail to:</p> <p>(i) describe the delivery methods of each Activity that form the Services;</p> <p>(ii) advise the court and Probation Practitioners of the range of Activities and Sessions available that meet the person on probation's needs and the Required Outcomes;</p> <p>(iii) describe the time (where appropriate) and location of the Activities; and</p>

	<p>(iv) describe any other key details that would help inform a Referral, that the Authority may instruct to be included;</p> <p>B. Always maintain an active and appropriately populated Directory of Services.</p> <p>C. Review on a quarterly basis and update the Directory of Services within five (5) Working Days when there is a removal, addition or alteration of any Activity or Session.</p>
G7	<p>Notwithstanding any specific requirements regarding facilities or estates within the Framework Agreement, the Provider must provide:</p> <p>A. A safe environment for people on probation and Provider Personnel;</p> <p>B. Appropriate space available to offer private 1:1 support;</p> <p>C. Appropriate space in which to deliver the Services in an environment which meets the diverse needs and requirements of each person on probation, specifically; those People on Probation living with neurodiverse needs and each Provider Personnel including relevant Protected Characteristics; and</p> <p>D. An estate with the correct conditions of use for people on probation to attend the service across the geography of the Location as set out in Part B. – Geographical Location.</p>
G8	<p>If, during the Call-Off Term, the Provider is required to move premises or undertake any refurbishments, the Provider must ensure that such is undertaken in a way so as to minimise the impact on delivery of the Services; the impact on People on Probations; impact to the Provider; any other stakeholders or the general public.</p>
G9	<p>In the event of a person on probation transferring out of Contract Area prior to the completion of Service delivery, and when instructed by the Probation Practitioner, the Provider must:</p> <p>A. Conduct a Final Session with the person on probation that provides opportunity for feedback from the person on probation;</p> <p>B. Complete an End of Service Report and share with the Probation Practitioner within five (5) Working Days following the Final Session with the person on probation; and</p> <p>C. Provide the Probation Practitioner with appropriate next steps for the person on probation which may be shared with another Authority Probation Provider in a different Contract Area, where possible, for a continuation of Intervention delivery.</p> <p>All information in relation to Services delivered may be shared with another Authority Probation Provider by the Probation Practitioner.</p> <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities):</p> <p><i>The Authority will issue any Contract Area transfer requests to the Provider within two (2) Working Days of being made aware of a PoP transferring out of Contract Area.</i></p>

G10	<p>In the event the Authority requests the Provider to contribute to Authority liaison arrangements with judges and magistrates, the Provider must do so in accordance with any guidance issued by the Authority, in the format requested by the Authority.</p> <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities) <i>The Authority to inform the Provider of liaison meetings, including dates and requirements for the Provider's input in a timely manner.</i></p>
G11	<p>The Provider must, in the case of Serious Further Offence Review, Domestic Homicide Review, Serious Case Review or HMIP Inspection;</p> <p>A. provide all Provider Information as requested in the timescale and format specified by Authority or Related Third Party, and</p> <p>B. make Provider Personnel available to attend any meetings, in person, as requested by the Authority or Related Third Party.</p> <p>The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities):</p> <p><i>The Authority will issue requests to the Provider within two (2) Working Days of being made aware of the need for the provision of Provider Information or for Provider Personnel to attend meetings.</i></p>

PART B – GEOGRAPHICAL LOCATIONS

- The Provider shall provide the Services primarily in the locations listed in the table below for each region:

Region	PDUs	Locations Included
North Wales	North Wales	Caernarfon
		Bangor
		Colwyn Bay
		Flint
		Wrexham
Gwent	Blaenau Gwent	Ebbw Vale
		Newport
		Caerphilly
		Pontypool
Dyfed Powys	Dyfed Powys	Aberystwyth
		Newtown
		Brecon
		Carmarthen
		Haverfordwest
		Llandrindod Wells
South Wales	Cardiff and the Vale, Swansea, Neath & Port Talbot	Llanelli
		Cardiff
		Barry
		Swansea
		Pontypridd
		Bridgend
		Merthyr Tydfil

