

## **SCHEDULE 7**

### **SERVICES OUTPUT SPECIFICATION**

#### **1. INTRODUCTION**

The Contractor shall provide the Services set out in this Schedule 7 in accordance with Clause 3 of this Agreement. The Contractor shall, at all times, ensure that the Services comply with, and meet all the requirements of, and perform all its other obligations arising under or in connection with this Agreement, in accordance with each of this Agreement, the Services Output Specification, the Services Delivery Proposals, Good Industry Practice, Directions, Mandatory Probation Instructions, Mandatory Prison Service Instructions and Applicable Law with effect from the Amendment Date.

The NOMS Service Specifications, the non-mandatory elements of Probation Instructions and the non-mandatory elements of Prison Service Instructions may be made available on the Authority Website to provide guidance. They shall not impose any obligations on, nor create any rights for, either of the parties under this Agreement.

The Contractor shall provide the Services with respect to each relevant Applicable Person set out in the column “Offender Type” and for each relevant sentence of the court set out in the column “Sentence Type” that the Applicable Person has been sentenced to. Where the “Service” column refers to Applicable Persons this shall mean the offender type set out in the “Offender Type” column, as applicable.

An illustration of the columns and description or example of the contents is set out in the table below:

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
<b>Output reference linked to type of Service</b>	<b>Description of Service</b>	<b>Sentence Type for which Service must be delivered e.g. Community Order, Unpaid Work Requirement</b>	<b>Allocated Persons  Designated Retained Persons  Resettlement Persons</b>

## **2. OFFENDER MANAGEMENT**

The Contractor shall provide the offender management Services set out below and shall ensure it has in place the required resources to enable that delivery.

### **2.1 Sentence Delivery and Planning**

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
OM 1	<p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>(i) provide the Authority with written details of all services available to Applicable Persons in its Contract Package Area and provide further details of any changes to the services available as they occur, to inform Pre-Sentence Report proposals, Licence conditions and Post Sentence Supervision Period Requirements;</li> <li>(ii) contribute to the Authority's liaison arrangements and meetings with sentencers in accordance with any guidance issued by the Senior Presiding Judge to the Authority about such matters; and</li> <li>(iii) provide advice before sentence to the Authority of the suitability of an offender identified by the Authority for services provided by the Contractor, at the request of the Authority and within the timescale required by the court.</li> </ul>	<p>Pre-sentence</p> <p>Custodial Sentence</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	<p>Allocated Persons</p> <p>Designated Persons      Retained Persons</p>
	<p>Dependency for OM1(iii)</p> <p>The Authority shall notify the Contractor in writing of the date on which the advice is required within one Business Day after becoming aware of the requirement.</p>		

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Service Output Group	Service	Sentence Type	Offender Type
OM 2	When requested by the Authority, and within the timescale required by the Authority, the Contractor shall provide all information in its possession or control concerning an Applicable Person, which the Contractor reasonably considers to be relevant for the purposes of informing a Pre-Sentence Report and sentencing in relation to a new offence by that Applicable Person in each case, as applicable.	Pre-sentence for new offences committed by Allocated Persons or Designated Retained Persons	Allocated Persons Designated Retained Persons
OM 3	<p>The Contractor shall arrange a face to face appointment between the Contractor and each Allocated Person to take place within five Business Days after the allocation by the Authority of the Allocated Person to the Contractor in order to prepare a Plan in accordance with OM8 of this Schedule 7.</p> <p>The Contractor shall provide the Authority with generic instructions detailing where each Allocated Person has to report to or how that Allocated Person is to contact the Contractor in relation to his first appointment, to enable the Authority to provide the Allocated Person with these instructions, where possible, on the date of sentence.</p> <p><u>Dependency</u> The Authority shall notify the Contractor of the allocation of an Allocated Person to the Contractor pursuant to Schedule 10 Paragraph 2 including the information set out in Schedule 10 Paragraph 2(b).</p>	Community Orders Suspended Sentence Orders	Allocated Persons
OM 4	<p>(i) The Contractor shall, in its capacity as a Home CRC, prepare a Plan no more than 12 weeks before each Allocated Person is released from custody as part of the pre-release planning activity referred in to R5 of this Schedule 7.</p> <p>(ii) The Contractor shall arrange for a face to face appointment between the Contractor and each Allocated Person released from custody to take place within one Business Day after that Applicable Person has been released from</p>	Custodial Sentence – conditional release on Licence (pre and post release)	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
	<p>custody in order to prepare a Plan or review the existing Plan in accordance with OM8 of this Schedule 7.</p> <p><u>Dependency</u></p> <p>The Authority shall notify the Contractor of the date an Allocated Person is to be released from custody and notify the Contractor on the day that an Allocated Person is released on Licence from court if that day is a Business Day and the next Business Day after the day of release if that day is not a Business Day. The Authority shall provide the information to the Contractor set out in Schedule 10 Paragraph 2(b).</p>		
OM 5	<p>The Contractor shall: (i) during each of the face to face appointments held pursuant to OM3 or OM4 of this Schedule 7, provide each Allocated Person with a clear oral explanation of what the Allocated Person must do to comply with the requirements of his Community Order, Suspended Sentence Order, Licence conditions or Post Sentence Supervision Period Requirements, as applicable, and the consequences of not complying with any of those conditions or requirements, (ii) seek clarification that the Allocated Person has understood the explanation and (iii) confirm the explanation in writing to the Allocated Person.</p>	<p>Custodial Sentence – conditional release on Licence (post release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons
OM 6	<p>The Contractor shall ensure that all other Relevant Agencies involved with an Allocated Person are notified in writing of: (i) that Allocated Person's name, (ii) the length and the requirements or conditions of the Community Order, Suspended Sentence Order, Licence or Post Sentence Supervision Period, as applicable, (iii) the arrangements for reporting to the Contractor of any indications that the Allocated Person has not complied with the requirements of his Community Order, Suspended Sentence Order, , Licence conditions or Post Sentence Supervision Period Requirements and (iv) the outcome of any</p>	<p>Custodial Sentence – conditional release on Licence (post release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
	failure to comply by the Allocated Person.		
OM 7	The Contractor shall take reasonable steps to ensure that the Allocated Person is aware of the need to disclose offences to potential employers in accordance with the Rehabilitation of Offenders Act 1974.	Custodial Sentence (pre and post release on Licence or Home Detention Curfew)  Suspended Sentence Order  Community Order	Allocated Persons
OM 8	<p>In respect of each Allocated Person, the Contractor shall prepare a Plan within 10 Business Days after the first face to face appointment has taken place with the Allocated Person in accordance with OM3 or OM4 as applicable.</p> <p>The Plan shall:</p> <ul style="list-style-type: none"> <li>(i) be reasonable and proportionate in its terms;</li> <li>(ii) where possible be agreed with the Allocated Person; and</li> <li>(iii) be framed to deliver that part of the sentence of the court to be served in the community, the Licence conditions or the Post Sentence Supervision Period Requirements.</li> </ul> <p>The Plan shall be reviewed as required by the Authority, or if the Contractor reasonably considers that the circumstances of the Allocated Person have significantly changed.</p>	<p>Custodial Sentence - conditional release on Licence (post release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
OM 9	The Contractor shall take steps to ensure that each Allocated Person is able to engage with Relevant Agencies in the community to address needs identified in the Plan.	Custodial Sentence – conditional release on Licence (post release)  Suspended Sentence Order  Community Order	Allocated Persons
OM 10	<p>In preparing the Plan pursuant to OM 8 of this Schedule 7 the Contractor shall request information from (if not already obtained by the Authority for the purpose of case allocation):</p> <ul style="list-style-type: none"> <li>(i) the police to establish whether the Allocated Person is known or believed by the police to represent a risk of domestic abuse,</li> <li>(ii) the relevant local authority or other authorised agency providing child protection and welfare services to establish whether there is an identified risk to any child living with or, in the reasonable opinion of the Contractor, having significant contact with, the Allocated Person, and</li> <li>(iii) the Disclosure and Barring Service if in the reasonable opinion of the Contractor the Allocated Person may be barred from working with children or vulnerable adults as a result of a conviction or caution for a relevant offence,</li> </ul> <p>and in each case take this information into account for the purpose of informing and preparing the Plan.</p>	<p>Custodial Sentence - conditional release on Licence (post release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
OM 11	<p>The Contractor shall:</p> <p>(i) where the victim of an offence committed by an Allocated Person, is in statutory or voluntary contact with the Victim Contact Scheme, (a) inform the Victim Contact Scheme of details of an Allocated Person's sentence, including temporary and final release dates; (b) inform the Victim Contact Scheme of any potential risks posed to the victim by the Allocated Person; and (c) seek information from the Victim Contact Scheme to ensure that the Allocated Person's Licence conditions and the Plan take account of the needs and concerns of victims; and</p> <p>(ii) in accordance with Good Industry Practice, identify and refer appropriate cases to the Victim Contact Scheme that fall outside statutory victim requirements in accordance with the Domestic Violence Crime and Victims Act 2004.</p> <p><u>Dependency:</u></p> <p>The Authority shall inform the Contractor if the victim of an offence committed by an Allocated Person is in statutory or voluntary contact with the Victim Contact Scheme.</p>	<p>Custodial Sentence - conditional release on Licence (pre and post release)</p> <p>Community Order</p> <p>Suspended Sentence Order</p>	Allocated Persons
OM 12	<p>For each Allocated Person who, in the reasonable opinion of the Contractor, is:</p> <p>(i) at risk of being victimised; or</p> <p>(ii) at risk of domestic abuse,</p>	<p>Custodial Sentence – conditional release on Licence (post release)</p> <p>Suspended Sentence Order</p>	Allocated Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
	the Contractor shall provide assistance to that Allocated Person with the preparation of a proposal setting out the activity which is needed to promote the safety and well-being of a victim, who is responsible for each activity and details of the relevant individuals and agencies involved to reduce the identified risk.	Community Order	
OM 13	The Contractor shall provide to the Authority in writing all relevant information as required by the Authority within 10 Business Days of the request, to inform the Release on Temporary Licence process for an Allocated Person pursuant to Schedule 10 Paragraph 14 and, if applicable, provide the Authority with instructions for the Allocated Person to report to the Contractor in order to comply with any conditions of the temporary Licence which may have been set by the Authority.	Custodial Sentence (Pre-Release)	Allocated Persons
OM 14	The Contractor shall contribute to the Home Detention Curfew process pursuant to Schedule 10 Paragraph 13 by undertaking an assessment of the home circumstances of an Allocated Person and submitting a report to the Authority within 10 Business Days after the request by the Authority to do so, including information regarding proposed changes of address following the release of the Allocated Person on Home Detention Curfew.	Custodial Sentence (pre- and post release)	Allocated Persons
OM 15	<p>The Contractor shall:</p> <ul style="list-style-type: none"> <li>(i) ensure that all information required by the Parole Board is prepared and submitted to the Authority in accordance with the timescale specified by the Parole Board and the Authority;</li> <li>(ii) comply with Parole Board directions regarding the Allocated Person's risk management and resettlement needs; and</li> </ul>	<p>Custodial Sentence (Pre-Release)</p> <p>Allocated Persons recalled to custody (Standard Recall)</p>	Allocated Persons



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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
	(iii) comply with any directions from the Parole Board regarding the Contractor's attendance at Parole Board oral hearings		
OM 16	<p>The Contractor shall recommend to the Authority additional Licence conditions for an Allocated Person, having first consulted with all Relevant Agencies, that;</p> <p>(i) the Contractor considers will manage the harm posed by the Applicable Person;</p> <p>(ii) will address the needs and concerns of the victim(s);</p> <p>(iii) will address any public protection concerns; and</p> <p>(iv) will contribute to the rehabilitation of the Allocated Person.</p>	Custodial Sentence – conditional release on Licence (Pre Release)	Allocated Persons
OM 17	<p>The Contractor shall advise the Authority (i) whether there is any reason why Post Sentence Supervision Period Requirements for an Allocated Person should not include requirements (a) to (h) set out in 256AB(1) of the CJA; and (ii) whether, in the reasonable opinion of the Contractor, requirements (i) or (j) set out in section 256AB(1) of the CJA should be included as a Post Sentence Supervision Period Requirement for the Allocated Person, having regard to the restrictions in section 256D(2) and 256E(2) of the CJA.</p>	Custodial Sentence – conditional release on Licence (pre-release)	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
OM 18	<p>The Contractor shall, comply with Paragraph 9 of Schedule 10 or Paragraph 7(b) of Schedule 10 (as applicable) and in each case ensure that:</p> <ul style="list-style-type: none"> <li>(i) the transfer of an Allocated Person to a new Contract Package Area or to the Authority is undertaken in accordance with Good Industry Practice;</li> <li>(ii) the rationale for the Contractor's approval of the transfer of an Allocated Person to another Contract Package Area is recorded;</li> <li>(iii) each transfer of an Allocated Person to the Authority is agreed with the Authority in writing.</li> </ul> <p><u>Dependency</u></p> <p>Where applicable, the Authority shall inform the Contractor of its decision to approve the transfer of the Allocated Person from the Contractor to the Authority</p>	<p>Custodial Sentence – conditional release on Licence (pre and post release)</p> <p>Custodial Sentence – unconditional release (pre-release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons
OM 19	<p>The Contractor shall accept transfers of Allocated Persons from other Community Rehabilitation Companies and to facilitate such transfers the Contractor shall:</p> <ul style="list-style-type: none"> <li>(i) assess the suitability of the proposed home address of an Allocated Person transferring or requesting a transfer permanently or temporarily from another Contract Package Area; and</li> <li>(ii) ensure that each Allocated Person transferring into the Contract</li> </ul>	<p>Custodial Sentence – conditional release on Licence (pre and post release)</p> <p>Custodial Sentence – unconditional release (pre-release)</p> <p>Suspended Sentence Order</p>	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
	Package Area is accepted in a timely manner and clarity of responsibility for offender management in respect of that Allocated Person is retained.	Community Order	
OM 20	<p>Where required by the court the Contractor shall prepare progress reports for each Allocated Person to be submitted in writing to the Authority within the timescales required by the court.</p> <p><u>Dependency</u></p> <p>The Authority shall notify the Contractor in writing when a review hearing is requested and of the date of the initial and subsequent reviews within three Business Days after the request by the court.</p>	Suspended Sentence Order Community Order	Allocated Persons
OM 21	<p>Where the Contractor identifies a need to amend the Community Order, Suspended Sentence Order, Licence conditions or Post Sentence Supervision Period Requirements for an Allocated Person, as a result of a change in circumstances of the Allocated Person, the Contractor shall:</p> <p>(i) provide details of the proposed amendment to the Authority for an application to be made to the Court pursuant to Schedule 10 Paragraph 5; or</p> <p>(ii) make an application to the Authority to amend that Allocated Person's Licence conditions or Post Sentence Supervision Period Requirements.</p>	<p>Custodial Sentence – conditional release on Licence (post release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons

## 2.2 Risk Management

Service Output Group	Service	Sentence Type	Offender Type
OM 22	<p>The Contractor shall within one day after the receipt or event, as the case may be, act on any information that it receives, or any significant event which, in the reasonable opinion of the Contractor, might affect:</p> <ul style="list-style-type: none"> <li>(i) the Allocated Person's risk of Serious Harm,</li> <li>(ii) the Allocated Person's risk of self-harm,</li> <li>(iii) the likelihood of the Allocated Person reoffending, or</li> <li>(iv) the ability of the Allocated Person to successfully complete that part of the sentence of the court to be served in the community,</li> </ul> <p>including by:</p> <ul style="list-style-type: none"> <li>(A) informing other Relevant Agencies or persons in contact with the Allocated Person of the changes in the Allocated Person's risk of Serious Harm, self-harm or likelihood of reoffending; and</li> <li>(B) where immediate public protection concerns arise, immediately taking appropriate action to mitigate risk, including contacting the police or other relevant emergency service.</li> </ul> <p>The Contractor shall, in accordance with Good Industry Practice, review and amend the Plan within five Business Days after the receipt or event referred to above.</p>	<p>Custodial Sentence (pre and post Release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p> <p>Custodial Sentence - conditional release on Licence or Home Detention Curfew (pre and post Release)</p>	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
OM 23	<p>The Contractor shall inform the Authority of any information it receives, or any significant event which, in the reasonable opinion of the Contractor, might affect:</p> <ul style="list-style-type: none"> <li>(i) the Designated Retained Person's risk of Serious Harm;</li> <li>(ii) the Designated Retained Person's risk of self-harm;</li> <li>(iii) the likelihood of the Designated Retained Person reoffending; or</li> <li>(iv) the ability of the Designated Retained Person to successfully complete his Plan.</li> </ul>	<p>Custodial Sentence (pre and post Release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	<p>Designated Persons      Retained Persons</p>
OM 24	<p>The Contractor shall, in relation to an Allocated Person, notify the Authority where (i) in the reasonable opinion of the Contractor, the Allocated Person's risk of Serious Harm may be escalating to high; (ii) specific risk escalation indicators identified by the Authority at allocation of the Allocated Person are manifested, or (iii) where at allocation of the Allocated Person, or in response to a previous notification by the Contractor, the Authority has stipulated a time for reassessment, in each case as soon as possible and, in any event, within one day after the Contractor's opinion is formed, the relevant indicator has arisen or the time for reassessment has occurred, to enable the Authority to reassess the Allocated Person's risk of Serious Harm.</p>	<p>Custodial Sentence – conditional release on Licence (post release)</p> <p>Suspended Sentence Orders</p> <p>Community Orders</p>	<p>Allocated Persons</p>
OM 25	<p>If an Applicable Person is charged with a Serious Further Offence, the Contractor shall:</p> <ul style="list-style-type: none"> <li>(i) comply with the process set out in Schedule 10 Paragraph 10;</li> </ul>	<p>Custodial Sentence – conditional release on Licence (post release)</p> <p>Suspended Sentence Orders</p>	<p>Allocated Persons</p> <p>Designated Persons      Retained Persons</p>

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Service Output Group	Service	Sentence Type	Offender Type
	<p>(ii) instigate, conduct and prepare a SFO Review in accordance with the Authority's requirements; and</p> <p>(iii) act upon learning points from the review;</p> <p>In respect of the victim(s) of Serious Further Offences committed by Applicable Persons, the Contractor shall:</p> <p>(i) prepare a Victim Summary Report as required by the Authority; and</p> <p>(ii) meet with the victim(s) and the Victim Liaison Scheme officer to share the contents of the report.</p>	Community Orders	
OM 26	The Contractor shall, as required by the Authority, establish or participate in the preparation of a Domestic Homicide Review.	<p>Custodial Sentence (post release)</p> <p>Suspended Sentence Orders</p> <p>Community Orders</p>	<p>Allocated Persons</p> <p>Designated Person      Retained</p>

## 2.3 Breach and Enforcement

Service Output Group	Service	Sentence Type	Offender Type
OM 27	<p>If the Contractor, in accordance with Good Industry Practice, determines that there has been a breach of a Community Order, Suspended Sentence Order, Attendance Centre Order or Supervision Default Order by an Allocated Person, the Contractor shall:</p> <ul style="list-style-type: none"> <li>(i) if it is the first breach of that Community Order or Suspended Sentence Order within a 12 month period, either issue a warning or follow the breach process set out in schedule 10 paragraph 4;</li> <li>(ii) if it is not the first breach of that Community Order or Suspended Sentence Order within a 12 month period, follow the breach process set out in schedule 10 paragraph 4;</li> <li>(iii) if it is a breach of a Supervision Default Order, follow the breach process set out in schedule 10 paragraph 4; or</li> <li>(iv) if it is a breach of an Attendance Centre Order, follow the breach process set out in Schedule 10 paragraph 3.</li> </ul>	<p>Suspended Sentence Order</p> <p>Community Order</p> <p>Supervision Default Order</p> <p>Attendance Centre Order</p>	Allocated Persons
OM 28	<p>If the Contractor, in accordance with Good Industry Practice, determines that there has been a breach of a Post Sentence Supervision Period Requirement by an Allocated Person, the Contractor shall: (i) issue a warning to the Allocated Person; or (ii) follow the breach process set out in Schedule 10 paragraph 4.</p>	<p>Post Sentence Supervision Period</p> <p>Custodial Sentence under 24 months (post release)</p>	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
OM 29	<p>The Contractor shall comply with all requirements of the Authority regarding the Contractor's attendance in court to give evidence at contested breach hearings, including providing all relevant information about the hearing to each applicable witness who is required to attend court on the day of the hearing.</p> <p><u>Dependency</u></p> <p>The Authority, in its capacity as the provider of the NPS, shall notify the Contractor of the details of the applicable court slot and court date in relation to Breach Presentation.</p>	Suspended Sentence Order Community Order Custodial Sentence (post release on Licence)	Allocated Persons
OM 30	<p>If the Contractor, in accordance with Good Industry Practice, determines that there has been a breach of a Licence condition by an Allocated Person, the Contractor shall:</p> <ul style="list-style-type: none"> <li>(i) issue a warning to the Applicable Person; or</li> <li>(ii) follow the procedure set out in paragraph 7 of schedule 10; and</li> <li>(iii) if the Applicable Person is recalled to custody on a standard recall following the process set out in Schedule 10 paragraph 6, review and update the relevant aspects of the Plan and provide the Plan to the Authority within 8 Business Days after receiving notification from the Authority of the Applicable Person's recall to custody.</li> </ul>	Custodial Sentence – conditional release on Licence (post release)	Allocated Persons
OM 31	Where following a Breach Presentation, a court amends the terms of an Applicable Person's Community Order or Suspended Sentence Order, the Contractor shall deliver the new or amended requirements in accordance with	Suspended Sentence Order Community Order	Allocated Persons



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Service Output Group	Service	Sentence Type	Offender Type
	<p>this Schedule 7.</p> <p><u>Dependency</u></p> <p>The Authority shall notify the Contractor of the new requirements.</p>		
OM 32	<p>Where a court makes a Supervision Default Order imposing an Unpaid Work Requirement on an Applicable Person, the Contractor shall deliver that Unpaid Work Requirement in accordance with this Schedule.</p> <p><u>Dependency</u></p> <p>The Authority shall notify the Contractor of the new requirements.</p>	Supervision Default Order imposing an Unpaid Work Requirement	<p>Allocated Persons</p> <p>Designated Persons      Retained Persons</p>

## 2.4 Completion of Sentence

Service Output Group	Service	Sentence Type	Offender Type
OM 33	<p>Where the Community Order or Suspended Sentence Order imposed on an Allocated Person does not include a Prohibited Activity Requirement, an Exclusion Requirement or a Curfew Requirement, the Contractor shall ensure that the early revocation of a Community Order, or the cancellation of a requirement(s) of a Suspended Sentence Order is sought:</p> <p>(a) when:</p> <ul style="list-style-type: none"> <li>(i) the requirements of the Community Order or Suspended Sentence Order, as applicable, have been completed by the Allocated Person (with the exception of any Supervision Requirement or Rehabilitative Activity Requirement);</li> <li>(ii) the activities in the Plan relating to the delivery of that part of the sentence of the court to be served in the community have been completed by the Allocated Person; and</li> <li>(iii) in the reasonable opinion of the Contractor, the Allocated Person is making good progress or responding satisfactorily to supervision or treatment, as the case may be; or</li> </ul> <p>(b) when the Contractor, acting reasonably and in accordance with Good Industry Practice, believes that it is in the interests of justice for the Community Order to be revoked or the requirement(s) of the Suspended Sentence Order to be cancelled.</p>	<p>Suspended Sentence Order</p> <p>Community Order</p>	Allocated Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
OM 34	The Contractor shall ensure that each Allocated Person is provided with a clear explanation that confirms in writing of the completion of any requirement.	Suspended Sentence Order Community Order	Allocated Persons
OM 35	The Contractor shall provide each Allocated Person with a clear explanation, confirmed in writing when:  (i) a statutory licence period ends; or  (ii) a statutory licence period ends and a Post Sentence Supervision Period commences; and  (iii) when the Post Sentence Supervision Period ends.	Custodial Sentence – conditional release on Licence (post release)	Allocated Persons
OM 36	The Contractor shall ensure that a final review and evaluation of the Allocated Person's Plan is completed at the termination of the period specified in the Plan and that the outcomes of that review are recorded on Authority Approved Risk Assessment Systems.	Custodial Sentence – conditional release on Licence (post release)  Suspended Sentence Order Community Order	Allocated Persons
OM 37	The Contractor shall ensure that each Relevant Agency is informed of the termination (for whatever reason) of the Community Order, Suspended Sentence Order or Post Sentence Supervision Period or Licence.	Custodial Sentence – conditional release on Licence (post release)  Suspended Sentence Order Community Order	Allocated Persons

**3. RESETTLEMENT**

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
R 1	<p>Subject to R 2, 5, 6 and 7, where the Contractor is Lead Host CRC, it shall:</p> <ul style="list-style-type: none"> <li>(i) in respect of each Resettlement Service, provide to the Authority a detailed list setting out the range of services and resources available for that Resettlement Service;</li> <li>(ii) provide to the Authority the Resettlement Services with respect to each Resettlement Person assigned to it by the Authority in each of its Resettlement Prisons;</li> <li>(iii) ensure that each of those Resettlement Persons is able to access the Resettlement Services; and</li> <li>(iv) without prejudice to (i) and (ii), make contact with each of those Resettlement Persons and complete a Resettlement Plan for each of those Resettlement Persons no later than five Business Days after the Authority has completed Part 1 of the Basic Custody Screening Tool. If the Authority has not completed Part 1 of the Basic Custody Screening Tool in respect of a Resettlement Person in circumstances where the Resettlement Person was inducted into custody before the Basic Custody Screening Tool was implemented for use by the Authority, the Contractor shall generate a separate document that evidences that Resettlement Person's pre-release activity, in accordance with the Technical Notes in place at the time.</li> </ul> <p>Dependency:</p>	<p>Custodial Sentence (Pre release)</p> <p>Person on Remand</p>	Resettlement Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
	<p>(i) the Authority shall notify the Contractor when Part 1 of the Basic Custody Screening Tool is completed and available to the Contractor or, in circumstances where the Resettlement Person was inducted into custody before the Basic Custody Screening Tool was implemented for use by the Authority and has therefore not been completed in respect of a Resettlement Person, that the Contractor is required to generate a separate document that evidences that Resettlement Person's pre-release activity.</p> <p>(ii) subject to the Contractor's compliance with Clause 20.4 and the terms of the protocol of operational arrangements that are agreed with the governors of the Resettlement Prison in accordance with Clause 3.11(b), the Contractor is not refused access to the Resettlement Prison.</p>		
R 2	<p>Where the Contractor is a Lead Host CRC, it shall not be required to provide Resettlement Services in a Resettlement Prison designated to it to:</p> <p>(i) an Allocated Person of a Host CRC; or</p> <p>(ii) a Person on Remand who has an address located in the Contract Package Area of a Host CRC.</p>	<p>Custodial Sentence</p> <p>Person on Remand</p>	Resettlement Persons
R 3	<p>Subject to R 5 and 6, the Contractor shall undertake pre-release activity and planning with each Resettlement Person assigned to it by the Authority including review of the Resettlement Plan. The Contractor shall undertake that activity not more than 12 weeks prior to the date that the relevant Resettlement Person is to be released from custody to enable the Resettlement Services to be provided in accordance with this Agreement.</p>	<p>Custodial Sentence (Pre-Release)</p> <p>Person on Remand</p>	Resettlement Persons,

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
R 4	When undertaking pre-release activity with a Resettlement Person which, for the avoidance of doubt shall include OM7, the Contractor shall (i) utilise other providers of services including health, substance misuse, education and employment and benefit service providers to the extent that those providers are providing those services in the Resettlement Prison and (ii) as required in respect of Persons on Remand and Applicable Persons eligible for Home Detention Curfew, utilise the services provider of the Bail Accommodation Support Service.	Custodial Sentence (Pre-Release)  Person on Remand	Resettlement Persons
R 5	Where the Resettlement Person assigned to it by the Authority is an Allocated Person of a Home CRC, the Contractor shall, where it is Lead Host CRC, co-ordinate joint release planning activity with the relevant Home CRC to facilitate the provision by that Home CRC of the Home Resettlement Services.	Custodial Sentence	Resettlement Persons
R 6	Where the Resettlement Person assigned to it by the Authority is a Retained Person, the Contractor shall, where it is Lead Host CRC, co-ordinate joint release planning activity with the Authority in its capacity as the provider of the National Probation Service.	Custodial Sentence	Resettlement Persons who are Retained Persons
R 7	Where it is a Lead Host CRC with respect to a Resettlement Prison, the Contractor agrees that the Resettlement Prison is also a Resettlement Prison of each Host CRC specified in Part 4 of Schedule 3 (Contract Package Area) and each of those Host CRCs shall be entitled to provide Resettlement Services to a Resettlement Person assigned to it by the Authority in custody in that Resettlement Prison.	Custodial Sentence	Resettlement Persons
R 8	Where an Allocated Person of the Contractor is a Resettlement Person assigned by the Authority to another Community Rehabilitation Company	Custodial Sentence	Allocated Persons

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
	as Lead Host CRC, the Contractor, as a Home CRC, shall (a) engage in joint release planning activity with that Lead Host CRC and (b) provide the Home Resettlement Services to that Allocated Person.		
R 9	Where an Allocated Person is in custody in a prison which has not been designated to the Contractor or a Community Rehabilitation Company as a Resettlement Prison, the Contractor shall (a) engage in joint release planning activity with the Offender Management Unit of the prison to which the Allocated Person has been assigned and (b) provide the Home Resettlement Services to that Allocated Person.	Custodial Sentence	Allocated Persons

#### **4. REHABILITATION**

The Contractor shall provide the services set out in Schedule 8 (Services Delivery Proposals) for each Allocated Person that the Contractor's assessment undertaken in accordance with RH 1 has indicated are appropriate.

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
RH 1	The Contractor shall conduct an assessment of rehabilitative needs in accordance with Schedule 8 (Services Delivery Proposals) in respect of each relevant Allocated Person.	Community Orders Suspended Sentence Orders Custodial sentence -	Allocated Persons

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Service Output Group	Service	Sentence Type	Offender Type
		conditional release on Licence	
RH 2	The Contractor shall in accordance with the outcome of the assessment deliver the rehabilitative services set out in Schedule 8 (Services Delivery Proposals).	Community Orders  Suspended Sentence Orders  Custodial Sentence - conditional release on Licence	Allocated Persons

**5. TREATMENT REQUIREMENTS / DRUG TESTING ON LICENCE**

**5.1 General Treatment Requirement**

Service Output Group	Service	Sentence Type	Offender Type
TR 1	The Contractor shall provide appropriate support to enable each Allocated Person to access the provision of treatment by the Treatment Provider.	Suspended Sentence Order or Community Order containing a Treatment Requirement  Custodial (post release) with Licence conditions or Post Sentence Supervision	Allocated Persons



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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
		Period Requirements of drug testing and/or drug appointment requirements	
TR 2	The Contractor shall use its best endeavours to ensure that each Allocated Person is provided with all necessary information to enable them to attend each Treatment Appointment with the Treatment Provider and that each Allocated Person's attendance for each treatment appointment is monitored and recorded	Suspended Sentence Order or Community Order containing a Treatment Requirement  Custodial Sentence (post release) with Licence conditions or Post Sentence Supervision Period Requirements of drug testing and/or drug appointment requirements	Allocated Persons
TR 3	The Contractor shall use its best endeavours to ensure that each Allocated Person is provided with feedback on his response to the treatment at the end of treatment and that the Allocated Person is provided with assistance in understanding and considering his options for future treatment provision after the Treatment Requirement has ended.	Suspended Sentence Order or Community Order containing a Treatment Requirement	Allocated Persons

## **5.2 Alcohol Treatment Requirement**

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
AT1	The Contractor shall assess each Allocated Person's use of alcohol at the end of the treatment using an Authority Approved Alcohol Assessment Tool to provide evidence to the Authority of the effectiveness of the Treatment.	Suspended Sentence Order or Community Order containing an Alcohol Treatment Requirement	Allocated Persons

## **5.3 Drug Rehabilitation Requirement and Drug Testing on Licence**

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
DRR 1	<p>When undertaking drug testing the Contractor shall arrange, monitor and keep a record on an Authority Approved Case Management System of:</p> <ul style="list-style-type: none"> <li>(i) each Allocated Person's attendance at the drug testing appointments; and</li> <li>(ii) the results of those drug tests.</li> </ul>	<p>Suspended Sentence Orders and Community Orders containing a Drug Rehabilitation Requirement</p> <p>Custodial Sentence (post release) with Licence conditions or Post Sentence Supervision Period Requirement of drug testing and/or drug appointment requirements</p>	Allocated Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
DRR 2	The Contractor shall arrange for each Allocated Person to be tested for the use of specified Class A and Class B drugs at a frequency considered appropriate by the Contractor for that Allocated Person in accordance with Good Industry Practice.	Custodial Sentence (post release) with Licence conditions or Post Sentence Supervision Period Requirement of drug testing	Allocated Persons
DRR 3	The Contractor shall monitor the attendance of each Allocated Person at that Allocated Person's scheduled drug appointments	Custodial Sentence (post release) with Licence conditions or Post Sentence Supervision Period Requirement of drug appointments	Allocated Persons
DRR 4	The Contractor shall arrange for each Allocated Person to be tested for the use of drugs at a frequency considered appropriate by the Contractor for that Allocated Person in accordance with Good Industry Practice.	Suspended Sentence Orders and Community Orders containing a Drug Rehabilitation Requirement	Allocated Persons
DRR 5	Where the court orders a review of a Drug Rehabilitation Requirement the Contractor shall prepare a report describing each Allocated Person's progress under the requirement and provide this report to the Authority two Business Days before the designated court review date.  Dependency: The Authority shall notify the Contractor of the dates and arrangements for court reviews.	Suspended Sentence Orders and Community Orders containing a Drug Rehabilitation Requirement	Allocated Persons

**6. OTHER SENTENCE REQUIREMENTS**

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
OSR 1	The Contractor shall deliver the Attendance Centre Requirement and Attendance Centre Orders and use best endeavours to ensure that the occupation and instruction given at the Centre includes a programme of group activities designed to assist Applicable Persons to acquire or develop personal responsibility, self-discipline, skills and interests.	Suspended Sentence Order or Community Order containing an Attendance Centre Requirement  Attendance Centre Order	Allocated Persons  Designated Persons      Retained Persons
OSR 2	Where an Applicable Person is subject to an Attendance Centre Requirement or Attendance Centre Order, unless exceptional circumstances apply the Contractor shall ensure that the distance to an Attendance Centre is not more than 90 minutes travelling time in each direction of an Applicable Person's home.	Suspended Sentence Order or Community Order containing an Attendance Centre Requirement  Attendance Centre Order	Allocated Persons  Designated Persons      Retained Persons
OSR 3	The Contractor shall ensure that arrangements are made and information exchanged with Responsible Officers to ensure that Applicable Persons attendance for interventions and services, including Senior Attendance Centre and Unpaid Work are effectively delivered and recorded.	Custodial Sentence – conditional release on Licence (Pre and Post Release)  Community Order  Suspended Sentence Order	Allocated Persons  Designated Persons      Retained Persons
OSR 4	Where an Applicable Person is subject to a Programme Requirement the Contractor shall provide an Accredited Programme which meets the risk and needs of that Applicable Person.	Community Order and Suspended Sentence Order containing an Accredited Programme Requirement	Allocated Persons  Designated Persons      Retained Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
OSR 5	Where an Applicable Person is subject to an Unpaid Work Requirement the Contractor shall ensure that the work is of benefit to the local community.	Suspended Sentence Orders and Community Orders containing an Unpaid Work Requirement  Supervision Default Order imposing Unpaid Work  Enforcement Order imposing Unpaid Work	Allocated Persons  Designated Persons      Retained Persons
OSR 6	The Contractor shall ensure that:  (i) the views of local people and community stakeholders such as the police, police and crime commissioners and Community Safety Partnerships are taken into account when identifying potential Unpaid Work placements; and  (ii) members of the public are provided with opportunities to nominate Unpaid Work projects in local communities.	Suspended Sentence Orders and Community Orders containing an Unpaid Work Requirement  Supervision Default Order imposing Unpaid Work  Enforcement Order imposing Unpaid Work	Allocated Persons  Designated Persons      Retained Persons
OSR 7	The Contractor shall ensure that each Applicable Person with an Unpaid Work Requirement is provided with written attendance instructions and an induction as set out in the Authority's Community Payback Operating Manual to enable that Applicable Person to begin the Unpaid Work within seven calendar days after the date of allocation or referral by the Authority of that Applicable Person to the Contractor.	Suspended Sentence Order and Community Order containing an Unpaid Work Requirement  Supervision Default Order imposing Unpaid Work	Allocated Persons  Designated Persons      Retained Persons

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Service Output Group	Service	Sentence Type	Offender Type
		Enforcement Order imposing Unpaid Work	
OSR 8	<p>The Contractor shall provide each Applicable Person with Unpaid Work appointments:</p> <p>(i) for an employed Applicable Person for a minimum of seven hours per week;</p> <p>(ii) for an unemployed Applicable Person for a minimum of 28 hours each week, where in the judgement of the Contractor, this would be reasonable with regard to the circumstances of the unemployed Applicable Person; and</p> <p>(iii) where the Contractor reasonably determines that the Applicable Person's offence-related needs include an education or skills deficiency, it may provide the Applicable Person with employment-related training for a period equivalent to a maximum of 20 per cent of the hours ordered for that Unpaid Work Requirement.</p> <p>As far as practicable, those appointments must not interfere with that Applicable Person's work or training commitments, carer responsibilities or religious observance.</p>	<p>Suspended Sentence Order and Community Order containing an Unpaid Work Requirement</p> <p>Supervision Default Order imposing Unpaid Work</p> <p>Enforcement Order imposing Unpaid Work</p>	<p>Allocated Persons</p> <p>Designated Persons      Retained Persons</p>
OSR 9	<p>The Contractor shall ensure that Unpaid Work is visible to the public and made visible by the Applicable Person wearing the prescribed clothing and by use of signage, except when:</p> <p>(i) the Contractor considers (in exceptional circumstances) that to make</p>	<p>Suspended Sentence Order and Community Order containing an Unpaid Work Requirement</p>	<p>Allocated Persons</p> <p>Designated Persons      Retained Persons</p>

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Service Output Group	Service	Sentence Type	Offender Type
	<p>the work site visible would place the public at risk of harm;</p> <p>(ii) the Applicable Person is subject to an Enforcement Order; or</p> <p>(iii) the beneficiary of the work reasonably believes that to make the work visible would be detrimental to their business interests or organisational objectives.</p>	Supervision Default Order imposing Unpaid Work	
OSR 10	<p>When assessing and allocating Applicable Persons to Unpaid Work placements the Contractor shall (i) take into consideration the risk of Serious Harm presented by the Applicable Person and their personal circumstances (ii) review each Applicable Person's Unpaid Work placement on receipt of any new information which, in the reasonable opinion of the Contractor, might affect:</p> <p>(a) the Applicable Person's level of risk of Serious Harm;</p> <p>(b) the likelihood of the Applicable Person reoffending; or</p> <p>(c) the ability of the Applicable Person to successfully complete his sentence of the court.</p>	<p>Suspended Sentence Orders and Community Orders containing an Unpaid Work Requirement</p> <p>Supervision Default Order imposing Unpaid Work</p> <p>Enforcement Order imposing Unpaid Work</p>	<p>Allocated Persons</p> <p>Designated Persons      Retained Persons</p>
OSR 11	<p>The Contractor shall ensure that, for high risk of Serious Harm or MAPPA-eligible Designated Retained Persons, the rationale for each Community Placement arranged by the Contractor for the delivery of the order or Post Sentence Supervision Period Requirements or Licence conditions (as applicable), and any change to that Community Placement, is endorsed by the Authority and recorded in writing before the placement is arranged, or any changes are made to that placement.</p>	<p>Custodial Sentence (post release)</p> <p>Suspended Sentence Order</p> <p>Community Order</p>	<p>Designated Persons      Retained Persons</p>

## **7. VICTIM OFFENDER CONFERENCING**

If the Contractor chooses to deliver Victim Offender Conferencing as part of a Rehabilitation Activity Requirement, or Licence Condition or delivers Victim Offender Conferencing for Designated Retained Persons or as commissioned by a Police and Crime Commissioner, the Contractor shall adhere to the following outputs:

<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
V1	The Contractor shall ensure that Contractor Personnel are competent to undertake Victim Offender Conferencing and the victim's and the Applicable Person's suitability are assessed and both the victim and the Applicable Person are able to make an informed decision about whether or not to participate in Victim-Offender Conferencing.	Custodial Sentence – conditional release on Licence (pre and post release)  Community Order  Suspended Sentence Order  Retained Persons subject to a Deferred Sentence  Person on Remand	Allocated Persons  Designated Persons      Retained Persons
V2	The Contractor shall ensure the safety of all participants in Victim-Offender Conferencing and where a restorative process has started and, in the reasonable opinion of the Contractor, it would be unsafe for participants to meet face to face, or they make an informed choice not to, a safe and secure alternative is provided.	Custodial Sentence – conditional release on Licence (pre and post release)  Community Order  Suspended Sentence Order	Allocated Persons  Designated Persons      Retained Persons



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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
		Person on Remand  Applicable Persons subject to a Deferred Sentence	
V3	The Contractor shall ensure that specific additional needs of the victim or the Applicable Person related to participation in Victim-Offender Conferencing are identified and addressed (e.g., vulnerability, disability, language needs).	Custodial Sentence – conditional release on Licence (pre and post release)  Community Order  Suspended Sentence Order  Person on Remand  Applicable Persons subject to a Deferred Sentence	Allocated Persons  Designated Persons      Retained Persons
V4	The Contractor shall, following a Victim Offender Conference:  (i) prepare a record of the outcome; and  (ii) where an outcome agreement is reached, provide copies of that outcome agreement to the victim, Applicable Person, Supervising Officer and Victim Liaison Officer.	Custodial Sentence – conditional release on Licence (pre and post release)  Community Order  Suspended Sentence Order  Person on Remand	Applicable Persons  Designated Persons      Retained Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
		Applicable Persons subject to a Deferred Sentence	
V5	The Contractor shall ensure that all participants are kept informed in writing of decisions relating to Victim Offender Conferencing.	Custodial Sentence – conditional release on Licence (pre and post release)  Community Order  Suspended Sentence Order  Person on Remand  Applicable Persons subject to a Deferred Sentence	Allocated Persons  Designated Persons      Retained Persons
V6	The Contractor shall ensure that a secure record of all victim-offender conferencing activity (or suitable alternative) is kept using an Authority Approved Case Management System.	Custodial Sentence – conditional release on Licence (pre and post release)  Community Order  Suspended Sentence Order  Person on Remand  Applicable Persons subject	Allocated Persons  Designated Persons      Retained Persons

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Service Output Group	Service	Sentence Type	Offender Type
		to a Deferred Sentence	
V7	The Contractor shall ensure that any follow-up information is provided to the victim following the Victim Offender Conference as agreed in the outcome agreement.	Custodial Sentence – conditional release on Licence (pre and post release)  Community Sentence  Suspended Sentence  Person on Remand  Applicable Persons subject to a Deferred Sentence	Allocated Persons  Designated Persons      Retained Persons

**8. SERVICES FOR FEMALE APPLICABLE PERSONS**

Service Output Group	Service	Sentence Type	Offender Type
D 1	The Contractor shall offer each female Applicable Person the option of being allocated a female Responsible Officer, Supervising Officer or Supervisor.	Custodial Sentence – conditional release on Licence (pre and post release)  Suspended Sentence Order	Allocated Person  Resettlement Persons

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<b>Service Output Group</b>	<b>Service</b>	<b>Sentence Type</b>	<b>Offender Type</b>
		Community Order	
D 2	The Contractor shall offer each female Applicable Person who attends a meeting with a Responsible Officer, Supervising Officer or Supervisor the option of being interviewed in a female-only environment.	Custodial Sentence – conditional release on Licence (pre and post release)  Suspended Sentence Order  Community Orders	Allocated Person  Resettlement Persons
D 3	The Contractor shall ensure that where practicable a lone female Applicable Person is provided with the option of not being placed in an all-male work environment as part of her Unpaid Work Requirement or Attendance Centre Requirement.	Supervision Default Order imposing Unpaid Work  Community Order  Attendance Centre Order  Suspended Sentence Order containing an Unpaid Work Requirement, or Attendance Centre Requirement.	Allocated Persons  Designated Retained Persons