

Probation Circular

UNCLASSIFIED



ViSOR IMPLEMENTATION

PURPOSE

This Circular provides information and guidance on the Violent and Sex Offender Register (ViSOR) and requests key information from each Area in preparation for its national rollout.

ACTION

Chief Officers are asked to ensure that:

- The contents of this Circular are drawn to the attention of Assistant Chief Officers, Operational Managers for Public Protection and Offender Management, Offender Managers, Area IT Managers and MAPPA staff
- An Area ViSOR Representative is identified and the information requested in this circular is provided by **15 January 2007**.
- The opportunity for an ACO to join PPLU as a 'ViSOR Product Champion' is drawn to the attention of relevant staff.

SUMMARY

This Circular provides guidance for Chief Officers, Offender Managers, Area IT Managers and other staff about the Violent Offender and Sex Offender Register, including background and context for ViSOR, the Plan to implement ViSOR into each Area, ViSOR Security protocols and training.

This circular also requests that the following information be provided:

- Contact details for a member of staff to act as the Area ViSOR Representative (it is suggested this role is fulfilled by an operational manager responsible for Public Protection);
- Details of terminals to be enabled for ViSOR access;
- Details of nominated ViSOR users and
- Amendments to information contained in Annex F detailing training facilities in each Area.

RELEVANT PREVIOUS PROBATION CIRCULARS

N/A

CONTACT FOR ENQUIRIES

Email any enquiries, ensuring you include your contact details, to: visor.project@homeoffice.gsi.gov.uk

The project will contact you with a response. Alternatively, please call Marie Moorey on 020 7217 6292 or Becky Cook on 020 7217 1097.

REFERENCE NO:

40/2006

ISSUE DATE:

7 December 2006

IMPLEMENTATION DATE:

21 December 2006

EXPIRY DATE:

December 2007

TO:

Chairs of Probation Boards
Chief Officers of Probation
Secretaries of Probation Boards

CC:

Board Treasurers
Regional Managers

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Licensed Release Unit

ATTACHED:

Annex A – Business Model and
ViSOR User Roles
Annex B – User Security
Annex C – ViSOR physical
security requirements
Annex D – Area Implementation
Plan
Annex E – Identification of ViSOR
terminals and users
Annex F – Training and Training
Facilities information

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1. ViSOR Background

- 1.1 The Criminal Justice and Court Services Act of 2000, consolidated by the Criminal Justice Act of 2003, imposed duties on the Responsible Authority (police, probation and prisons) to make arrangements for the identification, risk assessment and management of violent offenders and sexual offenders in the community, known as MAPPA (Multi-Agency Public Protection Arrangements). ViSOR has been developed to support this.
- 1.2 This legislation requires much closer working between prisons, probation and police, and a fully integrated approach to the management of sexual, violent and other dangerous offenders. ViSOR is a key tool in the delivery of these objectives: it will facilitate the end-to-end management of these offenders and provide a joint, central store for up-to-date information on these offenders that can be accessed and updated by Police, Prisons (both public and private) and NPS.
- 1.3 ViSOR is already implemented throughout police forces in the United Kingdom, and is being implemented by the Scottish Prison Service. The NOMS National Implementation Project will oversee the implementation of ViSOR into all Probation Areas and Prisons (both public and private) throughout England and Wales.
- 1.4 ViSOR will initially be made available across HMPS and NPS on an 'Early Adopter' basis. This entails adoption of the system by a number of pilot sites, which will be reviewed and then followed by national rollout. The NOMS ViSOR Implementation does not include the Youth Justice Board.
- 1.5 This circular provides guidance on the various aspects of the ViSOR project including:
 - Roles within ViSOR
 - Business models to be tested in the early adopter sites
 - Security implications
 - A high level plan for the area implementation of ViSOR
 - Training
 - How ViSOR fits in with other Probation systems
 - Data migration issues
- 1.6 This circular also requests information be provided to the project team as detailed in the section headed 'Requirements from Areas'.

2. The Importance to Public Protection

- 2.1 Core to improved Public Protection measures is good quality information exchange, shared risk assessment and risk management planning, with all relevant agencies working collaboratively in an informed way to take all reasonable action to reduce the potential for risk of serious harm caused by known sexual and violent offenders.
- 2.2 Making our communities safer and reducing re-offending is our highest priority. It is now just over five years since the implementation of MAPPA. The scale, complexity, and scrutiny of MAPPA has been increasing and it is important that the processes and agencies are supported by a high quality database and information sharing system.
- 2.3 ViSOR has been designed specifically to provide an accessible national database that, following full implementation, will have the capacity to provide key information for the whole MAPPA caseload.
- 2.4 ViSOR will provide a secure database that can be accessed by the Police, Probation and Prison Services enabling the sharing of risk assessment and risk management information on individual offenders in a timely way. The joint use of ViSOR increases the ability to share intelligence and enable the safe transfer of key information when these offenders move, in turn enhancing public protection measures.

2.5 In due course ViSOR will provide the opportunity to access consistent management information to support the Strategic Management Boards with the publication of the MAPPA annual reports, analysis and performance improvement. The national MAPPA team at the Public Protection Unit are working closely with the ViSOR Implementation team to ensure that planned developments for a national MAPPA minute template and consistent recording guidance will be aligned and complementary with ViSOR. These developments will be included within the revised MAPPA guidance due for publication in 2007. It is intended that ViSOR will become the national storage vessel for MAPPA minutes.

3. Preparation Required by Areas

- 3.1 The data held on ViSOR is classified as CONFIDENTIAL reflecting its sensitivity. This necessitates a number of security requirements that relate to the location and position of terminals and the level of clearance required for staff using ViSOR. We are contacting Areas now so that the locations of suitable terminals and the staff who will operate them can be identified as soon as possible. This will enable the necessary IT preparations and staff clearances to be obtained in advance of training, data migration and system operation.
- 3.2 Guidance is included in this circular on the roles to be performed by ViSOR users. Area management will need to use this information to decide how ViSOR will be used within the Area and who the operating staff will be. An overview of the position is included in Annex A (Business Models and ViSOR User Roles) to assist Areas in this task.
- 3.3 There are some national constraints associated with the use of the system. Currently there is a national limit for NPS of 3000 users and 2000 terminals. We will need to manage ViSOR's introduction within these parameters. Discussions with early adopters indicate that it should be possible to introduce the system within these constraints. However, in order to check how individual Area plans are impacting on the national limits some simple calculations need to be carried out in relation to the numbers of users and numbers of terminals identified. These calculations scale up the numbers to national level and are shown in Annex E – Identification of ViSOR terminals and users. Please note that these constraints mean that it may not be possible to give ViSOR access to all users nominated by areas within the scope of this initial national roll-out.
- 3.4 Some migration of existing MAPPA case data will be required and the approach is described in a later section. Note that the project will cover the cost of the resources required to carry out the migration.
- 3.5 This circular contains a wide range of information on ViSOR and is intended to allow Areas to identify suitable terminals and potential users. Obtaining this information is on the critical path for national implementation: your timely response to the request for information will assist the project in achieving a timely national roll-out.

4. Chief Officers are asked to:

- A. Appoint a ViSOR Area Representative and email the name and contact details to visor.project@homeoffice.gsi.gov.uk by **15 Jan 2007**
- B. Arrange for the spreadsheet in Annex E (requesting details of terminals that are to be used for ViSOR, along with details of nominated users of ViSOR) to be emailed to visor.project@homeoffice.gsi.gov.uk by **15 Jan 2007**
- C. Arrange for amendments to the Training Facilities information to be notified on the spreadsheet enclosed with Annex F to Matt Cunningham (matt.cunningham@hmpps.gsi.gov.uk) by **15 Jan 2007**
- D. The ViSOR Area Representative should identify staff that will require a SC security check (only staff fulfilling the Central Point of Contact role in ViSOR will require a SC check) by emailing the staff name and Probation Area to visor.project@homeoffice.gsi.gov.uk by **15 Jan 2007**. This will allow applications for clearance to be submitted without further delay.
- E. Draw to the attention of relevant staff that PPLU would like to engage an ACO as 'ViSOR Product Champion' starting in January 2007 to the end of the roll-out. Interested staff should e-mail the contact address.

5. ViSOR and C-NOMIS Implementation

- 5.1 To minimise the impact on operational business continuity, the ViSOR project team will aim to avoid implementation during the period of the C-NOMIS implementation in an Area.
- 5.2 The NOMS ViSOR Team is aware of the amount of change and increased training the business will be facing as a result of the introduction of these two systems. The project team will endeavour to minimise the impact on the business as far as possible, and discussions will take place with the ViSOR Area Representative regarding Area position in the rollout timetable. Both ViSOR and C-NOMIS implementations are being overseen by the Offender Management Programme Board which will be taking a keen interest in managing the impact on business areas.

6. How ViSOR works

- 6.1 ViSOR currently contains an individual record of each MAPPA Category 1 (registered sex offender) called a 'nominal record'. Each nominal record consists of a front-page summary screen of information and a number of attachments that contain detailed information on a number of areas. Areas covered by the attachments include addresses, convictions, employment details, relationship information, risk assessments and risk management plans.
- 6.2 Each record has a ViSOR manager who has responsibility for the collation and quality assurance of information stored on that record. The person who has responsibility for the management of the offender, typically an Offender Manager, is likely to fulfil the role of the ViSOR manager. There can also be a number of partners to a record who have the ability to input information into the nominal record. Typically, a partner of a nominal record is a person who shares responsibility for managing the offender, for example an offender supervisor within a prison whilst the offender is in custody.
- 6.3 Various other roles exist to support the use of ViSOR. These are detailed in Annex A – Business Model and ViSOR Roles.
- 6.4 ViSOR allows substantial information to be recorded on each nominal, and the information recorded will vary according to requirements for each individual offender. However, the ViSOR implementation team is currently working closely with policy leads in Offender Management and Public Protection in NOMS to produce operational guidance for staff in the use of the application in time for national deployment.

7. Business Model

- 7.1 Information on the Business Models being tested by Early Adopters can be found in Annex A – Business Model and ViSOR User Roles. This information will help inform Areas and assist decision-making in terms of the staff they nominate to become ViSOR users.

8. User Security

- 8.1 Information on user security and clearance levels required for ViSOR can be found in Annex B – User Security.

9. Physical Security

- 9.1 Areas should ensure that the location from which the user wishes to access ViSOR must pass the physical security requirements (otherwise known as the desk layout check). It is suggested the Central Point of Contact (a ViSOR role, explained in Annex A) and Area IT staff complete the check, using the checklist at Annex C – ViSOR Physical Security Requirements. The check includes:

- Building security
- Office security
- Desk security

10. Data Security

10.1 Areas should ensure that all data within ViSOR is protected from unauthorised viewing. Each ViSOR user is responsible for ensuring:

- ViSOR data on their screen is not seen by non-ViSOR users (including colleagues and the general public).
- His or her ViSOR account details are not released to anyone.
- The appropriate handling procedures are used for printed ViSOR data, which is automatically protectively marked as Restricted.

10.2 In the event that a ViSOR security breach occurs, the Area Central Point of Contact (CPC) should be notified immediately. The Area CPC is then responsible for following the defined escalation process (Probation or Prisons).

11. The Implementation of ViSOR

11.1 The implementation plan is based on a concept of:

- Various 'Early Adopter' pilot sites implemented
- A full review of these sites and the impact for all assessed
- Rollout to all sites, based on area groupings.

11.2 The timescales for national roll-out will be finalised once the Early Adopter sites have been evaluated. Areas will be consulted about sequencing, data migration and other local dependencies.

11.3 Contact with 'Early Adopter' sites has been made and the review period for these sites is planned for March 2007.

11.4 Prior to the implementation of ViSOR within an Area, a number of activities need to be undertaken to prepare for the introduction of the system. These include, but are not limited to:

- Reviewing terminals to be used to host ViSOR
- Review users and their roles
- Ascertain volumes per site/area
- Identify any Health & Safety issues
- Quantify data migration rules
- Organise training

11.5 During implementation, a number of activities will take place including:

- Installing terminals, where required
- Deploying software icons
- Testing live software once deployed
- Delivering training
- Setting up users on the live system
- Migrating data

11.6 Following implementation, a number of activities will occur including:

- Agreed support procedures, put into place (SLA)
- Initial 'floor walking' support
- Evaluation and feedback report
- Post Implementation Review and conclusions
- Acceptance criteria signed off

11.7 The detailed plan of expected implementation activities, including pre- and post- implementation is listed in Annex D – Implementation Plan. These activities will be reviewed as part of the lessons learned from early adopters.

11.6 It is planned that the rollout of ViSOR to prisons (both public and private) is to be undertaken during the same period of time as rollout to the Probation Service.

12. The Role of ViSOR Implementation Managers

12.1 The ViSOR project has appointed National Implementation Managers with extensive operational experience of the business.

12.2 The role of the Implementation Managers is to support the national implementation of ViSOR as it is introduced in each Probation Area and Prison. They will be the primary contact for the ViSOR Project for the Areas and Prisons assigned to them, and will support, supervise, monitor and evaluate the implementation process, applying lessons learned during the course of the rollout. At all stages from early implementation onwards, the Implementation Managers will liaise and co-ordinate with probation areas, prisons, training providers and local users. This will include all organisational aspects of the training and implementation nationally, and recording and reporting any issues arising and pursuance of requests for change.

12.3 The Implementation Managers have consulted and liaised with high-level business managers, regional focus groups and practitioners in NOMS. The outcome has been to develop business models for probation and prisons that reflect the business processes and needs of the respective organisations in the context of resource parameters.

12.4 The Implementation Managers have identified Early Adopters and Pilots in probation and prisons to test out and evaluate operational and technical processes. Lessons learned will be applied to the national rollout.

12.5 Implementation Managers will be reviewing queries directed to the visor project mailbox and providing support to areas during this information gathering exercise as required.

13. Data Migration and Data Quality

13.1 In order for ViSOR to be an effective information sharing and risk management tool, it is imperative that all of the MAPPAs population is entered on to it, including those offenders currently serving custodial sentences.

13.2 In accordance with the MAPPAs guidance (2004) in relation to key responsibilities for agencies in the management of MAPPAs offenders, the Police are responsible for the creation and management of all Category 1 MAPPAs offenders on ViSOR. The Probation Service will be responsible for the creation of all Category 2 MAPPAs offenders. The creation of records for Category 3 offenders will depend on the lead agency, e.g. Police, Probation or Prison.

13.3 Where a Duty to Co-operate Agency is the lead for a Category 3 MAPPAs offender, the MAPPAs should make the decision as to which of the Responsible Authorities will create and manage the ViSOR nominal on their behalf.

13.4 Data migration is a resource and time intensive exercise involving the transfer of data from paper files and local case management systems to ViSOR. A number of options are currently being considered and an overall strategy is being developed by the central implementation team.

13.5 The overriding principle for the creation of a ViSOR nominal should be the risk of serious harm posed by the offender in the community. The priority will therefore be for the creation of ViSOR nominals for:

- All MAPPAs Category 2 & 3 cases in the community managed at Level 2 & 3;
- Updating of all MAPPAs Category 1 community cases where there is joint statutory supervisory responsibility between Police and Probation;
- All MAPPAs Category 2 & 3 cases in the community managed at Level 1.

13.6 The cost of the staff and resources to perform migration will be borne by the ViSOR Project. Details will be discussed with areas on an individual basis.

13.7 Further information on the strategy, including, the handling of MAPPA offenders serving custodial sentences, will be circulated to ViSOR representatives in due course.

13.8 Each Probation Area is responsible for ensuring the correct data is migrated to ViSOR and that an auditable process is in place to check and reconcile all data. The ownership and maintenance of data is the responsibility of Probation Areas and not the ViSOR Implementation Team.

13.9 Areas therefore need to consider the following items:

- *Data Security* – issues concerning security, confidentiality, Data Protection and Freedom of Information have to be considered.
- *Internal Controls* – controls to ensure data quality during collection of data for migration are in place
- *Data Quality Risk* – all significant data quality risks and issues need to be adequately managed. It is vital to ensure the data migrated is the agreed start point and the information is correct.
- *Accountability* – accountability for the quality of the information to be updated to ViSOR is clearly allocated internally within Probation.
- *Audit Trail* – a full audit trail of the data being migrated is available. Those accountable need to be able to confirm that the data migrated is correct and retained for further checking or queries.
- *Data Migration Acceptance* – those accountable will need to agree and authorize that the full data and information migration has taken place and is therefore the start point for their use of ViSOR.

14. Training

14.1 Details of training and training facilities are given in Annex F – Training and Training Facilities Information.

15. ViSOR – Links with other systems

15.1 There is a commitment to providing interfaces between ViSOR, OASys and C-NOMIS to reduce re-keying of data but these will not be available when the system is initially rolled out nationally to Prisons and Probation Areas. Some early work has started to help define the requirements for links and these will be clarified as part of the early adopter phase. Guidance on interim arrangements for cutting and pasting data from other systems will be published in due course.

REQUIREMENTS FROM AREAS

To help prepare for the rollout of ViSOR to each Area, the following is required:

16. ViSOR Area Representative

16.1 A representative is required from each Area to act as the primary contact person to the ViSOR project team. It is suggested that an operational manager responsible for Public Protection would best fulfill this role. The responsibilities of this role include to:

- Act as a contact point for the Project Team pre-, during and post-implementation

- Identify users
- Arrange for the SMT to be available for a pre-implementation presentation on ViSOR
- Liaise with the ViSOR Implementation Manager:
 - to agree training, and ensure the availability and release of staff
 - to ensure that where required, area training suites are made available for ViSOR training
 - regarding other pre-implementation activities
 - regarding the migration of data
 - during the Implementation phase
 - during the post-implementation phase

16.2 This will help ensure there are clear channels of communication between the area and project, allowing any issues or concerns to be raised and addressed.

Please advise the name and contact details of the ViSOR Area Representative to visor.project@homeoffice.gsi.gov.uk by **15 Jan 2007**.

17. Area IT Manager

17.1 The Area IT manager will act as the main contact for IT related matters during the implementation of ViSOR. This role will involve:

- Identification of IT support staff to act as ViSOR user account administrators
- Involvement in delivery and installation of terminals (many will need to be upgraded to enable ViSOR to be accessed)
- Providing confirmation of delivery of the ViSOR icon to each agreed ViSOR terminal
- Ensure AT users are identified to the Project Team
- Co-ordination and arrangement of delivery of terminals to training suites to support ViSOR training where applicable
- Co-ordination and liaison to ensure ViSOR icon operational on Area training suites where applicable

18. Identification of ViSOR terminals and users

18.1 For information regarding the ViSOR terminals and users that need to be identified by Areas, please see Annex E – Identification of ViSOR terminals and users. The spreadsheet attached in Annex E is to be completed by the ViSOR Representative in each Area by **15 Jan 2007**. Please return completed spreadsheets to visor.project@homeoffice.gsi.gov.uk.

19. Training Facilities

19.1 It is intended that the majority of ViSOR training will be delivered through Area training suites. It is therefore of vital importance that Area training suites are made available. There is a spreadsheet for training facilities (Annex F – Training and Training Facilities information). This needs to be reviewed by the Area to ensure the information on available training locations and the advance notice required to book training suites is accurate. **Please contact Matt Cunningham (matt.cunningham@hmps.gsi.gov.uk) with any amendments to this by 15 January 2007.**

20. Security Check

20.1 The ViSOR Area Representative should identify staff that will require a SC security check (only staff fulfilling the Central Point of Contact role in ViSOR will require a SC check) – see Annex B - by emailing the staff name and Probation Area to visor.project@homeoffice.gsi.gov.uk by **15 January 2007**. This will allow applications for clearance to be submitted without further delay.

Business Models and ViSOR User Roles

As part of the NOMS ViSOR central implementation team business mapping process, a survey was sent to all Chiefs during April 2006 requesting information on the number of MAPPA cases held in an Area, the number of Offender Managers holding these cases and whether Areas had retained specialist public protection units.

Areas were also asked if they currently had access to ViSOR and if so, by which mechanism. The implementation team would like to thank Areas for their co-operation in providing this valuable information, which has informed our thinking in relation to the deployment of ViSOR within the emerging world of "Offender Management".

Information gleaned from the survey indicates that there is a mix of emerging offender management structures with 12 Areas still retaining a specialist public protection team and a large number of Areas moving towards a wholly generic structure. Within this context, the central implementation team has devised 3 proposed business models for the deployment of ViSOR across the Probation estate to match current business processes. The models vary in relation to the roles that different grades of staff would undertake in relation to ViSOR, with one model indicating a central role for case administrators.

A workshop was held on 1st August 2006, attended by a number of Public Protection and Offender Management leads from Probation Areas, to identify the strengths and weaknesses of each model. We are now about to embark upon a period of testing out each model across the following four Probation Early Adopter sites:

- Durham
- London (Borough of Haringey)
- South Yorkshire
- West Midlands

A full evaluation of each model will be undertaken with the aim of identifying "best practice" in time for national deployment. A ViSOR operational guidance manual for the Probation Service is also being developed in consultation with the Offender Management and Public Protection units within NOMS.

ViSOR Management Structure

ViSOR contains a well-defined hierarchical structure of user roles that need to be undertaken by various grades of staff in order to manage, quality assure and up-date the application. All user roles will be able to view all information and intelligence held about an offender on ViSOR, unless it has been restricted to a limited number of users on the grounds of national security / policing operations. The central implementation team has spent time analysing how the Police currently operate these roles and has identified which grades of staff would undertake these roles within the Probation Service.

During the Early Adopter phase, an evaluation of the resource impact and suitability of these roles will be undertaken. Staff nominated by Areas to undertake ViSOR training will be provided with a full overview of each role function. The key roles are:

Central Point of Contact (CPC) - It is envisaged that the **MAPPA Co-coordinator/Public Protection Manager** will fulfil the role for the Probation Area. The role requires the holder to be security cleared at a higher level (see annex B) as he/she will have responsibility for the local governance of ViSOR, quality assurance of ViSOR records and will become part of the Regional User Group currently chaired by Police. Key tasks include:

- Authorises Area user access to ViSOR
- Allocates nominals to LPC and Supervisors
- Conducts audit enquiries for complaints procedures

- Ownership and quality assurance of nominals and ensures data protection compliance
- Set the celebrity flag (cases of public notoriety)
- Transfer of nominals to another Area

Local Point of Contact (LPC) - It is envisaged that the **Team Manager / Senior Probation Officer** will hold this role in addition to the **Supervisor** role, as the duties are very similar. The individual should be BC Enhanced cleared (see Annex B) Key tasks include:

- Allocates management of nominals to Supervisors
- Ensures quality of district/ team nominals
- Area link to MAPPA Co-ordinator/ Public Protection manager
- Set the celebrity flag
- Edit, add or delete data within a nominal record

Supervisor- It is envisaged that the **Senior Probation Officer / Team manager** will hold this role alongside the **LPC** role. The individual should be BC Enhanced cleared (see Annex B) Key tasks include:

- Allocating ViSOR nominals to Offender Managers
- Ensuring the quality of the Team's nominals
- View but not set the celebrity flag
- Transfer of nominals to another Probation Area

Manager of the Record- This role will be undertaken by the Offender Manager who should also have key responsibility for the management of the offender in the local case management system. The individual should be BC Enhanced cleared (see Annex B). Key tasks include:

- Populates nominal with the Probation minimum data set
- Allocates partner access to the nominal
- Ensures quality of own nominals
- Requests transfer of ownership of nominals
- Updates the nominal with key information which impacts on the risk posed by the offender

Creator/owner - The **Senior Administration Officer** will undertake this role. The individual should be BC Enhanced cleared (see Annex B) Key tasks include:

- Creation of the ViSOR nominal
- Updating key pieces of information that may impact on the risk posed by the offender
- Collate statistical reports (e.g. MAPPA annual reports)

User Account Administrator – It is envisaged that 2 members of the local **IT support staff** will undertake this role. Individuals should be BC Enhanced cleared (see Annex B). Key tasks include:

- Ability to grant ViSOR access and accounts when authorised by the **CPC**
- Provide local help desk facilities
- Escalate technical problems to Steria

Read Only Access – It is envisaged that **Assistant Chief Officers**, other operational managers, Approved Premises and Victim Liaison Units may be given access to ViSOR to keep them informed of key developments in the management of the offender. Approved Premises may find access to ViSOR useful when considering new referrals.

Raising Queries

Areas with questions about how to apply these roles to local offender management structures should initially pose their query by email to visor.project@homeoffice.gsi.gov.uk following which one of the National Implementation Managers will respond.

User Security

ViSOR Security Policy

ViSOR is classified as a **CONFIDENTIAL** system according to the Government Protective Marking Scheme because of the sensitive nature of the information contained within it. This places specific security obligations on users of the system and their organisations.

All users of ViSOR require a minimum security clearance level of Basic Check (Enhanced). The CPC role within ViSOR requires a higher level of security clearance due to the activities performed by users with this role.

This table summarises the level of security clearance required for users of ViSOR:

ViSOR Account Manager (IT staff)	BC(E)
Central Point of Contact	SC
Other Users	BC(E)

Probation Security Policy

The current Probation security policy requires all staff undergo Basic Check security clearance although some groups of staff receive additional vetting, e.g. Probation Officers undergo a Basic Check (Enhanced).

In the proposed business models for ViSOR, administrative staff will require access to the system. This means that they will need to undergo BC(E) checks.

IT staff will be responsible for creating and managing ViSOR user accounts within the application. This means that they will also require BC(E) checks.

In most areas neither of these groups of staff currently have the appropriate level of security clearance. As a result, a number of applications for higher level security clearance will need to be submitted.

The process for obtaining BC(E) clearance is expected to take between 4-6 weeks. Requests will need to be made to the CRB using a form of wording that will be supplied by the project (together with further guidance) in due course.

Central Points of Contact require SC checks.

SC Clearance involves a check on the financial status of staff and will be carried out centrally by Home Office Departmental Security (DSU).

Security Clearance Process

The process of obtaining the SC level of security clearance can be lengthy. To ensure that users are cleared in time to use the system, a number of steps should be taken now so that the process can be initiated as soon as possible.

Users fulfilling the role of the Central Point of Contact in Probation should be identified without further delay by emailing visor.project@homeoffice.gsi.gov.uk with the name and Probation role of the staff member, by no later than **15 Jan 2007**. Following this forms will be despatched for completion and submission to DSU.

ViSOR physical security requirements (desk layout check)

This annex provides advice to those who will be responsible for determining the suitability of an office to access the ViSOR application.

The following aspects must be considered when determining the suitability of an office to access ViSOR. There are additional requirements placed on ViSOR users and these have been included within the specific ViSOR User Security Operating Procedures, which users must sign before using the system.

- Terminals that may be used to access ViSOR must be positioned so that the screen cannot be viewed through an external facing window or from a communal area (such as a corridor or meeting room). Curtains or blinds may be necessary. You should also be able to secure the windows and ground floor windows should have security bars.
- The ViSOR application must not be used in areas that the Public or Prisoners have access too (e.g. reception area, meeting/waiting rooms etc.).
- Only terminals that reside in a dedicated office that is used only by Probation/Prison staff can access ViSOR.
- The ViSOR terminals should be positioned in such a way as to eliminate the ability for someone to “look over the user’s shoulder” whilst they are accessing ViSOR.
- Users must not allow anyone who is not ViSOR security cleared to overlook their screen whilst they are using the ViSOR application.
- If users are accessing ViSOR via a laptop, they can only do so when they are docked, and the same precautions detailed above will apply.
- Offices where ViSOR can be accessed must be locked when no one is in the room/office and will ideally be on a separate key suite.
- Non-Probation/Prison staff must be escorted at all times in locations where the ViSOR application is being used. If they are working on equipment that is located near a terminal that is accessing ViSOR, either the ViSOR session should be terminated or the visitor’s work should cease until such a time as the ViSOR session has concluded.
- If there is a requirement for an engineer to work on a machine that is being used to access ViSOR, all access to ViSOR must be terminated before any work can commence on it.
- Shared office equipment (such as photocopiers, printers, fax machines etc) must not be located near any devices that can access ViSOR. This will eliminate the problem of the ViSOR screen being overlooked.

N.B. It must be remembered that an office or location that is appropriate when first assessed may become unsuitable due to office moves or changes to the building layout. Therefore, any such changes must take into the account the impact and effect that such changes could have to accessing the application.

Implementation Plan

No.	Task
	Pre-Implementation
1	Establish communications with ViSOR Area Representative
2	Agree Implementation Plan
3	Identify Lead Managers and contacts for ViSOR
4	Identify names, role and contact details for users requiring access
5	Identify hardware details where application needs to be deployed
6	Hold awareness presentation for SMT
7	Hold awareness presentation for local level staff
8	Agree roles and responsibilities
9	Complete Joint Agreement
10	Distribute ViSOR awareness posters to Area/Establishment
11	Review names, role and contact details for users requiring access
12	Initiate process for security clearance for nominated users
13	Review hardware details where application needs to be deployed
14	Carry out security check on workstations
15	Identify where replacement terminals are required (Probation only)
16	Agree data migration approach
17	Undertake Training Needs Analysis
18	Identify training location
19	Identify hardware details where training icon needs to be deployed
20	Carry out security check on training workstations
21	Identify where replacement terminals are required (Probation only)
22	Agree training dates
23	Produce Site Training Plan
24	Send out pre-course material and joining instructions to users
25	Install training terminals (Probation only)
26	Configure training terminals (Probation only)
27	Deploy training icon
28	Test training icons once deployed
29	Issue Go Live Letter
	Implementation
1	Ensure support arrangements in place and that users are aware of these
2	Issue ViSOR posters for users
3	Issue evaluation and feedback forms to site
4	Install terminals (Probation only)
5	Configure terminals (Probation only)
6	Deploy live software icons
7	Test live software once deployed

8	Set up users on training system – check they are security cleared
9	Issue training material to training venue
10	Release staff for training
11	Deliver training
12	Confirm that user has signed SyOps
13	Remove users from training system
14	Set up users on live system
15	Provide user guide to users
16	Migrate data
	Post Implementation
1	Provide floor-walking support
2	Complete evaluation and feedback forms and return to project team
3	Review evaluation and feedback forms
4	Hold Site Post Implementation Meeting
5	Snag Update List
6	Sign Site Acceptance Sheet
7	Update Risks and Issues Log
8	Update Lessons Learnt Log
9	Update Benefits documentation
10	Hand over to Live Support

Identification of ViSOR Terminals and Users

The spreadsheet (Annex E1) is to be completed by the ViSOR Representative in each Area by **15 Jan 2007**. Please return completed spreadsheets to visor.project@homeoffice.gsi.gov.uk .

The Area Representative should complete the required information in the spreadsheet, identifying the terminals that will be used to access ViSOR, which must comply with the Physical Security requirements outlined in Annex B – User Security. Many existing terminals will need to be replaced. A central stock of new terminals will be used to replace devices for ViSOR access. There is a limit to the number of terminals available nationally. Please see the calculations below for details.

ViSOR users also need to be identified, along with the ViSOR role they will be assigned (detailed role information is provided in Annex A – Business Model and ViSOR User Roles). The following roles are required to be fulfilled to operate ViSOR in each Area:

- Central Point of Contact – typically the Area MAPPA Coordinator/Public Protection Manager
- Local Central Point of Contact – typically a Team Manager
- Supervisor(s) – typically a Team Manager
- Owner(s) – typically an Offender Manager
- Creator/owner – typically a Senior Administration Officer
- User Account Administrator – typically IT Support staff

It is likely that several users may have to share a terminal to access ViSOR (each user will have their own log-in on the system). These arrangements will vary in each Area, according to individual user requirements, and availability of suitable terminals.

The ViSOR National Implementation Managers will review the terminals to be used for ViSOR when engaging with an Area as part of pre-implementation activity during rollout, to ensure that they fulfil the security criteria.

Steria will use the terminal and user details from this spreadsheet to enable ViSOR access. Where a ViSOR terminal will be used by more than one ViSOR user, please include them in the list as follows:-

Location	Asset Number	User
Ground Floor, room A	WBT01234	Joe Bloggs
“	“	Jane Smith
“	“	John Doe
Ground Floor, room A	WBT01235	Sam Stone

Important – Checking how numbers relate to national limits

In order to validate that the number of users and terminals requested by your Area are in line with the national limits, please carry out the following check:

First calculate the MAPPA ratio as follows:

1. Calculate the percentage of the total national figure for Category 2 and 3 cases that your Area manages:

For example, Area A has a total number of Category 2 and 3 cases of 500. The national figure for Category 2 and 3 cases (2005/6) is 17,680. So, the percentage of the total that Area A manages is $500/17,680 = 0.028$ or 2.8 % of the total national workload.

Therefore the MAPPA ratio for Area A = 2.8%

To validate the number of users nominated to have ViSOR access

2. Calculate the total number of nominated users for the Area as a percentage of the total **national limit of 3,000 users:**

*For example, Area A has identified **75 staff** for ViSOR access. The national total of users that can be trained is **3,000**. So the percentage of the total that Area A would like trained is $75/3000 = 0.025$ or **2.5%** of the total number of users that can be trained.*

To validate the number of terminals to have ViSOR access

3. Calculate the total number of terminals requested for ViSOR access in the Area as a percentage of the total **national limit of 2,000 terminals:**

*For example, Area A has identified **46 terminals** to be used. **The national limit of terminals is 2,000**. So the percentage of terminals that Area A has requested, compared to the total number of terminals that can have ViSOR access is $46/2,000 = 0.023$ or **2.3%**.*

Result

The result for the number of **users (2.5%)** and the result for the number of **terminals (2.3%) is less than the Area A MAPPA ratio of 2.8%**, therefore the number of requested terminals and users fall within the national limits.

Overview

This spreadsheet needs to be completed by the Area to detail those users who require access to ViSOR, and the devices they will be using to access ViSOR. For each user, you will need to identify which ViSOR role they will be assigned. A separate document is available explaining the ViSOR Roles and responsibilities. Workstations (PCs, Laptops in docking stations or WBTs) to be used for ViSOR must comply with the physical security requirements - also known as the "desk layout check". Details of these requirements are available in a separate document. It may be necessary for some users to share a WBT for accessing ViSOR, where physical security requirements cannot be met at each user's desk. It is expected that, wherever possible, WBTs will be used for ViSOR access. Where a user needs to retain their PC or laptop, and cannot share another user's workstation for ViSOR access, it may be possible to deploy a WBT in addition to their existing device. This should be requested in the comments column. T20 and HP5300 WBTs are not suitable for ViSOR: these will be replaced as part of the ViSOR Project. It is therefore imperative that the information supplied in this spreadsheet is accurate, because it will be used for ordering new equipment and arranging delivery.

Instructions

1. Save a copy of this template in the format "Areaname ViSOR User and Device Details.xls"
2. Please complete one worksheet for each office or site that will require access to ViSOR. If necessary, please add additional worksheets and copy the format across.
3. For each worksheet:-

Enter Site Details

- a. Enter the Area name at the top of the page
- b. Enter the Site ID, in the format XXXnnn - e.g. DRH001. If you do not know the site ID, please contact your Area Service Manager who will be able to help.
- c. Enter the name and telephone number of the site contact person
- d. Enter the full site address.
- e. Enter the specific delivery point for new devices. Unless otherwise stated in this spreadsheet, delivery will be arranged to Ground Floor Reception.
- f. If delivery of new devices is required to anywhere that is not Ground Floor, please indicate whether lifts are available.

Enter Device and User Details

- g. Enter the exact location of each device
- h. Enter the asset number, including the three letter prefix. Where a WBT is required in addition to a user's existing PC or laptop, please specify this in the comments column.
- i. Enter the name of the user who will use this device for ViSOR access. Where two or more users will be sharing one device for ViSOR access, please enter a new line for each user, and indicate using the ditto symbol that they will be using the same device as the user listed above.
- j. Enter the probation job title that the user currently has e.g. offender manager
- k. Enter the ViSOR role that the named user will be assigned.

Training and Training Facilities Information

All users of the ViSOR system will need to undergo training before they can use the system.

The Project Team will provide a proportion of training for all of the ViSOR roles in each Probation Area. The training will include 'Train the Trainer' training, as each Area will be responsible for providing continuation training for its own staff. Any Early Adopter sites that do not receive 'Train the Trainer' training for selected staff will receive this at a later date.

The length of training time varies in accordance with the different access levels required for the different roles, as follows:

- Read only access is a one-day course
- Read only with access to the activity log functionality is a two day course
- User account creation and management training is a half day course
- Full user access is currently four days (this is being reviewed and may be reduced, possibly to two days)
- 'Train the Trainer' training is a five day course

The Implementation Managers will liaise with the ViSOR Area Representative to arrange mutually agreeable dates and locations for the training to be undertaken. It is the responsibility of the site to put measures in place to enable staff to attend training.

Following training in each Area, floor-walking support will be provided by the Implementation Managers during the early stages of implementation in that Area.

The training material currently used for Police training is being reviewed and modified to be more suitable for all three agencies using ViSOR. Furthermore, the project is working with the Business to produce detailed operational guidance meeting the needs of the Probation Service.

The training will be held as conveniently located as possible for each Area, so that trainees do not have long travelling times to attend the course. Therefore, it is intended that the majority of training will be delivered in Probation Area training suites. A survey was undertaken to identify possible existing Probation training suites that may be utilised for the training. The results are attached below in the Training Facilities spreadsheet. It is vitally important that you review the information contained in this spreadsheet to ensure that locations and advance notice required are accurate and any **amendments should be emailed to Matt Cunningham (matt.cunningham@hmps.gsi.gov.uk) by 15th January 2007.**

Geographical Area	Address & Contact Details Of Training Suite	Name & Contact Details Of The Area I.T. Manager	Name & Contact Details Of The Area Training Managers	How Many Training Suites In Your Area?	How Many I.T.Training Places Are Available In Each Suite?	Notice Required Uo Use The Training Facility	What Hours Do The Training Rooms Open	Please Itemise Hardware In Training Suites	Please give Asset Number Of All WID's Hardware
Avon & Somerset	Decourcy House – Bristol Queensway House Worle Taunton office – Taunton Shirley Thompson	Bruce Thompson Queensway House WSM 01934 528781	Shirley Thompson Queensway House 01934 528793	3 Taunton and Decourcy are set up as required there are currently only 4 available in Decourcy	Worle up to 12 Taunton up to 8 and Decourcy up to 4 Worle up to 12 (currently 8) Decourcy could hold more if workstations were available and depends on which room is booked.	Worle – book well in advance Taunton – 1 month at least Decourcy – 2 weeks approx. more preferably Worle – book well in advance Taunton – 1 month at least Decourcy – 2 weeks approx. more preferably	Worle - 7am to 7pm Decourcy - 7.30am to 6.00pm Taunton - 8.30am to 5.30pm	All WID's	Not known at the moment
Bedfordshire	23 – 27 Napier Road Luton, Beds LU11RF 01582 735153	Mick Mainwaring 3 St. Peters Street Bedford, MK40 2PN 01234 227561 mick.mainwaring@bedfordshire.probaton.gsi.gov.uk	Richard Wale 3 St. Peters Street Bedford, MK40 2PN 01234 213541	1	8	2 months	0900 - 1700	8 WIDS	
Cambridgeshire	Support Services Unit Godwin House George Street Huntingdon PE29 3BD Contact: Linda Lloyd as above or Shona Wemyss, Staff Development Co-ordinator Tel: 01480 375787	Linda Lloyd IT Practice Manager Cambridgeshire Tel :01480 375782 Mobile: 07736 617387	Jonathan Hopkinson Team Manager Staff Development Cambridgeshire Tel: 01480 375783 Mobile: 07734 023103	1	6 not including trainer	Usually a month to 6 weeks notice would be adequate unless it is for a large block booking of say 2 weeks. Room is also used as a 'break-out' room when other training facilities are being used on site and this could affect large block booking as this type of training is booked months in advance.	Normal office hours ie 9 till 5 – no other restrictions.	1 PC plus 5 WIDS	Not available at this time
Cheshire	Eileen Vernon, ISUBeech House Park West Sealand Road Chester CH1 4RJ Tel: 01244 394501	Eileen Vernon Tel: 01244 394501 eileen.vernon@cheshire.probaton.gsi.gov.uk	Cheshire: Bev Gibson – Training officer (HR Manager – Helen McKenzie) – 01244 394500 (both) North Wales: Mohamed Amirech, Training Manager 01492 530600. Doris Adlam – Performance Manager – 01492 513413	1 facility used by Cheshire and North Wales Probation Areas	8	Normally 3 to 4 months – but obviously the fact that we would be training two areas would need to be taken into account.	Office opens at 8.30 a.m. and closes at 5 p.m. No on site parking for visitors	8 WIDS	24894, 13817, 29549, 08687, 14506, 22833, 14505, 14516

Cumbria	HQ, Lime House, The Green, Wetheral, Carlisle, Cumbria	Christine Cleminson - Information Manager christine.cleminson@cumbria.probat.ion.gsi.gov.uk 01228 560057	Gillian Martin - HR/Training Manager gillian.martin@cumbria.probat.ion.gsi.gov.uk Maureen Ruddick - Training/Staff Development Officer maureen.ruddick@cumbria.probat.ion.gsi.gov.uk 01228 560057	1	05-Jun	2 - 4 Weeks	08:30 a.m. - 6:00 p.m.	6 WIDS	WID15625, WID15189, WID15254, WID15192, WID15209, WID15398,
Derbyshire	1 Institute Lane Alfreton DE55 7BQ Jennifer Burton (IS/IT Training Superv) (Jennifer 07884 234840)	Anji Potter (IT Technical Support Mgr) Michael Slade (Information Services Mgr) Headquarters 18 Brunswood Rd Matlock Bath DE4 3PA 01629 55422	Isobel Cartledge (SPO Training) Jennifer Burton (IS/IT Training Superv) 1 Institute Lane Alfreton DE55 7BQ (Isobel 01773 833247) (Jennifer 07884 234840)	1	8 training places with 1 tutor terminal)	1 MONTH	Mon - Fri 9 - 5 (4:30 Fridays)	6 WIDS 2 PCs+ Tutors PC	WID00162 WID12218 WID06012 WID00163 WID00161 WID00164
Devon & Cornwall		Mark Overend - ACO Trevor Sussex - Systems Manager Cris Linscott - Project Manager mark.overend@devon-cornwall.probat.ion.gsi.gov.uk	Sandra Atherton	None dedicated, some laptops that can be used in some rooms around the area		Rooms are used for various other events such as meetings, group rooms etc - at least 5 days for arranging equipment/identifying resources to be transferred and set up on site - main restriction is availability of room for a given date - group rooms can be booked for dates 6 months in advance (scheduling a 26 week Programme, Board meetings, Management meetings)	Office hours (8:30 - 5:00)	6 laptops	
Dorset									
Durham	Helen Vitty Forest House Aykley Heads Business Centre Aykley Heads, Durham DH1 5TS	Helen Vitty 0191 3837952 helen.vitty@durham.probat.ion.gsi.gov.uk	Jill Armstrong 01642 230533	1	1 trainer and 8 trainee	In use regularly so would need lots of notice but may not be available dependant on dates	8.30am - 5pm	1 PC & 8 WIDS	
Essex	Cullen Mill 49 Braintree Rd Witham Essex CM8 2DD	Bill Thompson 01376 501626 xtn 235 bill.thompson@essex.probat.ion.gsi.gov.uk	Helen McCann 01376 501626 xtn 271 helen.mccann@essex.probat.ion.gsi.gov.uk	1	6	As much as possible as the room is also used for non IT training.	9am-5pm	6 PCs	
Gloucestershire	Jane Bircher IT Training Officer Bewick House 1 Denmark Road Gloucester GL1 3HW Best contact for dates etc.	Tim Fogarty Bewick House 1 Denmark Road Gloucester GL1 3HW Tel: 01452 426265	Kathy Kerr-Rettie Bewick House 1 Denmark Road Gloucester GL1 3HW Has no responsibility for IT training	1	6	At least 1 month	9am-5pm	1 RAS PC Laptop - used by Trainer 1 PC5 WIDS	WID03781 WID03769 WID02562 WID03775 WID03506

Hampshire	HPA HQ, Friary House, Middlebrook St, Winchester, Hants 01962 842202	Angus M Maclean Friary House Winchester 01962 842202	Pearl McMullan, Management & Training Development Manager, HPA Training Unit, 2nd Floor, Barclays House, Upper Market Street, Eastleigh, HantsTel: 02380647443	1	10	One month	0900 to 1700 mon to fri	3 X PCs 7 X WIDs	Asset numbers available on request once reason for information is established
Hertfordshire	Rosie Ball 01992 504444 rosie.ball@hertfordshire.probatation.gsi.gov.uk East Herts Graham House, Yeoman's Court Ware Road Hertford. North Herts Swingate House Danestrete Stevenage. Mid Herts 62-72 Victoria Street St Albans. South and West 16-22 King Street Watford. Crown Court Crown Court Bricket Road St Albans	Lucy Spencer 01992 504444 lucy.spencer@hertfordshire.probatation.gsi.gov.uk	Rosie Ball 01992 504444 rosie.ball@hertfordshire.probatation.gsi.gov.uk	We have 2+ meeting / conference rooms available per centre (4 centres). IT training is via laptops installed in these facilities when necessary.	6 up to 20	Variable. 3 months is usefull	9am – 5pm Mon-Fri	Compaq N600 and 6000 laptops as required (up to 18)	N / A
Humberside	Training Department Liberty House West, Hull	John Walster, IT Manager Liberty House West, Hull	Jean Ellis, Training & Development Manager, Liberty House West, Hull jean.ellis@humberside.probatation.gsi.gov.uk	1	8	1 Month	No restrictions – open during working hours – 8.45 to 5.15 (longer if required)	8 Compaq T20 Wids plus facilities to plug in additional devices (laptop to connect to projector)	WID 02340, 01620, 01621, 01623, 02342, 01698, 01699, 01632 These Wids could be swapped for WYSE 3X0 (available on site)
Kent	Joynes House New Road Gravesend DA11 0AT	Pete Webb ISU Manager ISU56-58 College Road Maidstone ME15 6SJ 01622 697128 pete.webb@kent.probatation.gsi.gov.uk Christine Down Area Manager Performance and Standards Chaucer House 25 Knightrider Street Maidstone ME15 6ND 01622 350826 christine.down@kent.probatation.gsi.gov.uk	Sean Doherty Ralphs Centre 24 Maynard Road Canterbury Kent CT1 3 RH 01227 769345 sean.doherty@kent.probatation.gsi.gov.uk	We have 1 at present in Gravesend though post nomis we will have 2 facilities and we might end up with 1 again but at Chatham	8	Depends if booked. We tend to book course at least 2 to 3 months in advance	0900 to 1700	8 x WIDs	WID02404 WID02405 WID02406 WID02407 WID02408 WID02409 WID02410 WID02411

Lancashire	As for Area IT manager	Mark Allsop, Information Services Manager,99-101 Garstang Road, Preston Lanes PR1 1LD, (01772) 272510 mark.allsop@lancashire.probatation.gsi.gov.uk	Sue Hall,Unit 1, Block B Albert Edward House, The Pavilions, Preston, PR2 2YB 01772 256630 sue.hall@lancashire.probatation.gsi.gov.uk	1	6		08:30 – 17:00	7 PC's	7 PCs The asset numbers for the trainees machines are: PCU03056 PCU03058 PCU03061 PCU03060 PCU03055 PCU03059
Leicestershire	Bebe Lane IT Training Officer 2 St John Street Leicester LE1 3BE 0116 2423264	We do not have an IT Manager	Bo Bearn SPO Training and Development 2 St John Street Leicester LE1 3BE 0116 2423263	1	8	As much as possible as we have regular bookings for IT training each month	9.30 – 4.30	8 PCs	N / A
Lincolnshire		Tony BurkeTel: 01522 520776 Head Office, 7 Lindum Terrace, Lincoln, LN2 5RP Tony.Burke@lincolnshire.probatation.gsi.gov.uk	Simon Pollard 01522 520776 Head Office, 7 Lindum Terrace, Lincoln, LN2 5RP	None	N / A				
London	Sian Jones 0207 960 106371-73 Great Peter Street.London SW1P 2BN	Mary Pengelly 0207 960 1147, Andrew Logan 0207 960 1839, Fawzi Fawzi 0207 960 1017, John Hague 0207 960 1144	Sian Jones 0207 960 106371-73 Great Peter Street London SW1P 2BN	2	Room 1 = 8 Room 2 = 12	2 months	9am-5pm	All PC's & AT Users are able to bring in Laptops	
Manchester	Systems Training Room6th Floor, Oakland House, Talbot Road, Stretford Maple IT Training Room Attic (4th Floor) No Lift Kearsley Town Hall Bolton Road Kearsley	Suzanne Graham, 0161 872 4802 IT Systems Manager. Linda Cook, 0161 872 4802 Learning Development Officer (IT)	Suzanne Graham, 0161 872 4802 IT Systems Manager. Linda Cook, 0161 872 4802 Learning Development Officer (IT)	2	STR, Oakland = 10 Maple Rm, Kearsley = 8	The training rooms are booked for 3 month periods, thus, for Oct/Nov/Dec and this will have been booked from early Sept.	9.30 – 4.30 for training. Trainers may arrive to prepare from 8.30 and stay to clear up until 5. In Oakland and Kearsley the buildings have no reception until 9 am and will be locked at 6 pm – exit via key.	STR, Oakland – 1 PC, 9 WIDs Maple Rm, Kearsley – 8 WIDs	
Merseyside	Burlington House, 22, Crosby Road North, Liverpool L22 0PJ 0151 920 9201	Bob Steele, Project & ICT Manager1st Floor, State House, 22, Dale Street, Liverpool L2 4TR 0151 224 0679 07713 214 808 bob.steele@merseyside.probatation.gsi.gov.uk	Julie Parr Staff Development Manager Rainford Hall, Crank Road, St.Helens WA11 7RP 01744 755181	None	10 are planned	Not yet installed	Not yet installed	All OMNI PC's	Not yet installed
Norfolk	Use either IT Manager or Training Manager	Robin Symonds 01603 220114 robin.symonds@norfolk.probatation.gsi.gov.uk	Heather Fitzsimons 01603 220100 heather.fitzsimons@norfolk.probatation.gsi.gov.uk	Currently one, will have 2 suites within same room area for C-NOMIS training	10	By agreement – also comprises all our meeting room space and our boardroom.	9am to 5pm	Our Suite – 10 WIDs	Not known, but 8 are 5300s, 1 T20 and 1 S30.

Northamptonshire	National Probation Service 20 Oxford Street, Wellingborough, Northants Contact -	Gill Walker National Probation Service Walter Tull House, 43-47 Bridge Street, Northampton, NN1 1NS Direct Dial – 01604 658072 gill.walker@northamptonshire.probaton.gsi.gov.uk	Melissa Dunkley National Probation Service Walter Tull House, 43-47 Bridge Street, Northampton, NN1 1NS Direct Dial – 01604 658072 melissa.dunkley@northamptonshire.probaton.gsi.gov.uk	1	6	1 month to allow for other Training, Planning and Revising Dates, if required.	09:00 hours to 16:30 hours NOMIS Training for Roll out Other IS System Training courses	7 WID's	WID 14959 Serial No. 9H29JS32H424 07576 9H32JS32E172 14961 9H29JS32H439 14958 9H29JS32H403 14060 9H32JS32E751 14962 9H29JS32H414
Northumbria	Northumbria Probation Area Dene House Durham Road Low Fell Gateshead Tyne & Wear	Dawn Ramshaw – IT Training and Information Manager (contact for any IT issues relating to rollout) Dave Bone – IT Manager	Dawn Ramshaw	2	8 people in each room – total of 16	3 months	09.00 am to 5.00 pm	Training room 1, 1 PC and 8 WIDS Training room 2, 1 PC and 8 WIDS	Training room 1 WID05397 WID05398 WID05390 WID05364 WID05395 WID05396 WID05394 WID05380 Training Room 2 - Serial numbers: 9H2BJS321687 9H2BJS321692 9H2BJS321679 9H2BJS321689 9H2BJS321683 9H32J832V110 9H32J832V118 9H32J832V127
Nottinghamshire	Headquarters Castle Marina Nottingham NG7 1TP	Mike Poyzer – MIS Mgr Tony Austin - Senior IT Officer 0115 840 6478 0115 840 6470	Karen Tomlinson 0115 993 6510	a) 1 x PCs for Apps training b) 1 x WIDs for Service training	a) 8 + 1 trainer b) 8 + 1 trainer	The training rooms are booked as required & we ask, where possible, for a minimum of 1 mths notice	9.00 – 4.30	a) 1 x PCs for Apps training b) 1 x WIDs for Service training	
Staffordshire	Head Office University Court Staffordshire Technology Park Beaconside Stafford ST18 OGE	Mohamed Parekh Head Office University Court Staffordshire Technology Park Beaconside Stafford ST18 OGE mohamed.parekh@staffordshire.probaton.gsi.gov.uk	Sam Williams Training Manager Head Office University Court Staffordshire Technology Park Beaconside Stafford ST18 OGE 01785 231720	One at Head Office.	6 without the trainer's PC or 7 including the trainer's PC.	As much as possible please	Normal office hours 9 – 5.	1 PC and 6 WIDs	WID186 WID187 WID188 WID189 WID193 WID198 PCU08737
Suffolk	Tracy Adair-Routh 01473 282303 Peninsular House 11-13 Lower Brook Street Ipswich IP4 1AQ	Mark Collings 01473 282304 07850014106 Mark is acting IT Unit Manager for the next three months whilst we await a new appointment	Carol Mansell 01473 282312 Tracy Adair-Routh IT Trainer tracy.adair-routh@suffolk.probaton.gsi.gov.uk	One dedicated training suite There are other conference rooms and meeting rooms available	8	4 Weeks	Training room is not available on Mondays	8 WIDs, 1 projector fixed to the ceiling	

Surrey	Richard Newman Bridge House, Godalming	Chris Slee Principle IT Officer Bridge House, Godalming	Julie Stewart Bridge House, Godalming	None Temporary/portable provision for 6 WID workstations used in conference rooms when free.	No suite - 6 temporary	variable Depends on room booking. Conference rooms sometimes booked far in advance	Conference rooms available 09:00 – 17:00 when not previously booked	No suite - 6 WIDs	WID15364 WID15404 WID15374 WID15350 WID15357 WID15330
Sussex	Head Office 185 Dyke Road Hove East Sussex. BN3 1TL Tel: 01273 227979 Fax: 01273 227972	James Kellett Tel: 01273 227880 (DD) Main: 01273 227979	Phil Jones Tel: 01273 227909 (DD) Main: 01273 227979	1	7	2 weeks	9 a.m. to 5 p.m. Monday to Friday (could be used on a weekend at a push)	7 WIDs, 1 printer, one telephone	At present: WID08258 WID17628 WID15096 WID31911 WID08081 WID17627 WID17622
Teesside	6th Floor, Centre North East 73-75 Albert Road Middlesbrough TS1 2RU	Jill Armstrong, 01642 230533, jill.armstrong@teesside.probatation.gsi.gov.uk	Roy Lorenzen, 01642 230533, roy.lorenzen@teesside.probatation.gsi.gov.uk	1	12	1 month	Core business hours 8.30am – 5.00pm	1 Laptop 12 WID's (Wyse Winterm 3235LE)	
Thames Valley	2A Wynne-Jones Centre Walton Road Aylesbury HP21 7RL and Greysfriars House 30 Greysfriars Road Reading RG1 1PE	Tracy Clarke IT Systems and Projects Manager Ralph Baker Senior IT Support Officer 2A Wynne-Jones Centre Walton Road Aylesbury HP21 7RL Tel: 01296 393925 Mob: 07803237062 Tracy.clarke@thames-valley.probatation.gsi.gov.uk Ralph.baker@thames-valley.probatation.gsi.gov.uk	Val Mafham IT Trainer 2A Wynne-Jones Centre Walton Road Aylesbury HP21 7RL Tel: 01296 393925 val.mafham@thames-valley.probatation.gsi.gov.uk and Karen Smith IT Trainer Greysfriars House 30 Greysfriars Road Reading RG1 1PE Tel: 0118 956 0466 Fax: 0118 955 1300 karen.smith@thames-valley.probatation.gsi.gov.uk	2	Wynne-Jones Centre = 6 Greysfriars = 6	Notice for training facility not a problem however getting staff to attend can range from 3 – 4 weeks.	9.00 – 5.30pm	Wynne Jones training hardware = 6 x PC's and 1 network-linked laptop Greysfriars training hardware = 6 PC's and 1 network-linked laptop	No WIDs being used.
West Warwickshire	2 Swan Street Warwick CV34 4BJ Kevin Goodyear 01926 405823	Kevin Goodyear Information Manager 01926 405823	Stephanie Mason Staff Development Manager	Strictly speaking we don't, we use the boardroom whenever we have any IT training to do	Maximum of 6 at present.	As much as possible as the boardroom is used regularly	Available 09:00 to 17:30 Monday to Thursday 09:00 – 17:00 Fridays	6 WID's.	WID07272, WID07273, WID07274, WID04440, WID14445, WID11161
West Mercia	Leswell Street Kidderminster Worcestershire Tel: 01562 66150	Linda Smith Email: linda.smith@west-mercia.probatation.gsi.gov.uk Tel: 01562 748375 (ext 273)	Kate Bramford Email: kate.bramford@west-mercia.probatation.gsi.gov.uk Tel: 01562 66150	1	9 (+ 1 trainer)	1 week	9.00 am – 5.00 pm Outside of these hours is negotiable	9 WIDS 1 PC	WID07753; WID00056; WID00058; WID00054; WID07676; WID29703; WID23377; WID07726; WID23590

West Midlands	National Probation Service West Midlands1 Victoria Square Birmingham B1 1BD0121 248 6601	Mr Mick Madders National Probation Service West Midlands1 Victoria Square Birmingham B1 1BD0121 248 6601	Mrs Sally Beeke National Probation Service West Midlands 1 Victoria Square Birmingham B1 1BD 0121 248 6601 sally.beeke@west-midlands.probation.gsi.gov.uk		8	As much as possible – we have a training schedule which runs from Sept to Dec. We would need at least 3 months notice.	Training rooms are available between 9 and 5 on weekdays. Some arrangements may be made for use outside these hours	Victoria Square:4 PC's 4 WIDS1 Trainer PCSelly Oak:8 WIDS1 Trainer WID	Not available
Wiltshire	Chippenham Probation Office 51/52 Parkfields Chippenham SN1 5 1NX	Angela Brunning 01225 781955	Sean Watson 01225 781953 (system administrator)	1	8	As much as possible!	Normal business hours	8 Wids	
Yorkshire North	NYPAPavilion 2000 Amy Johnson Way Clifton Moor York YO3 4XT 01904 698920	Mark Richards NYPA Falsgrave Road Scarborough North Yorks Yo12 5AT 01723 366341	Justine Taylor NYPA Thurstan House 6 Standard Way Northallerton North Yorks DL6 2XQ 01609 778644	1	6	This room gets booked up very quickly – at least 2 months notice is recommended.	8.30 -5pm Monday to Friday are core hours. There is some flexibility if needed.		
Yorkshire South	South Yorkshire PA Head Office 45 Division Street Sheffield S1 4GE TEL. 0114 2766911	Diane Cattle South Yorkshire PA45 Division Street Sheffield S1 4GE TEL. 0114 2766911	Jenny Naylor South Yorkshire PA 45 Division Street Sheffield S1 4GE TEL. 0114 2766911	1	9	It can be booked only if it's available and we have several In house training courses which require this room.	09:00 – 17:00 Mon - Fri	4 PC's and 6 WID's	WID17661 WID17624 WID17626 WID17625 WID17663 WID17629
Yorkshire West									
Wales Dyfed & Powys	All contact via Shirley.bale@dyfed-powys.probation.gsi.gov.uk Steven.glasson@dyfed-powys.probation.gsi.gov.uk	Jan.pearce@dyfed-powys.probation.gsi.gov.uk Shirley.bale@dyfed-powys.probation.gsi.gov.uk Steven.glasson@dyfed-powys.probation.gsi.gov.uk	Helen.johns@dyfed-powys.probation.gsi.gov.uk Jan.pearce@dyfed-powys.probation.gsi.gov.uk	1 @ Carmarthen HQ and 1 @ Cardigan	HQ - 11 Cardigan - 11	1 Weeks notice – Cardigan HQ – A.S.A.P.	We would like to block out set times of training. Rooms will be out of use for meetings.	6 WID's	WID 27707 9LJ8E300290 WID27708 9LJ8E300604 WID27701 9LJ8E300302 WID27705 9LJ8E300293 WID00568 9LJ6B901861 WID 9LJ8E300234
Wales Gwent	Head Office 3rd Floor, Cwmbran House Mamhilad Park Estate Pontypool NP4 0XD	Simon Jones Business Manager 01495 762462 Tony Clarke Information Systems Co-Ordinator 01495 762462 tony.clarke@gwent.probation.gsi.gov.uk	Karen Turner Team Manager 01495 762462	1	1 PC for facilitator 7 WIDS	The room is in constant use, so as much as possible	9am to 5pm Mon to Thursday 9am to 4pm Friday	7	WID02285 WID02278 WID02280 WID02282 WID02283 WID02276 WID02281

Wales North	See Cheshire same details								
Wales South	Pamela Moss Tremains House Tremains Road Bridgend CF 31 1 TZ Direct telephone number: 01656 674759	Mike Ford Based at Bridgend Mike.ford@south-wales.probaton.gsi.gov.uk	Pamela Moss Based at Bridgend pamela.moss@south-wales.probaton.gsi.gov.uk	1	8 plus 1 trainer's place	A few weeks notice is usually needed to ensure other events can be re-scheduled if necessary	All office hours. May be used for other training events.	1 PC and 7 WIDs 1 Trainer's PC	WID12759 WID12776 WID12785 WID12795 WID12822 WID12894 WID23069