



## MULTI-AGENCY OFFENDER RISK ASSESSMENT SYSTEM INCREASED PUBLIC SAFETY

### HER MAJESTY'S PRISON SERVICE

/// CASE STUDY



To enable information sharing across the national prison system of England and Wales, EDS, an HP company, supplied Her Majesty's Prison Service (HMPS) with a centralised, streamlined IT infrastructure. This, along with a pioneering "joined-up justice" Offender Assessment System (OASys) and a state-of-the-art data center, helps reduce the risk of repeat offenses.

#### CLIENT PROFILE

[www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk)

Her Majesty's Prison Service is a dedicated agency committed to the supervision and management of prison operation safety and decency. With more than 130 prisons to maintain and oversee, the agency has established a reputation for efficiency and security.

**Industry:** Government

**Headquarters:** London, England

**Business Need Addressed:**  
Productivity

#### HMPS needed a streamlined IT environment to realise its vision

As the national prison system of the UK, HMPS and its private-sector partners maintain custody of nearly 80,000 prisoners in 138 prisons across England and Wales. HMPS is driven by a bold vision to not only protect the public by securely keeping offenders, but also to rehabilitate and reinstate them as productive members of society. HMPS also shared a real need with the National Probation Service (NPS) to exchange information on individual offenders - whether they were in custody or in the community. The key to this mission was an innovative offender assessment programme that tailors intervention plans to individual needs, helping to reduce the risk of repeat offenses and decrease crime.

From a very early stage, it was determined that the business process of risk assessment could only be successfully deployed with an IT system capable of supporting it. OASys needed to be available to more than 3,000 active users and 27,000 general users throughout the prison service. Furthermore, it would have to integrate with the relatively dated, but fully functioning, existing systems used for prisoner data.

Yet, furthering this and other cutting-edge correctional programmes demanded a more streamlined IT environment. HMPS' locally managed, disparate IT systems made it difficult to share critical criminal information across the organisation, much less with other justice departments. In addition, manual paper-based processes and poor connectivity hindered the prison service from sustaining widespread social impact.

What HMPS needed was a more effective means of communicating throughout the prison system and the ability to join forces with other government agencies. Integration of powerful reporting tools and technologies would also be crucial to putting former offenders on the right track. When the time came to choose an IT provider, the verdict was EDS and its partner Valtech.



### EDS enabled scalable infrastructure for integration of capabilities

Whilst HMPS and NPS were clearly separate organizations at the start of the design phase, the two departments came together in support of end-to-end offender management. The initial move to a single organisational model created the Department of Correctional Services. It is now known as the National Offender Management Service (NOMS).

HMPS and NPS demonstrated the alignment of their goals through their desire for a common assessment framework. To answer HMPS' offender assessment needs, EDS developed the innovative Offender Assessment System (OASys) which, for the first time, enables HMPS and NPS to realize the benefits of a unified approach. This means both agencies can electronically share data, requirements and responsibilities critical to managing the rehabilitation of offenders in their care.

*"This has been an excellent achievement by the EDS-Valtech project team. We are delighted with both their efforts and the OASys project, which we believe will be an essential tool in the ongoing battle to reduce re-offending."*

**Adrian Scott**  
OASys Implementation Manager  
Her Majesty's Prison Service

OASys is designed to:

- Assess how likely an offender is to be reconvicted
- Identify and classify offending-related needs, including basic personality characteristics and cognitive behavioural problems
- Assess risks, including serious harm to the individual and others, and assist with their ongoing management
- Link assessment to the supervision or sentence plan, as well as measure change
- Indicate the need for further specialist assessments

Here's how it works. OASys allows the user to identify and classify issues related to prisoner offenses and determine specific needs to be addressed such as anger management, drug dependency and poor literacy. Then, the solution lets the user create a structured risk of re-offending assessment, which suggests interventions based on criminogenic research and offers a tool for tracking objectives and interventions within an offender-specific sentence and supervision plan. Law enforcement officials use these results to build focused, constructive sentence plans.

Using an innovative agile development process, EDS rolled the solution out in phases after thoroughly testing each release. This assisted HMPS with timely function as well as the flexibility to experience and evaluate each feature and suggest changes before the launch date of the next release.

The first release, delivered in April 2003, provided HMPS with the initial capability to analyse assessment data and create suitable sentence and intervention plans.

The second release, delivered eight months later, allowed almost 15,000 HMPS employees to access this data and request more information regarding the assessment process.

The third release, also the most complex, converges HMPS' OASys system with the NPS' eOASys system, enabling the two organisations to share offender information and work together over the entire life cycle of an offender's sentence, both when in custody and in the community. EDS successfully facilitated the connectivity between the two systems, which share a common data model and a rigorous risk assessment scheme, which is underpinned by leading academic research.

## HMPS paved the way for future systems

BHMPS and NPS have taken the unification of their strategic systems a major step further. By contracting with EDS as lead supplier for C-NOMIS (Computerised - National Offender Management Information Service), the two organisations are bringing together the legacy strategic offender case management systems across HMPS and NPS. By doing so, there will be a powerful information repository within a single database, tracking all offenders either in custodial or community care.

Now even closer integration with the offender assessment process is possible and vital to improving service. Consideration for all forms of assessment, whether from the standpoint of rehabilitation or risk, has become a standard process.

What's more, nearly 2,000 assessments are completed daily with 40,000 data sets transferred between HMPS and NPS in a two-month period. Not only is productivity up, so is efficiency. The new system saved the UK £7.3 million in 2005 with savings projected to exceed £10 million in 2006.

And now that prison and probation staff are component parts of NOMS, a single, integrated risk assessment tool to support end-to-end offender management is being designed by EDS.

The next generation of an OASys-style system will be a flexible framework for assessments, so that as requirements emerge, they can be readily incorporated. The single integrated tool will support the seamless management of offenders.

*"EDS has built an excellent system for offender profiling and planning that is shared by the Prison (HMPS) and Probation (NPS) Services. The system, which supported the implementation of the National Offender Management Service (NOMS), has moved NOMS to demand more extensive Internet access and linkage to other agencies' systems such as housing, employment, social services and so on."*

**Ian Watmore**  
UK Head of e-Government  
Source: Computer Weekly, 26 July 2005

## SUPPORTING THE NOMS OFFENDER MANAGEMENT MODEL

OASys allows both the NPS and HMPS to work together to assess and address offender needs in order to reduce the likelihood of repeat offenses. That means enhanced public safety; more fruitful, prosperous communities; and greater control over crime all by maximizing the business capabilities of IT. These projects have emphasized the criticality of the continuous risk assessment process in adapting to end-to-end offender management.

Data security is of the utmost importance to prison and probation staff. With this in mind, user profiles dictate the accessibility of an offender's information. By allowing secure connectivity between the two systems, EDS is supporting the changing business landscape of offender management.

## Services featured

- Applications Development Services
- Network Management Services
- Workforce Enhancement Services
- Workplace Server Management Services

## Contact us

### EDS Headquarters

5400 Legacy Drive  
Plano, Texas 75024  
USA  
1 800 566 9337

### EDS Regional Headquarters

#### Asia

36F, Shanghai Information Tower  
211 Century Avenue  
Pudong  
Shanghai, SHA  
China 200120  
86 21 2891 2888

#### Australia & New Zealand

Level 1, The Bond  
30 Hickson Road  
Millers Point  
New South Wales 2000  
Australia  
612 8965 0500

#### Canada

33 Yonge Street  
Toronto, Ontario  
M5E 1G4  
Canada  
1 416 814 4500  
1 800 814 9038  
(in Canada only)

#### Europe, Middle East & Africa

2nd Floor  
Lansdowne House  
Berkeley Square  
London W1J 6ER  
44 20 7569 5100

#### Latin America

Estrada Samuel Aizemberg, 1707  
Tower C - 4th Floor  
São Bernardo do Campo, SP  
Brazil 09851-550  
55 11 4399 8875

### HP Worldwide Corporate Headquarters

3000 Hanover Street  
Palo Alto, California 94304-1185  
USA  
1 650 857 1501

## About EDS

EDS, an HP company, is a leading global technology services provider, delivering business solutions to its customers. EDS founded the information technology outsourcing industry more than 46 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to customers in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries, and to governments around the world.

EDS and the EDS logo are registered trademarks of Hewlett-Packard Development Company, LP. HP is an equal opportunity employer and values the diversity of its people.  
© 2008 Hewlett-Packard Development Company, LP. Created 02/2008. Updated 09/2008. 80488-RCS

