

Probation Mobile Reporting Application

1. Service Summary

Unilink's Probation Mobile Reporting Application is a cloud-hosted digital supervision and reporting solution designed to support Probation Services in delivering flexible, remote and in-person supervision models. The service enables supervised individuals to report, check in and engage with probation requirements through mobile devices, kiosks or office-based reporting, while providing staff with integrated case management and operational oversight.

The application integrates mobile reporting, case management workflows and secure communication, supporting appointment attendance, curfew and location checks, document sharing, requests and task completion. Biometric authentication and geo-location verification increase the reliability of remote supervision and reporting.

Delivered as a cloud service, the Probation Mobile Reporting Application supports consistent supervision practices, reduces administrative burden on staff and improves accessibility for service users. The service integrates with probation systems via secure APIs and can be deployed in an approved customer cloud environment or in Unilink's secure cloud, subject to customer assurance requirements.

2. Service Features

The service provides an integrated set of mobile and staff-facing capabilities, including:

- Integrated case management and mobile reporting to support supervision
- Biometric authentication of supervised individuals
- Geo-location verification to support curfew checks, bail and Home Detention Curfew (HDC)
- Appointment reminders to support compliance with probation appointments and community service
- Mobile, kiosk and office-based check-ins
- Two-way messaging between service users and probation staff
- Customisable forms, tasks and documents shared directly to mobile devices
- Upload of supporting evidence for missed appointments or absences
- Secure sharing of probation information and documents
- Highly configurable back-office case management microservices
- Optional integration with probation scheduling and service directory microservices
- Role-based access control (RBAC) and configurable data access rights

3. Service Benefits

The service delivers operational, compliance and engagement benefits, including:

- Easy access for service users to information on orders, appointments, requests and applications
- Flexible reporting options tailored to risk classification and individual needs
- Improved compliance through appointment reminders and mobile check-ins
- Increased reliability of remote supervision through biometric confirmation
- Geo-location tagging to confirm presence at agreed locations
- Reduced need for physical attendance at offices where appropriate
- Improved communication between service users and case managers
- Faster submission and processing of forms, requests and evidence
- Simplified onboarding and management through configurable workflows
- Better visibility of attendance, compliance and outstanding requirements

4. Service Scope

The service supports probation supervision across remote, hybrid and in-person delivery models.

Service users interact with the application to report attendance, check in at agreed locations, receive reminders, submit forms and communicate with probation staff. Staff use the back-office and practitioner microsite to manage cases, create appointments, send messages, review check-ins, monitor compliance and process requests.

The service supports regional or national deployments through centrally governed configuration and integrates with existing probation systems where required.

5. How the Service Works

Supervised individuals access the mobile application or kiosk to authenticate using biometric verification and complete required check-ins or reporting tasks. Check-ins can be completed at probation offices, approved locations using geo-location confirmation, or remotely where permitted by supervision conditions.

The application presents appointments, tasks, forms and information tailored to the individual's supervision requirements. Appointment reminders and notifications support compliance, while service users can submit requests, upload documents or evidence, and communicate directly with their probation officer or team.

Staff access the service through secure web-based interfaces, enabling them to create appointments, manage caseloads, respond to messages, review reporting activity and monitor compliance. Dashboards and workflows provide visibility of attendance, outstanding actions and risk indicators.

All activity is logged centrally, supporting audit, compliance monitoring and operational reporting.

6. Onboarding and Offboarding

6.1 Onboarding

Onboarding is delivered as a structured process and includes confirmation of scope, regions, user groups and reporting models. Configuration covers workflows, reporting rules, access permissions, biometric and geo-location settings, and content presented to service users.

Where required, integrations with probation scheduling, case management or service directory systems are implemented and tested. Training is provided for staff users covering case management, workflows, dashboards and messaging.

Typical onboarding timescales range from 8 to 16 weeks, depending on scale, integrations and readiness.

6.2 Offboarding / exit management

Offboarding is managed in a controlled and auditable manner, including withdrawal of access, decommissioning of integrations and provision of agreed data extracts and audit logs.

Offboarding activities are typically completed within 6 weeks, subject to agreed exit arrangements.

7. Support and Service Management

Incidents and service requests are managed in accordance with the agreed contractual service levels and the operational requirements of custodial environments.

Initial response times are:

- High and medium priority incidents: within 1 hour
- Low priority incidents and general service requests: within 2 hours

Standard support hours are Monday to Friday, 8:00am–5:00pm (UK time). In recognition of the critical nature of custodial systems, High priority incidents are supported 24 hours a day, 365 days a year.

Support is delivered using an ITIL-aligned service management framework. All requests are logged through a central service desk and assessed by a triage function, which assigns priority and routes issues to the appropriate resolver group. Resolution is provided through structured 1st, 2nd and 3rd line support, with clear escalation procedures in place.

Customers are provided with a dedicated support portal and an assigned Business Account Manager, who provides ongoing service oversight, technical engagement and escalation support. Service performance and incident trends are reviewed through agreed governance processes.

8. Service Constraints and System Requirements

8.1 Service constraints

- Remote reporting and geo-location checks are subject to local policy and supervision conditions

- Biometric and location verification depend on device capability and connectivity
- Some features require integration with external probation systems

8.2 System requirements

- Standard PCs, laptops or approved staff devices with a supported web browser
- Mobile devices (iOS and Android) for supervised individuals where mobile reporting is enabled
- Secure network connectivity to the hosting environment
- User access and permissions managed through role-based controls
- End-user devices and physical infrastructure provided by the customer or under separate agreement

9. Security and Compliance

The service is designed with privacy and data protection controls built in by design, including role-based access control, audit logging and data minimisation, supporting UK GDPR and relevant information assurance requirements.

Where Unilink provides the managed service, it operates within ISO 27001-certified information security controls, GDPR-compliant data handling practices, and regular external security testing aligned to customer governance.

10. Training

Role-based training is provided for probation practitioners, administrators and managers. Training covers case management, mobile reporting workflows, messaging, dashboards and operational oversight. Training can be delivered remotely or on-site and aligned with rollout and go-live activities.

11. Ordering and Invoicing

This service is ordered via the Digital Marketplace in line with G-Cloud call-off procedures. Pricing is provided separately in the G-Cloud pricing document.

12. Trial Service

A time-limited pilot or proof-of-concept can be provided to validate reporting models, workflows and integrations prior to wider deployment.