

U-Case – Probation Case Management System

1. Service Summary

U-Case for Probation is a cloud-hosted case management solution designed to support the management of service users in the community. It enables probation services and delivery partners to manage sentences, compliance, interventions and enforcement through configurable workflows, scheduling and case planning.

The service provides a single, shared probation record across teams and partner organisations, supporting consistent decision-making and coordinated delivery of probation services. It supports a range of probation operating models, including public sector provision, commissioned services and partnership delivery.

Delivered as a cloud service, U-Case supports real-time access to case information, reduces administrative effort and improves oversight of compliance and progress. The service integrates with external probation and partner 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

U-Case provides a comprehensive set of probation case management capabilities, including:

- A single probation record shared across providers and organisations
- Case management supporting sentences, orders, compliance and enforcement
- Case planning for supervision, interventions and rehabilitative activity
- Scheduling of appointments, groupwork, programmes and community service
- Service directory for internal probation teams and external delivery partners
- Workflow and task automation supporting probation delivery stages
- Operational dashboards, reports and diaries for practitioners, teams and managers
- Integrated document and records management with audit and SAR support
- Secure API-based integration with external probation and partner systems
- Multilingual support with configurable, AI-enabled translation

3. Service Benefits

U-Case provides a comprehensive set of probation case management capabilities, including:

- Consistent case management across community sentences and providers
- Reduced administrative effort through automated workflows and tasks
- Clearer oversight of compliance, engagement and sentence progress
- Faster scheduling and delivery of interventions and appointments
- Better coordination between probation teams and delivery partners
- Earlier identification of missed activity and emerging risks
- Improved communication across languages for staff and service users
- More efficient management of enforcement activity
- Reduced duplication through shared information across organisations
- Flexible configuration supports different probation delivery models

4. Service Scope

The service supports probation case management for service users supervised in the community.

Probation practitioners, case managers and partner organisations use the service to manage sentences, plan and deliver interventions, schedule appointments, record compliance and initiate enforcement

activity where required. Managers and supervisors use dashboards and reports to monitor workloads, compliance and performance.

The service supports multi-organisation access through role-based permissions and information-sharing controls, ensuring appropriate access while maintaining governance and accountability.

4.1 Core Case Management and Operational Capabilities

U-Case provides core probation case management functionality covering the full supervision lifecycle. This includes management of sentences and orders, risk and needs assessments, supervision plans, interventions, appointments and compliance monitoring.

Workflow and task automation guide practitioners through defined probation processes, reducing manual effort and ensuring consistent handling of cases. Scheduling tools support individual appointments, group activities, programmes and community service delivery, with visibility across teams and providers.

Integrated document and records management supports case notes, correspondence and evidence handling, with full audit trails and support for subject access requests.

4.2 AI-Supported Capabilities

The service includes AI-supported features designed to enhance usability and accessibility while remaining fully configurable and under practitioner oversight.

AI-enabled translation supports multilingual working by allowing case information, documents and selected content to be presented in different languages, improving communication with service users and partner organisations.

AI-assisted user guidance can be enabled to support navigation and common tasks, reducing routine enquiries and supporting efficient use of the system. AI features do not replace professional judgement and operate within defined governance control

5. How the Service Works

U-Case is accessed through secure, web-based interfaces tailored to different probation roles.

Practitioners are presented with personalised dashboards showing caseloads, appointments, tasks and alerts.

Individual case views provide a consolidated picture of sentence details, supervision plans, compliance status, interventions and history. Managers and supervisors use operational dashboards and reports to monitor performance, workloads and emerging issues.

The service integrates with external probation systems and partner platforms via secure APIs, supporting coordinated delivery across organisations while maintaining appropriate access controls.

6. Onboarding and Offboarding

6.1 Onboarding

Onboarding is delivered as a structured process tailored to probation services and partner organisations. This includes confirmation of scope, user groups, workflows and information-sharing requirements.

Configuration is used to align the service with local probation delivery models, roles and governance arrangements. Integrations with external systems are implemented and tested where required.

Typical onboarding timescales range from six to 12 months, depending on scale, integrations and organisational 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 information, in line with contractual and regulatory requirements.

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 email address 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

- Deployment scope and timelines depend on scale, integrations and data migration requirements
- Configuration must align with local legal and policy frameworks
- AI-supported features are assistive and subject to local governance controls

8.2 System requirements

- Standard PCs or approved staff terminals with a supported web browser
- Secure network connectivity to the hosting environment
- Role-based access and permissions aligned to organisational security policies
- 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

Training is delivered as part of a structured adoption approach tailored to probation services and community supervision settings. Training is role-based and aligned to the needs of probation practitioners, case managers, supervisors, operational managers and system administrators.

Training covers core probation functionality, including case management, scheduling, compliance, enforcement workflows, dashboards, reporting and audit. Where applicable, training also covers configuration of workflows, dashboards and access controls to ensure consistent use in line with local governance.

Training delivery is aligned to onboarding and rollout activities and can be delivered remotely or on-site, depending on operational requirements. Role-specific materials and guidance are provided to support day-to-day use.

Go-live and early life support are available to reinforce training, address operational questions and support a smooth transition into live service use.

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.