

U-Case – Integrated Offender Case Management for Prisons and Probation

1. Service Summary

U-Case is Unilink's cloud-hosted, integrated offender case management system designed to support end-to-end management of individuals across custodial and community settings. It provides a single, shared offender record spanning prisons, probation and community supervision, supporting an offender-centric approach and enabling consistent decision-making across agencies.

U-Case covers the full offender lifecycle, from pre-sentence engagement through custody, release, supervision, resettlement and completion of sentence. It provides prison and probation staff with real-time access to critical case, risk and operational information in demanding operational environments, supporting collaboration across organisational and functional boundaries.

Built as a modern, modular COTS platform, U-Case combines and extends proven custodial and probation case management capabilities into a single configurable system. It is designed for national deployment and can be configured to support different legal frameworks, operating models and local practices, enabling reuse and rollout across multiple territories.

2. Service Features

U-Case provides a comprehensive set of integrated case management and operational capabilities, including:

- A single shared offender record spanning prisons and probation
- Sentence, order and custody management for custodial and community settings
- Assessments, risk indicators, flags and registrations supporting custody and probation
- Case planning for sentence management, care, resettlement and supervision
- Activities, appointments and programme scheduling across prison and community
- Service directory supporting internal services and external probation providers
- Case notes, communications and full offender history management
- Operational dashboards providing real-time oversight
- AI-supported anomaly detection to highlight emerging risks or issues
- AI-enabled translation and chatbot-assisted user support
- Integrated self-service capabilities for appropriate offender engagement
- Secure API-based integration with national systems and electronic monitoring providers
- A highly configurable and modular system with role-based access control and configurable data access rules

3. Service Benefits

U-Case delivers strategic, operational and workforce benefits, including:

- Continuity of case management across custody and community supervision
- More consistent decision-making across prison and probation teams
- Reduced administrative effort through integrated workflows and shared data
- Greater visibility of risk, needs, progress and compliance
- Improved coordination between custodial, probation and partner services
- Earlier identification of emerging issues requiring staff attention
- Faster access to reliable information in demanding operational environments
- Improved communication through multilingual support and translation
- Reduced routine enquiries through guided workflows and self-service
- Flexible configuration supporting national standards and local practice

4. Service Scope

U-Case supports offender case management at national, regional and local levels. It is used by prison staff, probation practitioners, case managers, supervisors and operational managers to assess risk and need, plan and manage sentences, schedule activities, record decisions, monitor progress and coordinate across agencies. Where appropriate, offenders can be involved through controlled self-service interactions.

The service is designed for deployment as a national platform, with configuration options to support jurisdiction-specific legislation, policy, processes and organisational structures. It supports multi-agency collaboration while enforcing information-sharing rules and access controls.

4.1 Core Case Management and Operational Capabilities

At the heart of U-Case is a set of core modules that manage essential offender lifecycle processes, including intake, assessment, classification, sentence and order management, transfers, releases, scheduling and accommodation. These modules automate critical workflows, reduce duplication and ensure accurate tracking of sentence progression across custodial and community contexts.

Additional modules support more specialised needs such as visits, property, finance, biometrics, breach handling, affiliations and security-related processes. These modules can be enabled or configured based on jurisdictional requirements, allowing U-Case to adapt to different operating models without bespoke development.

Supporting modules provide governance, configurability and assurance, including role-based access control, records management, journaling, file management and audit. These underpin compliance with legal, regulatory and information-assurance requirements.

4.2 AI-Supported Capabilities

U-Case includes AI-supported features designed to assist staff, improve accessibility and surface relevant insights, while remaining fully configurable and under human oversight.

AI-supported anomaly detection analyses operational and case data to highlight unusual patterns or changes that may warrant staff attention, supporting early intervention rather than automated decision-making.

AI-enabled translation supports multilingual working environments by assisting staff and service users to access information and content in different languages, improving understanding and inclusivity.

Chatbot-assisted user support can be enabled to guide staff or service users through common tasks, workflows and information requests, reducing routine enquiries while ensuring that formal decisions remain staff-led.

All AI-supported features operate within defined governance controls, with role-based access, audit logging and configuration aligned to local policy.

5. How the Service Works

U-Case is accessed through secure web-based interfaces tailored to different roles and functions. Users are presented with personalised dashboards showing tasks, appointments, alerts and caseload information relevant to their role.

Case dashboards provide a consolidated view of an individual's history, status, risks, plans and activities, with quick access to related records and workflows. Operational dashboards support management oversight across units, locations or regions.

The service integrates with external national systems, monitoring providers and partner services through secure APIs, ensuring information is shared appropriately and remains up to date across the offender journey.

6. Onboarding and Offboarding

6.1 Onboarding

Onboarding of U-Case is delivered as a structured, phased programme appropriate for national or large-scale deployments. This typically includes discovery, configuration, data migration, integration, piloting and staged rollout.

Configuration is used to align U-Case with jurisdictional legislation, policy, organisational structures and workflows. Training and change support are delivered to support adoption across different user groups.

Onboarding timescales vary depending on scope and scale and are agreed as part of implementation planning and are typically nine to 18 months.

6.2 Offboarding / exit management

Offboarding is managed in a controlled and auditable manner, including data export, retention or deletion, withdrawal of access and decommissioning of integrations, 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 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

- 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 for U-Case is delivered as part of a structured business change and adoption approach, recognising the scale, complexity and criticality of a national offender case management system. Training is role-based and tailored to the needs of different user groups, including prison staff, probation practitioners, case managers, supervisors, operational managers, system administrators and assurance teams.

Training covers core case management functionality, including assessments, sentence and order management, case planning, scheduling, risk indicators, communications, reporting and audit. For specialist roles, training also includes configuration of workflows, dashboards, access controls and local policy rules, ensuring the system is used consistently and in line with governance requirements.

Training delivery is typically phased to align with onboarding, piloting and staged rollout activities. This supports early engagement with key user groups, allows learning to be refined based on operational feedback, and ensures users are prepared ahead of go-live in each location or region. Training can be delivered remotely or on-site, depending on customer preference and operational constraints, and is supported by role-specific materials and guidance.

For large-scale deployments, a train-the-trainer approach can be supported, enabling customer teams to cascade training internally and support long-term sustainability. Go-live and early life support are provided to reinforce training, address questions arising from live use, and support a smooth transition into operational service.

This approach supports consistent adoption, minimises disruption to operational delivery, and helps ensure that U-Case is embedded effectively across custodial and probation services.

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.