



HM Prison &
Probation Service

Reset Changes

Probation's new approach to the
management of cases

HMPPS Community Sentence Management Team

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Version 2.0

November 2024

Cover Note

This second version of reset change guidance and frequently asked questions specifically includes new information and guidance on:

- What to do with a reset eligible and homeless cases;
- How to apply KIT legislation when contact is required;
- How to record reset suspension on OASys; and,
- Introduction of new legislation for coercive behaviours and MAPPA. Further guidance on this to follow.

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Frequently Asked Questions

1. Probation Reset Rules

1.1 Introduction

This document is an update to the management of cases in the final third version one document. To recap, version one documents included:

- Probation Reset operational guidance version 1 <[Link](#)>
- Probation's approach to the management of cases in PSS and the final third of RAR or Licence version 1 <[Link](#)>
- Implications for roles/ functions briefing pack version 5 <[Link](#)>

1.2 Exemption Criteria Reminder

Version 2 of this document provides more detail on how to manage cases subject to Reset change. The prioritisation framework is not part of this update.

Scope for exemption from reset:

- **All MAPPA cases across all categories (1-4) and all levels (1-3).**
- **Case which are directly managed by National Security Division.**
- **Cases with current and active child protection.**
- **Cases assessed as posing a very high risk of serious harm.**
- **Cases subject to the intensive supervision court pilot (until evaluation complete).**
- **Cases subject to youth sentences.**

2. Suspending Contact

2.1 For Reset Eligible Cases

Even when contact is suspended, it is important to be aware that the sentence remains in place and the person remains subject to the sentence. This means that it remains necessary for the people on orders and licence are required to fulfil the requirements of their sentence or licence, even during the contact suspension period.

2.1.1 All Community Orders

Where the half-way point of the sentence has been reached and requirements on the sentence met, revocation of the order should be considered for 'good progress' with an application made to the court following usual practice.

2.1.2 Unpaid Work and Community Orders

It is important to note that unpaid work requirements (this applies to single orders and multi-requirement orders) **must be completed within 12 months**. If this is not possible an application should be made for an extension at court.

2.1.3 Accredited Programmes

Where there is an accredited programme requirement, the requirement must be allowed to continue until completion even if this means the programme is still running during the final third of order or licence. It is important to be aware that during the programme, all programme related appointments remain enforceable. Every effort should be made to ensure an accredited programme is delivered at the earliest stage of a sentence or licence by front-ending intervention to enable delivery to be concluded, where possible, before the final third of sentence.

2.1.4 Accredited Programme as RAR Activity

Where there is an accredited programme requirement as part of a RAR, the requirement must be completed before contact is suspended by the final third of sentence or licence. It is therefore important to ensure there is always sufficient time to complete the requirement at time of referral.

2.1.5 Assessments & Planning

It is important to consider risks of suicide and self-harm, including whether the person on sentence has ever been referred to or monitored by the assessment care in custody team (ACCT) or subject to the collaborative approach to risk and emotion (CARE) while in approved premises. Other factors to consider include maturity, discrimination, childhood trauma, neurodiversity and whether someone is a care leaver or has care experience.

- **Specifically for risks of suicide and/or self-harm and trauma-** It is necessary to review whether a person's risk to self is likely to increase following the suspension of contact. Information about these risks should also be shared with other relevant agencies, where necessary, and following a referral. It may also be necessary to complete a safety plan before suspending contact < [\(Risk to self \(master copy\) \(justice.gov.uk\)\)](#)>. *NB: The safety plan must be dated and recorded in delius, and the risk to self-register in delius must be activated.*
- **Specifically for risks to others** – It is necessary to review the RoSH sections of OASys and review the RMP.
- **Specifically for cases with no fixed address** - It is important to secure a suitable 'care of' address to use for correspondence, for example, address of an agency working with case. The 'care of' address should be recorded in delius as the

'postal address only'. For those without a postal address, it is essential that "check in" meetings are arranged throughout the final third of sentence.

- **Specifically for cases with no fixed address** - It is important to secure a suitable '*care of*' address to use for correspondence, for example, address of an agency working with case. The '*care of*' address should be recorded in delius as the '*postal address only*'. For those without a postal address, it is essential that "check in" meetings are arranged throughout the final third of sentence.

Arrange check-in meetings for those eligible for contact to be suspended but without a fixed address or postal address:

- To confirm homelessness status.
- Review / approve (if address provided) living arrangements.
- Be a point of contact to assess risk.
- Check-ins are enforceable appointments.
- Meetings can be held with the case practitioner or by another probation practitioner on a bi-monthly basis unless HROSH, when it is monthly.

For those who are without a fixed address or postal address on a requirement such as UW or accredited programme, information can be sought via engagement with these teams rather than via separate check-in meetings.

2.1.6 All Community Orders

At the point of suspending contact on eligible community orders, it is necessary to ensure the delius registration 'contact suspended' is added. This will trigger a change in the tier level and a reduction in weighting on the workload management tool. It will not end the case.

2.1.7 All Licence Cases

Once the half-way point of the licence has been reached a review of the conditions on licence should be considered before contact is suspended. The following actions should be considered:

- are the licence conditions still necessary and proportionate?
- should any licence condition be varied or removed? <[Variation of Licence](#)>.
- contact with the victim liaison team, where appropriate <[Variation of Licence - VLO Involvement](#)>.
- Review OASys before contact is suspended to ensure case is still in scope for reset "Probation Reset Suspension" OASys.

What you must do:

- Update relevant parts of Sections 3-13.

- Review and amend if necessary RoSH level (consider reset impact).
- Check all domestic abuse and stalking cases are MAPPA'ed.
- Recheck eligibility for reset scope.
- Review and update RMP & contingency plan to take account of the impact of suspended contact on risk (mitigating and protective factors).
- Must be clear in the RMP about who will still be involved with the case during the final third of licence and why they are involved, ensuring key contact details are accurate and clearly recorded. Be clear on whether any agencies involved might stop involvement during the suspension phase.
- Make it clear this is a '*probation reset suspension*' OASys.
- Ensure every case receives written notification of when suspended contact will start and what this means for them, the notification must be issued before suspension takes place. Cases should be reminded to keep the probation office informed of any significant change such as: change of address, travel abroad or change of employment.

What you do not need to do:

- Close or change sentence plan objectives.
- SPO countersignature for a probation reset suspension OASys.
- Termination OASys assessment at licence end date.

2.2 How to Prepare and Engage your Case in Preparation for Suspension

It is recognised that for some people on a community order or licence, suspending contact at the two thirds point, will require preparation and planning with the individual so that they are clear on what to expect. We recommend that your preparation and planning should be tailored to the individual, whilst also covering the following key areas:

Here are some practice tips on what to discuss and put in motion:

- Talk through what will happen and by when. Be clear where they can continue to get support.
- Be clear that if on licence – they are still required to comply with the conditions of the licence. If variations to the conditions have been made, ensure they are aware of them and have new copy of the new conditions before suspension of contact happens. Be clear that the option to recall is still in place.
- Be clear that if on community-based order - there will be no more RAR days.
- Be clear that all treatment will continue after suspension of contact –the treatment requirement part of the sentence is enforceable. Drug testing will also continue.
- Notify relevant partnerships involved with case and named in RMP. Be clear with them that probation contact is suspended until sentence/licence end date unless still on an accredited programme or another requirement. Ensure they are aware

that those on sentence/licence are still required to comply and could be subject to recall or breach, if they don't.

- For those subject to Integrated Offender Management (IOM), determine via the Multi Agency Case Conference (MACC) Meeting whether the individual should be migrated from the IOM cohort. If not, liaise with IOM partners to confirm any ongoing contact arrangements with partnership agencies.

3. Sentence Management

3.1 Reset Eligible Cases

Sentence management will stop for all cases that meet the reset eligibility criteria, including for those managed as an integrated offender management case (IOM). Reset should not directly impact on offender management in custody (OMiC) nor on the victim liaison scheme. The suspension will also include rehabilitation activity requirements that are delivered by probation practitioners, except for accredited programmes delivered as the RAR. It is at the discretion of the regions/PDUs on who undertakes face-to face appointments on licences and following a recall. It does not have to be the practitioner holding the case. See more guidance on this below.

3.1.1 Sentence management reset rules:

- 1) **Licence period of 2 years or more** – one face-to-face appointment is required at the *halfway point of the suspension period*. The appointment is enforceable.
- 2) **Licence period of less than 2 years** – one face to face appointment is required *before the start of the suspension period*. The appointment is enforceable.
- 3) **All Recalls** – one face to face appointment is required on the *day of release from custody*. This appointment is enforceable. This rule applies even when re-released from prison at end of licence and during PSS period.

National standards are not applicable during the final third of a sentence in scope for reset.

Probation Reset does not impact on the existing Probation Keep in Touch (KiT) duty relating to any Community Order or Suspended Sentence Order. Ordinarily, the KiT duty is used to support the management of requirements other than RAR e.g. UPW, EM, DRR, as a means of instructing an individual to attend an appointment. Contact with the individual as part of KiT should be necessary and proportionate. There are no mandated reporting requirements and National Standards are not applicable. Please see the guidance below for further information.

Section 215 for COs: [Sentencing Act 2020 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2020/17/section/215)

Section 301 for SSOs: [Sentencing Act 2020 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2020/17/section/301)

4. Preparing Partnerships

4.1 Reset Eligible Cases

Key messages:

- Partnership appointments still apply for those on treatment requirements, drug and polygraph testing will continue and remain enforceable by the probation service.
- Partnerships should inform probation of any change to risk or safeguarding, including new relationships where there is a domestic abuse concern.
- Partnerships can expect probation to complete DRR reviews during final third of sentence where there is a requirement still running.
- Providers should not expect to receive new referrals during the final third of a sentence or licence for cases in scope, except for accommodation (reactive management decision).
- MAPPA and MARAC chairs can expect information about contact suspension before it happens.
- Electronic monitoring continues during the final third of a sentence or licence and probation will continue to review on a 3 monthly basis.
- Initial contact will be made by probation with any foreign national released from an immigration detention centre, regardless of whether in/out of reset scope. An OASys assessment will also be completed. Accommodation suitability checks will also remain in place. Mobile phones are issued to those detained in immigration removal centres, enabling probation to stay in touch.
- Home office must be informed of any suspension of contact by probation before the suspension of contact with a foreign national takes place.

5. Reset and Parole Eligible Cases

5.1 What to do when case is reset eligible but already in parole system?

- **Contact PPCS** - ensure information provided to PPCS for the parole board is up to date via an updated RMP and short addendum.
- **For recalled parole eligible cases** – ensure part B/C includes whether:
 - ❖ Case is eligible for reset.
 - ❖ When suspension of contact will happen and how long left will there be on licence.
 - ❖ Be clear on which licence conditions will still apply and remain enforceable.
 - ❖ Be clear on which partnerships will stay engaged during the suspension of contact with probation.
 - ❖ Be clear that there will be reactive management only.
 - ❖ Be clear on how reset impacts the management of risk, if release was granted.

6. Reactive Management

6.1 Reset Eligible Cases

- Reactive management is the term used to define the expectation of practitioners during the suspension of contact period. It is a guide for practitioners on how to **react to situations for cases eligible for reset**.
- Whilst there remains an expectation that practitioners will respond to new information received, they are not required to proactively seek information in the final third or during the PSS period.
- In most cases, reactive management will not require the resumption of regular contact with the individual. However, in some situations, it will require contact to be re-established.
- In situations where new information is received, it is important and necessary for all decisions and actions to be recorded on the case record in Delius using the following contact type: **CRCO Case Reviewed by Case Manager**.
- Women on probation who are current or former victims of domestic abuse will not be referred to CRS provision during the final third of their sentence or licence but can receive signposting support via CRS women's services.
- For new information that does not trigger specific follow-up action but does indicate a change in need, practitioners should consider signposting the individual to other organisations. CRS referrals must not take place during the final third of a sentence or licence for reset eligible cases unless there is a change in accommodation need. A referral to CRS is appropriate in these circumstances only. <[Community Accommodation Service: Tier 2 Policy Framework - GOV.UK \(www.gov.uk\)](http://www.gov.uk)> <[Community Accommodation Service Tier 3 \(justice.gov.uk\)](http://justice.gov.uk)> <[CAS3 Accommodation - Wales \(Master\) \(justice.gov.uk\)](http://justice.gov.uk)>
- For a change in address, practitioners are still expected to approve the new address, and, in some situations, this may require safeguarding checks, police checks and a home visit. A record of the change of address must be made in Delius.

6.2 Tips on Reactive Management Practice

1.	Does new information received require additional enquiries to be made?	Tips • Contact partner agencies to obtain and verify information. • Arrange contact with the individual over the telephone instead of face to face, with follow ups, where required • Avid reinstating regular contact unless need to • Reinforce importance of attendance at appointments which remain enforceable.
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2.	Is further information sharing required?	Tips - Consider who else needs to be informed and what information to share - Consider whether any follow up actions - Update RMP, where necessary
3.	Does new information raise new safeguarding concerns?	Tips - Referral to social services with new information - Consider whether variation and/or additional licence conditions required - Consider whether enforcement action required - Consider whether any other partnership or provider requires new information - Update RMP, where necessary - Review whether new information escalates RoSH to high or very high.
4.	Does new information raise concerns related to Domestic Abuse for victim or perpetrator?	Tips - Referral to MARAC - Share new information and make a referral with MARAC (attendance not required) - Refer to MAPPA Category 3 - Refer to Social Services where children affected - Consider additional control measures, including variation of licence conditions - Consider whether enforcement required - Consider whether VLO and/or Domestic Abuse Support Officer (DASO) involved, and/or any other partner agencies require new information to be shared - Consider whether disclosure required - Refer to Domestic Violence Disclosure Scheme (DVDS) - Update RMP - Consider whether risk has escalated to high RoSH or very high RoSH.
5.	Does new information indicate a breach of licence conditions?	Tips – if breached - Consider whether risk is still manageable through additional controls eg variance of licence conditions. - Consider whether recall threshold has been met - If recall eligible - use consider a recall letter - Update RMP
6.	Does new information received indicate a breach Community Order/Suspended Sentence Order?	Tips – if breached - Follow guidance to determine whether enforcement activity required. - Consider breach action.

7.	Does new information received indicate an increase in RoSH to High?	Tips – if risk escalated to high / very high • Complete OASys risk assessment and RMP • Ensure revised RoSH level is also reflected in Delius and all other risk registers.
8.	Does new information indicate a new risk to self?	Tips – if risk to self-escalated • A safety plan must be completed or reviewed if one already exists
9.	Does new information indicate the need for a home visit?	Tips – if case changed address / transferred out of area • New address may require approval • Receiving area responsible to new address check
10.	Does new information and revised risk assessment indicate the individual is now out of scope for reset?	Tips – if case was in scope but now out of scope You must: • Reinstate contact with immediate effect. • Complete an OASys assessment • Deregister case as “contact suspended” • Revert practice to BAU but only if case meets the out-of-scope criterion for reset.

7. Principles for Overseeing Rest Eligible Cases in the Final Third

7.1 Resource Allocation for Reset Cases During the Supervision Period

- Ensure every case is allocated to the right grade of practitioner (in line with case allocation and tiering guidance).
- **There must always be a named practitioner responsible for every suspended case and the case and other stakeholders must always know who that is.**
- Ensure resources are made available to ensure reactive management is possible for all reset eligible cases.
- Ensure information sharing with internal and external stakeholders is supported through the existing processes and protocols.
- For case reallocation, there is a timely handover between practitioners, with case and stakeholders, before suspension of contact starts at the final third point.
- For consecutive sentences where one or both sentences are eligible for reset, ideally both sentences should be held by the same practitioner, or the case is reallocated to a new practitioner, with a handover.

7.2 Reinstating Contact

This will only occur when one or more of these circumstances applies:

- The case has become **MAPPA eligible**.
- The case has become **National Security Division eligible**.
- Case involved in an active **child protection plan**.
- Significant changes **and or** notifications from stakeholders indicate the RoSH level has escalated to **very high risk of serious harm**.

Then you must:

- **Review OASys**
- **Lift the suspension of contact and reinstate contact**
- **Update 'contact suspended' registration in Delius** < [29042024 ND Advice Note - NDelius Contact Suspend Process](#)>.

8. OASys for Reset Eligible Cases

8.1 Prior to Suspending Contact

A reset suspension OASys must be completed.

8.2 During Suspension of Contact

A breach, recall and/ or new information received indicating an escalation of risk would all be triggers for a new assessment during suspension. In these circumstances a new full OASys assessment should be created, using '**significant change**' as the purpose of the review. Information should be pulled through from previous assessments with the relevant sections updated. A **RMP review** is also required at point of recall and/or when the RoSH has escalated. Practitioners should be clear in their new assessment whether there are any gaps in information received. Additionally, practitioners should **record in NDelius that assessment and RMP have been updated due to new information received during suspension of contact**.

8.3 End of Sentence

At end of an Order, a termination OASys is not required. Where a 'significant change' review has been undertaken after the reset suspension assessment, the significant change assessment should be marked as "historic" as part of the sentence end activities <[OASys Termination Guidance \(Master\) \(justice.gov.uk\)](#)>. This will allow information to be "pulled through" if the case reappears before the court in future.

9. Breaching Reset Eligible Cases

During suspension of contact, the named practitioner for the case should ensure new information received is verified, including information received from partnerships, and contact is made with the person on probation before enforcement action is considered.

9.1 Community Orders and Suspended Sentence Orders

It is paramount that the sentence of the court is delivered. Therefore, information received about the case and non-compliance during the suspension of contact may indicate breach action is required. The role of the practitioner remains unchanged in these circumstances. It will be **crucial that the court is informed of the status of the case in terms of reset** to ensure the court is aware that, for example, additional RAR days will not be possible and alternative disposals will be proposed.

9.2 Licences

Recall thresholds remain unchanged. Information received regarding the breach of licence or indications that the recall threshold has been met should be acted on. Practitioners must adhere to the usual recall practices and standards. For reset eligible recalled cases, practitioners must **review the RMP at time of recall** and make the necessary referrals to partnerships to support resettlement. **New information about the licence and partnerships must be reflected clearly in the RMP.** On the day of re-release, a face-to face appointment must be provided to every case released from prison and reset eligible. The purpose of this enforceable appointment is to go through the new licence and to reiterate what is expected of the individual during the final third of licence, under reset. A new OASys assessment is not required at the point of re-release.

10. Closing Reset Eligible Cases

As the reset suspension OASys should already have been completed, there is no requirement for a further termination OASys to be undertaken,

Usual practice is required for updating or deregistering risk flags on case records <[Case Recording Instruction 019 Annex A NDelius Registers List](#)>

Usual administrative processes required for closing requirements and events on cases. Noting there is an exception on community orders, where the unpaid work requirement may remain ongoing and therefore outstanding.



HM Prison &
Probation Service

OFFICIAL SENSITIVE

Reset Changes

(internal use only)

Frequently Asked Questions

HMPPS Community Sentence Management Team

Contact: communitysentencemanagement@justice.gov.uk

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Reset - General Overview

What is reset and why are we introducing it?

Reset is a set of operational changes directed and approved by the Lord Chancellor / Secretary of State for Justice and supported by HMPPS. These are mandated changes affecting the supervision and management of eligible cases during the final third of a sentence or licence. It is for all staff and regions to adhere to the reset guidelines, unless advised otherwise. See guidance for reset details.

Reset has been introduced for 3 main reasons: to reduce capacity pressures on staff working in probation; to follow the evidence which is that supervision is most successful in reducing reoffending and rehabilitation when delivered at the start of a sentence and finally, to drive up quality with the higher risk cases.

When did the reset changes come into force?

Reset was introduced on 29th April 2024. All reset guidance covering what to do during the final third of a sentence or licence for reset eligible cases will supersede National Standards, Probation Policy Frameworks, and other related operational guidance.

Who is eligible for reset?

Anyone who does not meet the exclusion criterion and who is sentenced to an adult community order or suspended sentence order with a RAR, anyone who is on post sentence supervision and does not meet the exclusion criterion, these cases are as follows:

- **All Multi Agency Public Protection Arrangements (MAPPA) categories 1-4 and levels 1-3**
- **Those who are directly managed by the National Security Division**
- **Those who have an active child protection flag recorded.**
- **Those assessed as very high risk of serious harm.**
- **Those subject to an Intensive Supervision Court pilot** (until the evaluation has been completed).
- **Those who have a youth sentence.**

What do I do with my cases who don't want their contact to stop?

Explain to case that some requirements may continue, and some appointments remain enforceable. They will be given notice before the suspension of contact takes place and signposting to other partnerships to support can be put into place too. The reset guidelines and measures are clear, and practitioners are required to adhere to them, rather than to use discretion on a case-by-case basis.

What do I do with people on a multi-requirement orders?

The aim is for the multiple requirements to be met during the first two thirds of the order. If they are not met by the time of contact suspension, then the likes of unpaid work and accredited programmes, will continue until they have been completed. The completion of

these requirements as well as health and drug related treatments can continue during the final third of a reset eligible case.

Does reset impact ROTL and HDCs?

Reset should not impact ROTL nor HDC considerations.

Does this mean Probation are not delivering the community order set by the Court?

Probation will still be meeting the requirements of the sentence made by the court and reset changes are happening within the current sentencing legislative framework. The main change is that when the court imposes RAR days, probation has the discretion (even before reset) to decide the number of days and what the RAR is used for.

Reset & Homelessness

Will Probation continue to undertake 'duty to refer' (DTR) for people at risk of homelessness and eligible for reset?

Duty to refer is a statutory responsibility and will remain a duty for case eligible for reset. Practitioners will be required to make a housing referral in these circumstances.

More information on expectations can be found here > [Duty to Refer \(justice.gov.uk\)](https://www.justice.gov.uk/duty-to-refer)

Homelessness Reduction Act: Duty to refer policy framework - GOV.UK (www.gov.uk)

How do I manage homeless for reset eligible cases?

Cases with no fixed address or an identified care of address will be asked to attend check-in meetings during the final third of a sentence or licence. The minimum check-in frequency is monthly for cases posing HRoSH and bi-monthly for L/M RoSH. All meetings should be clearly recorded in delius and they are enforceable.

Can I make an accommodation referral as part of reactive management?

For cases that present as homeless or at risk of homeless whilst also being reset eligible, practitioners are required to make accommodation referrals to CRS as well as a duty to refer.

Can we continue making referrals to Community Accommodation Service Tiers 1, 2 or 3 during the final third or PSS?

Yes, a referral should be made if the case meets the CAS2 or 3 criteria.

The CAS2 referral processes can be found here: [Community Accommodation Service: Tier 2 Policy Framework - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/community-accommodation-service-tier-2-policy-framework)

The CAS3 referral process can be found here - [CAS3 - Community Accommodation Services Tier 3 \(justice.gov.uk\)](https://www.justice.gov.uk/cas3)

Will people be allowed to remain at CAS1 Approved Premises (AP) when sentence management contact has been suspended?

For those residing in an approved premises who are reset eligible and whose contact is due to be suspended, a case-by-case discussion **MUST** take place with the approved premises manager before suspension takes place. There is an expectation that sentence management is in place whilst a case is in an approved premises. A different situation is most likely to occur for those re-released from prison following a recall rather than for those released from prison for the first time on licence. A new application to an approved premises during the final third for a reset eligible case is not recommended without sentence management support in place. However, a case that is eligible for a place in an approved premises will pose a HRoSH and most likely MAPPA eligible so out of the reset scope.

Can cases be allowed to remain in CAS3 when sentence management contact is suspended?

CAS3 is available for up to 84 nights for prison leavers and for those who would otherwise be homeless. Cases that are and continue to be eligible for CAS3 will be allowed to stay in CAS3 accommodation during the final third of sentence or licence.

During the suspension of contact, the named practitioner will be required to react to information received from the supplier and or the homeless prevention team.

Reset & Accredited Programmes

Do accredited programmes continue during the final third of sentence or licence?

Yes, they will continue until they are concluded, and all accredited programme sessions will remain enforceable.

What happens when an accredited programme is part of RAR and there are insufficient RAR days to complete before the final third?

We advise that the time left on sentence for cases eligible for reset is considered to determine whether there is going to be sufficient time to complete the programme before a referral is made. In the event that there is not sufficient time to complete a programme, we advise the rehabilitation needs of the individual is fulfilled in a different way such as through the use of toolkits.

If I'm completing maps for change, as there is not a suitable accredited programme available, should I finish that before suspending contact?

It is most likely that these cases will meet the MAPPA eligible criteria and therefore be out of scope for reset. Objectives within the sentence plan should be completed before suspension of contact takes place on all reset eligible cases.

Will we be required to complete post programme work in the final third?

Post programme work is not required for cases who have graduated from an accredited programme, eligible for reset and the sentence or licence has reached the final third.

Who will receive support post completion of an accredited programme?

There are no changes proposed for those who are not eligible for reset. For those eligible for reset, support around accredited programme learning can be part of a licence condition or order up to the final third and before suspension of contact takes place.

How does reset impact the post programme review and 3 ways?

If the post programme review happens during the first two thirds, practitioners are expected to attend and contribute. However, practitioners are not required to attend if the accredited programme is completed during the final third of sentence or licence and whilst contact has been suspended.

How do get support with post programme supportive conversations?

Please contact the mailbox for advice on support available to enable post programme supportive conversations. Interventions_ModerateIntensityClinicalSupport@justice.gov.uk

Reset & Breach

What impact will reset have on breach penalties?

It is important to inform the court of a reset eligible case at the time of breach and to be clear that additional RAR days is not possible. Your assessment at the time of the breach should influence your recommendation to the court. Options to consider for breach include unpaid work hours, financial penalty, electronic monitoring, for example.

I have a breach in progress and awaiting court date and they are eligible for reset in the final third – what should I do with the breach and suspension of contact?

You should review the breach report and proposal to ensure the proposal is now consistent with the forthcoming suspension of contact. You should continue to process to suspend contact in line with reset instructions and await the outcome of the breach.

I have an outstanding breach with a recommendation for additional RAR days in the breach report, but contact has now been suspended or it will be shortly – do I need to change the recommendation?

Yes, you do, as per the advice above.

I have a case with a warrant outstanding which has reached the final third – do I need to change anything?

No. The warrant remains in place to be carried out, as per business as usual.

I am about to start breach proceedings, but contact will be suspended in 2 months' time, should I still breach?

Yes, you should still breach. Reset does not change breach decisions, nor should it influence whether to breach, or not.

Do I need to revoke an order at the two thirds point?

No, you do not need to revoke an order. For cases eligible for reset, the sentence management contact is suspended, but the order remains in place. An application for revocation is not required but you might want to consider if good progress has been made.

Should I still consider revocation for good progress if contact is going to be suspended?

Yes, as per the advice above.

Reset & Case Recording

What information received from partnership agencies should be recorded on Delius in the final third?

All information relevant to the case should be recorded within NDelius. Further advice can be found in the handling sensitive information guidance, see below:

[HSI - Handling Sensitive Information - Practitioner Guidance \(justice.gov.uk\)](https://www.justice.gov.uk/handling-sensitive-information-practitioner-guidance)

[Any information received should be recorded and considered to determine whether it constitutes a significant change to the risk management of the case. This should be recorded under the NDelius contact type: CRCO – Case Reviewed by Case Manager](#)

[Where information received in the final third provides an update in relation to the completion of outstanding sentence plan objectives, probation practitioners should record this under the NDelius contact type: CSPR – Sentence Plan Review.](#)

[More information can be found in the NDelius Case Recording Instruction: Advice Note 29042024: – Contact Suspend process for Probation Reset recording within NDelius. Documents \(justice.gov.uk\)](#)

How will the status of a reset eligible case be reflected in NDelius?

A '*contact suspended*' registration must be applied to NDelius for reset eligible cases at the time of suspension. This triggers a change in tier of the case and a reduction in Workload Measurement Tool (WMT) weighting for the case. The case itself cannot be terminated until the end of sentence or licence.

Reset & Commissioned Rehabilitation Services

What if a reset eligible case wants access to CRS interventions during the final third of licence/order?

CRS provisions are NOT continued during the final third of a community order. All CRS provision should be delivered and concluded by the final third period and before suspension of contact takes place. The referral to CRS must be clear on this with an end date provided for when provision must be concluded.

It is slightly different for licence cases. If CRS is part of a specific licence or PSS condition, CRS provision should continue into the final third and all appointments with CRS providers are enforceable.

Will reset impact on the delivery of CRS?

Reset will impact on:

- No new referrals in the final third on community orders.

- CRS provision will need to be delivered and completed by the two thirds point on community orders, therefore referrals should be early on in an order.
- Practitioners must be clear on the end date for the interventions to be delivered as part of the planning for suspending contact on reset eligible cases.
- CRS provision will continue beyond the two thirds point for licences but only if the CRS provision is linked to a licence condition.

Does CRS count as a RAR activity day if delivered in the final third of RAR?

This is not possible because there should not be CRS provision on a community order beyond the two third point.

Should CRS be removed from the sentence plan for the final third of RAR/Licence?

CRS should not be an objective in a sentence plan for a community order that is reset eligible. An OASys review at the time of suspension should ensure CRS is not part of the plan. For a licence, it would only be appropriate for a CRS objective to remain on the sentence plan in the final third of the licence if it is linked to a specific ongoing licence condition.

Do staff have to liaise with CRS providers / use refer and monitor in the final third?

When completing initial referrals for CRS under RAR, practitioners should use the two third point as the intervention 'end date' so providers aware of the suspension date. There should therefore be no CRS delivery in the final third of a community order. For information received from a CRS provider about a licence case, the practitioner should verify and record the information, make contact with the case and update OASys, if required.

Reset & Domestic Abuse

What do these changes mean for individuals where there are concerns about domestic abuse or safeguarding?

Cases that meet the exemption criteria will not be suspended. MAPPA referrals and management should be considered for all individuals with evidence of serial domestic abuse or stalking. [Domestic Abuse Policy Framework \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Reset & Drug Testing

Do drug testing conditions on Licence have to be varied or can testing stop in the final third?

Drug testing should continue in the final third if there is a specific licence condition in place. Practitioners should consider using 'create and vary a licence' to remove a testing requirement in the final third of licence, if appropriate.

Does Probation continue drug testing on a community case?

Drug testing will only continue if the case is subject to a Drug Rehabilitation Requirement.

Reset & Electronic Monitoring

Will electronic monitoring be affected by reset and suspending contact early?

Practitioners will remain responsible for the EM requirements after contact is suspended on reset eligible cases. EM conditions placed on a case will remain enforceable during the final third of a sentence or licence. The EM licence conditions should be reviewed by the named practitioner every 3 months, to ensure they remain necessary and proportionate.

If I am managing an acquisitive crime electronic monitoring case, do I still need to check the acquisitive crime portal?

Yes, violations of an exclusion or inclusion zone can only be alerted through the Electronic Monitoring Acquisitive Crime (EMAC) portal. The RMP should be reviewed, before contact suspension as part of an integrated offender management multi-agency case conference (IOM MACC) meeting to agree the frequency of AC portal checks and consider whether global positioning system (GPS) monitored requirements such as an exclusion zone remain necessary and proportionate. The EMAC licence condition remains active for 12 months or until licence expiry, whichever is soonest. Therefore, breaches of the trail monitoring condition is enforceable during the final third of the licence period. [EM - - Electronic Monitoring - ALL CONTENT - use 'Elec Mon' for specific searches \(justice.gov.uk\)](#)

Reset & Enforcement

What enforcement could be triggered in the final third?

Whilst contact is suspended for reset eligible cases, the sentence remains active and enforcement action should be undertaken, where necessary, and may include:

- Decisions about recall
- Breaching CO/SSO requirements other than RAR activity
- Escalating risks that warrant enforcement actions.

If the individual fails to attend a licence appointment in the final third, should I instruct them to attend a further appointment?

All appointments are enforceable on a licence, including during the final third. Practitioners must make it clear what is expected during the period of suspension.

Reset & Final Appointments

What will the last appointment at the two thirds point look like for eligible people?

It is important and necessary to ensure that information about the suspension of contact during the final third is conveyed to individuals at the start of the sentence or licence. Induction appointments should also cover reset and its implications. The sentence plan which should be drawn up with individual on sentence, and reflect the cut-off at the two thirds point, to ensure the requirements of the sentence or licence are met in good time. The final appointment at the two thirds point should aim to focus on the fact that the sentence remains active, some appointments may continue to be enforceable so breach or recall remains a possibility, and information received which may trigger concern or a

change in risk will still be acted on. Individuals should be reminded that a change in their circumstances must still be shared with the lead practitioner in a timely way. Those with a licence period of 2 years + must also be reminded that they will be required to attend a face-to-face appointment at the midway point of the final third too.

Reset & Contact Suspension

Will reset cases be closed?

No. case eligible for reset cannot be terminated while the sentence or licence remains active. The reset suspension flag should be applied at the point of reset – this will then clearly show the status of the case.

Will practitioners have any discretion to continue to supervise cases that are reset eligible in the final third?

No, there is no discretion to be applied for those cases that are reset eligible. The discretion and professional judgment lie in how to react to information received about a case during the final third.

Does probation contact completely end in the final third?

Sentence management, RAR appointments and activity days will stop for community sentences, any other requirements in place will continue.. For licences, it is different – cases with less than 4 years in custody will have a final face to face appointment at the two thirds point of licence. Cases with more than 4 years in custody will have two face-to-face appointments – one at the two thirds point and another mid-way through the final third. All appointments are enforceable.

There is flexibility in determining who will undertake these appointments. It does not have to be the named practitioner of case.

If someone attends the probation office of their own accord, after contact has been suspended, should we see them?

We recommend that a duty officer or the named practitioner sees them to determine the reason for their arrival at the office. We do not recommend they are turned away because they are a reset eligible case.

Reset & Foreign Nationals

Are FNO's part of the reset changes?

Yes, FNO's are included in reset.

Should I have an initial contact with my FNO when released from immigration detention in the final third?

Yes, all FNOs are of home office interest so an initial appointment on the day of release as well as an OASys assessment must be undertaken. It is also crucial that your case understands the licence conditions and expectations placed on them to comply.

Do I have to respond to address check requests from my FNO, their legal representative or the Home Office in the final third?

Yes, you do need to respond to these requests. Practitioners must respond to address check requests for immigration bail as well as share the OASys when requested by Foreign National Returns Command (FNORC) or a legal representative who can verify they are acting on the FNO's behalf. [FNO - Accommodation Pathway Tool](#)

Should I let the Home Office case owner know that I am ceasing contact arrangements in the final third?

Yes, you should inform them as you would with other key partnerships. Practitioners should let the Home Office case owner know that whilst the Foreign National Offender (FNO) will remain subject to Licence/Order arrangements, contact will be in line with the principles of the Reset in the final third.

What supports the 'supervision' pillar (4 Pillars of risk management) for FNOs where contact has been suspended in the final third?

Practitioners can:

- Seek confirmation that case continues to attend home office reporting and is compliant with immigration bail conditions. Practitioners may assess any breach in immigration bail conditions and consider whether this represents an escalation in risk.
[HMPPS to Home Office Request for Information - Guidance.](#)
- Consider obtaining home office global positioning system (GPS) tagging data in line with the following guidance:
[Electronic Monitoring \(FNO - HO GPS\) \(Master\) \(justice.gov.uk\).](#)
- If residing in home office accommodation, you should periodically contact fnorcaccommodationteam@homeoffice.gov.uk and request confirmation of any incident reports within the accommodation setting.
- Assess the supervision pillar of the RMP and consider whether it requires further intelligence from the safeguarding teams by liaising with:
safeguardingservicedeliveryteaminbox@homeoffice.gov.uk.

Reset & Information Received During Suspension

What information received by other partnership agencies should be recorded on Delius in the final third?

Information received indicating a possible or known change in risk will need to be acted on and recorded by the practitioner named for the case. An OASys review may be required to reflect the change in risk, and this may in turn move the case out of reset. For cases that remain within reset, it may be necessary for the practitioner to further share information received with, for example, police or social services.

How can we be notified of changes of address, contact details and names?

Practitioners must still be notified of a change of address either by case or by a partnership agency. Individuals who are reset eligible should be reminded, before suspension of contact takes place, that they must keep probation informed of any changes in a timely way.

What should happen if I hear one of my cases exhibits worrying behaviour or actions in the final third?

As above, if information is received in a way that indicates worrying signs of behaviour then this information should be verified, a meeting may need to occur with the individual and a review OASys completed. See reset changes guidance for a fuller response.

Reset & Integrated Offender Management

Are IOM cases part of reset?

Yes, they are. However, IOM is a multi-agency arrangement, and the multi-agency case conference meeting (MACC) may decide that the person should remain part of the IOM cohort and is managed by a single agency (i.e., the Police).

Where there is a licence condition to engage with IOM, the practitioner must, in consultation with relevant IOM partners, decide whether to remove/vary this condition for the final third or whether the police become the single point of contact.

Reset & Keeping in Touch Duty

How is KiT affected by reset?

Reset does not change KiT, which is a means of providing reporting instructions. For guidance:

- Section 215 for COs: [Sentencing Act 2020 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2020/17/section/215)
- Section 301 for SSOs: [Sentencing Act 2020 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2020/17/section/301)
- Sentence management in the community policy framework - GOV.UK (www.gov.uk)

Reset & Management Oversight

Is management oversight required to suspend or reinstate contact?

No, reset is a mandated way of working for all cases that are eligible. An SPO or ACO is not required to sign off the suspension of an eligible case. If there is a change in circumstances and an eligible case becomes exempt, a full OASys is required to reflect the change, and the assessment will need to be countersigned.

Reset & MAPPA

Will the use of ViSOR be continued in the final third?

ViSOR will still be applicable for cases out of scope for reset. For cases in scope for reset, only information that is received and must be shared and added to ViSOR. There is no expectation for practitioners to monitor ViSOR on reset eligible cases. [MAPPA - MAPPA Level 1 and ViSOR Policy Frameworks Staff Briefing May 2023 FAQs \(justice.gov.uk\)](#) [CRI029 - ViSOR \(Master\) \(justice.gov.uk\)](#)

What is the expectation if a case becomes MAPPA Category 3 during the final third?

The case becomes exempt from reset and contact should resume immediately.

How will MAPPA and non-MAPPA cases be identified?

There is no change to how we identify a MAPPA case. [Offences specified in Schedule 15 to the Criminal Justice Act 2003 - Multi-Agency Public Protection Arrangements - MAPPA](#). [MAPPA - - ALL CONTENT - use 'MAPPA' for searches for specific content \(justice.gov.uk\)](#)

I have a MAPPA Cat 2 Level 1 case coming to the end of the licence period – do they have PSS suspended or not?

A category 2 case that is managed at Level 1 (single agency) *is no longer automatically MAPPA eligible at the point that PSS starts*. This means the case may not meet the reset exemption criteria and therefore contact should be suspended at the start of the PSS period, unless the case meets another exemption criteria.

If there are ongoing public protection risks and concerns, practitioners can consider whether the case should be referred to at Category 3 MAPPA. This would mean the case is exempt from reset during the PSS phase. We recommend practitioners discuss this option with a SPO before making a MAPPA referral.

How will the new legislation on coercive behaviour affect reset ?

Further guidance will follow. New legislation will come into effect in February 2025, which will mean coercive behaviour offences will be MAPPA eligible cases. Therefore, some reset eligible cases will become exempt from reset.

Reset & National Security Division

What will this mean for those who pose a national security risk?

There is no change being proposed for NSD managed cases. They all fall out of scope for reset. Cases that are managed by practitioners and supported by NSD are not automatically out of scope. [National Security / Organised Crime \(justice.gov.uk\)](#)

Reset & OASys Assessments & Sentence Plans

What is the OASys requirement for all reset cases?

You are required to:

- **Start a reset suspension OASys** – *before suspension of contact takes place*
- **Update current situation** - *to reflect the reset criteria has been met and date for contact suspension*
- **Update the RMP** – *detail involvement of other teams/ partnerships /providers who will remain engaged at different points during final third*
- **Close down sentence plan objectives and update objectives relating to treatment** for example: */UW/accredited programmes that will continue to run during final third.*
- **Termination OASys is NOT required at end of sentence or licence.**

Which sentence plan objectives should be in place during the final third Licence/RAR?

Objectives that relate to non RAR requirements or specific Licence conditions should only be included in the sentence plan during the final third for reset eligible cases.

Do I use OASys assessments differently during PSS or licence?

A recall / breach and new information received regarding case that indicates an escalation of risk will both trigger a full OASys review – this applies to all cases and not just during PSS and licence. [OASys Termination Guidance \(Master\) \(justice.gov.uk\)](#).

Reset & Parole

How will reset changes affect preparation for an oral hearing?

The main impact will be on standard determinate recalls who do not meet the exemption criteria. For these cases, it is crucial for practitioners to make it clear the case falls in scope of reset and there will be no sentence management contact in the final third. The OASys RNP must clearly detail how the risks will be managed on release, details of the agencies who will be involved during the final third as well as a contingency plan detailing what will happen were risks changing or escalating. *Practitioners will still be required to attend oral hearings* and should be prepared for questions by parole board members on the management of risk during the final third of the licence.

Reset & PSS

What impact will stopping contact during PSS for all eligible reset cases have on public protection?

Post Sentence Supervision is designed specifically to rehabilitate. Frequency of contact with the case during this period is not mandated. Reset rules have mandated that practitioners can suspend contact during the PSS period for all reset eligible cases only. This means the focus on rehabilitation should begin at the very start of every community sentence or licence.

Reset & RAR

When should I determine, what should be completed on a sentence during the first two thirds?

We recommend that practitioners work with their case to determine the objectives and activities to be completed by the two thirds point at the very start of the order or licence, ensuring activities remain proportionate, relevant and manageable for case.

Will any structured interventions continue to be delivered in the final third of RAR?

No. All structured interventions as part of a RAR activity will stop for cases eligible for reset.

Is there a need to complete all the RAR activity days prior to the final third?

Practitioners have discretion with the number of RAR days and the activities that will fill these days. The number of days should be focused on what has been assessed and determined as activity that will rehabilitate to reduce reoffending and protect the public. [Rehabilitation Activity Requirement - use 'RAR' for specific searches \(justice.gov.uk\)](#)

Reset & Reactive Management

Can I close the case once it has met the two thirds point?

No, all cases remain active until they reach their end date.

What is reactive management?

It is the term we are using to set the expectations for practitioners during the final third period for reset eligible cases. Reactive management is in place to guide practitioners on how and when to ***act in response to a new situation or information received during the final third when contact is suspended.***

Do I need to actively seek out information during final third?

No. Practitioners are not expected to seek out new information from those partnerships still engaged with the case during the final third. Practitioners are though required to react to new information received that indicates an escalation of risk or change in circumstances. Practitioners should also be responsive when cases turn up for help at the office unannounced and or when they become homeless.

What happens when the risk of serious harm changes during the final third?

If the level of RoSH shifts to VHRoSH, then the case is exempt from reset and contact should be reinstated immediately and where relevant, licence conditions, MAPPA eligibility reviewed.

If the level of RoSH shifts to HRoSH, the OASys assessment will need to be fully reviewed, including RMP and relevant risk registers and where relevant, licence conditions, MAPPA eligibility reviewed.

Reset & Recall

Following a recall, should I reinstate contact?

No, an initial appointment on the day of release to run through licence conditions is required, as per usual practice.

I have a licence case who is unlawfully at large but eligible for reset – is the warrant still relevant?

Yes, the warrant remains in place, as per usual practice.

I have a case that was recalled in the final third and due to be re-released. Do I need to complete an ISP?

No. The completion of an ISP is not required following a recall. An OASys review is required at the time of the recall, including updating the RMP.

Reset & Safeguarding

How can I identify and manage safeguarding concerns after contact is suspended?

Practitioners are required to react to information received as well as to requests for sharing information from agencies such as the police, children & adult social care, MARACs. There is no expectation that the practitioner named for case will continue to attend multi agency meetings while the case is eligible for reset.

How will SFOs be reviewed under reset?

The SFO review process has been updated and aligned with reset, as follows:

- SFO notifications are required on cases still open on Delius – why? So, we can gauge data on the number of cases charged with an SFO during final third.
- An SFO review will be completed where contact has been suspended for less than six months and the last six months of practice will be reviewed, as per current practice.
- An SFO Review will **not be required where contact has been suspended for 6 months or more, plus**, there has been no contact with the individual nor have they breached or been recalled during this time.

How will I manage a case where there is an active risk of suicide?

Before the final third of sentence or licence, practitioners must review how the suspension of contact will impact the individual and their risks to self. An OASys review and safety plan should be completed and or reviewed (if a safety plan is already in place) to reflect the change in supervision. Partnerships involved with the case during the final third should be given a copy of the safety plan. The sharing of the plan must be clearly recorded as shared in delius. For recalled cases, practitioners must ensure that information on suicide risk is noted in the vulnerability section of Consider a Recall so that this information is contained within Part A.

For SSOs, what do I do if the supervision period and operational periods are different, which period should I use to calculate the two thirds point?

For most SSOs, the supervision and operational period are the same. Where there are differences, we recommend the supervision period is the period to calculate the two thirds point.

How can I reassure victims that justice is being delivered and they are not at risk during the final third?

We can reassure victims that it is our responsibility to deliver the sentence made by the court, and reset does not change this. That whilst for some cases supervision will be suspended during the final third of sentence or licence, the sentence remains active until it ends. Probation's reactive management approach means that information received that indicates a change to circumstances or an escalation of risk will be acted on. And that even during the final third for reset eligible cases, any form of treatment, drug testing, curfew and exclusion zones remain firmly in place and continue to be enforceable if case does not comply.

Will there be an impact for VLOs working with stalking and harassment cases?

Practitioners will be required to continue to provide new information received to Victim Liaison Officers working with victims of stalking and harassment cases.

Reset & Unpaid Work

How can I ensure Unpaid Work is completed during the final third?

Unpaid work hours should continue until they are completed, even if that is during the final third period. Unpaid work must be completed within 12 months from the start of sentence. The delivery of unpaid work sits with the community payback teams who will share information with the named practitioner. Enforcement action will continue to sit with the named practitioner for case.

Reset & Workload Measurement Tool

What changes are being made to Workload Measurement Tool?

WMT model has been adjusted to reflect the reset changes as follows: weighting for activity that will continue during the final third will remain in place; removal or reduction of weighting for case where activity has been stopped or completed. No changes have been made to tier '0' weightings or pre-release weightings. If a case becomes exempt from reset – the change in registration will trigger the reset of the weighting, reverting it to a non-reset case. All changes have come into effect since August 2024.

How will WMT know if a case has had contact suspended?

A new tier has been created for reset which automatically re-assigns a case once 'contact is suspended' and the delius registration for reset is applied. No changes have been made to Tier 0 for standalone requirement cases, or for cases while in custody.

How will activity that is still happening during the final third be recognised in the WMT?

The WMT will factor in assumptions about the ongoing reactive sentence management activity that will be undertaken in the final third as follows, for example:

Continued Activity Examples	Enforcement: - Electronic monitoring provider liaison - Breach / recall completion - Licence enforcement letter Public Protection: - Referrals and liaison with VLU - MARAC referrals - Duty to Refer (housing) - Child and adult safeguarding referrals - Social worker liaison – care leavers - Responsiveness to risk information
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	- Case conference attendance Case Management: - Transfer out of area - Drug testing - Licence variation request
Stopped Activity Examples	Sentence Management: - Mandatory monthly Sentence Management contact - Additional Sentence Management contacts - IOM Sentence Management contacts - RAR 1:1 toolkit delivery Activity Completed: - Activities relating to and including initial sentence plan and induction - Home visits - Referrals to CRS / Structured Interventions / Programmes - Approved Premises activities (3-way, move-on plan) - Strategy meeting and core group attendance - Termination OASys
Reduced Activity Examples	Sentence Management: - One final appointment in final third for licence cases for people sentence to 4 years or more custody Reactive Management to new information received

When will reset changes to the WMT be reviewed?

It is recognised that 30% of reset eligible cases will still require reactive management. An evaluation of reset and lessons to be learned will take place in the near future.