



HM Prison &
Probation Service

EM Business Glossary

September 2023



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Purpose

As the EM Programme evolves into a data driven service and continues to deliver with multiple partners, there is an increasing need to clearly define the terms used to describe and administer EM.

The EM Data Improvement Plan specifies the provision and maintenance of both a Data Dictionary and a Business Glossary. Whilst these are two separate artefacts, it is important that they remain interlinked and consistent, particularly as the EM service changes over time.

Application

The Business Glossary is system independent and enterprise wide. It serves to define EM business terms, ensuring these terms are used correctly and consistently.

It is a key tool in developing greater data literacy and helps users to apply and interpret analysis correctly, support problem solving, manage change and enhance design activities. It will be maintained by the EM programme and owned by the EM Data Governance Board.

The EM Business Glossary should be used to:

- improve users understanding of business terms.
- promote consistent use of clear and unambiguous terms in communications.
- promote better data literacy and support users to better interpret data.
- support the Data Dictionary, providing more detailed and contextualised definitions of data and how it should be used.

The Data Dictionary serves as part of a requirements specification for systems managed under the EM Future Services (EMFS) contracts. It is a technical document that defines the physical attributes of each data item, as per a specific system, and should be maintained by a technical capability.

The new FMS and MDSS contract schedules require suppliers to provide comprehensive and detailed documentation explaining the EM Service. This Business Glossary and the associated EM Data Dictionary will evolve as this documentation is developed.

Business Glossary

An alphabetically ordered list of key EM business terms and definitions.

Accumulated Battery Violation

The process that allows a Device-Wearer to accumulate one or more instances of flat battery in terms of time (total minutes for which the battery is flat), to a pre-defined maximum threshold which once exceeded is then deemed an Order violation.

Accumulated Time Violation

The process that allows a Device-Wearer to accumulate several incremental absences in terms of time (minutes), to a pre-defined maximum threshold which once exceeded is then deemed an Order violation.

Acquisitive Crime

A compulsory licence condition that imposes trail/whereabouts monitoring for adults in prison convicted of specific acquisitive crimes, serving a standard determinate sentence of 90 days or more who are released or released to reside within one of the in-scope Police Force Areas.

Alcohol Monitoring

Electronic Monitoring of a Device-Wearer to ensure compliance with an alcohol requirement of an Order or Licence.

Alcohol Monitoring has been rolled out in two phases:

1. Alcohol Abstinence and Monitoring Requirement (AAMR)
 - a complete ban on alcohol consumption for up to 120 days.
 - part of a Community Order or Suspended Sentence Order.
 - live in Wales on 21 October 2020 and was rolled out nationally on 31 March 2021.
2. Alcohol Monitoring on Licence (AML) is an additional licence condition which has the flexibility to be imposed as:
 - complete ban from alcohol for the duration of the licence condition.
 - monitoring alcohol consumption for the duration of the licence condition, allowing the wearer to consume alcohol to an agreed limit.
 - went live in the Wales Pathfinder prisons on 17 November 2021 and went live in England on 15 June 2022.

Authorised Absence

An absence requested or taken by a Device-Wearer that has been authorised by the Responsible Officer or EM Contact Centre and/or the Monitoring Centre, including but not limited to absences relating to:

- Job Interviews
- Attendance at Court as a witness
- Attendance at weddings or funerals of family members
- Attendance at abstinence meetings

Breach

A device-wearer has violated the EM condition of their Order/Licence and following consideration their Responsible Officer has decided this was an unacceptable breach, which requires recall to prison or return to court.

A breach is therefore a confirmed episode of non-compliance with an EM condition.

Case Manager

A Case Manager is responsible for the overall management of the case, supporting the Offender/Device-Wearer to comply with the requirements of their Order/Licence including responding to non-compliant events.

A Case Manager can be one or any number of:

1. Responsible Officer for Community Orders, Suspended Sentence Orders and Youth Rehabilitation Orders.
2. Probation Practitioner for Licences.
3. Supervisor for a Supervision Default Order.
4. Police for Court Bail Orders.
5. Supervisor for Detention and Training Order.
6. Supervising Officer for HDC (and the Supplier, where it is responsible for pre-authorising absences, issuing warnings and sending information to the Supervising Officer for a decision on Recall Action).
7. Supervisor for Section 256B Supervision.
8. person(s) specified in the Individual Protocol for TPIM Notices, SIAC Court Bail Orders and MAPPA.
9. Home Office for Immigration Court Bail.
10. Supervisor for deferment of sentencing Orders pursuant to section 1A of the Criminal Courts (Sentencing) Act 2000.

In the case of 1, 2, 3 and 10 above, the Case Manager will normally be an Officer of the Probation Service.

Cohort

Group of individuals who are subject to EM conditions.

The specific groups of individuals are as follows:

- Special (see definition below)
- Pre-Trial
- Post-Release
- Immigration
- Community
- Civil

Community Order

Has the meaning given to it in section 177 of the Criminal Justice Act 2003.

Compliance

Compliance refers to the device-wearers adherence to their EM condition and not to their overall adherence with their Court Order or Licence conditions. For multi-requirement orders, a device wearer may violate/breach their Court Order or Licence and be considered compliant with their EM condition under the same Court Order / Licence. Whereas for single requirement Community Orders, a violation/breach of their EM condition would result in a breach of their Court Order / Licence.

Compliance is defined as a device-wearer not having a Responsible Officer confirmed unacceptable Violation or Breach (enforcement action leading to recall to prison or return to court) regarding their EM condition.

Non-Compliance is defined as a device-wearer having a Responsible Officer confirmed unacceptable Violation or Breach (enforcement action leading to recall to prison or return to court) regarding their EM condition.

There are four stages in the Non-Compliance journey, which indicate whether a device wearer is compliant with their EM condition:

- **Violation Alert:** A suspected violation is identified and recorded by EMS. This violation alert may result from a Device or the Device Wearers behaviour. EMS review the violation alert against the established threshold for referral to the Responsible Officer and take any action needed, e.g., Responsible Officer referral, resolve technical equipment issues, etc. In certain cases, there may be a reasonable excuse for the violation alert (e.g.: device failure, network failure, reasonable delay due to hospital admission) and so no further action is required other than recording the incident in the EMS Monitoring System.

- **Violation Event:** If the above Violation Alert meets the threshold for referral by EMS to the Responsible Officer for consideration, a Violation Event has occurred and is recorded on the EMS monitoring system. The Violation Event is shared with the Responsible Officer for consideration and potential Enforcement Action.
- **Violation Confirmation:** Responsible Officer considers and confirms whether the EM condition was violated and whether this was an unacceptable violation. If the Responsible Officer decides it was an acceptable violation no further action is needed other than recording the outcome in Delius and sharing this with EMS. Should the Responsible Officer decide this was an unacceptable breach, enforcement action will be identified.
- **Enforcement Action:** Responsible Officer takes appropriate enforcement action. This may result in: Warning Letter, Formal Compliance Review, Recall to Custody, Return to Court, etc. Where the device wearer is recalled to prison or returned to court this is considered a Breach of the EM Condition.

Reasons for device wearer Non-Compliance can be found in the EM Operational Framework. These reasons vary depending on the type of EM order, e.g., Court Bail, Community Sentence, Military Order, Deferred Sentence, Supervision Default Order, Post Custody.

The Enforcement of Community Orders, Suspended Sentence Orders and Post-sentence supervision Policy Framework should be used by Case Managers (CM) and Responsible Officers to inform enforcement action.

Court Bail Order

The grant of bail to a Device-Wearer in criminal proceedings pursuant to section 3 of the Bail Act 1976.

Curfew

A requirement for the Device-Wearer to remain at a single address during specified hours.

Curfew Absence

The state where a Device has determined that the Device-Wearer is not within an associated active Curfew Area (i.e., during the specified hours), taking account of any Authorised Absences.

Curfew Area

Also known as Curfew Location, Curfew Boundary, Curfew Residence.

The area within which the Device-Wearer must remain during an active curfew (the area remains the same even when a curfew is inactive).

Device Type

Also known as: Tag Type.

The type of EM device used to electronically monitor a device-wearer. The types of devices include:

- Location (fitted)
- Location (non-fitted)
- Radio Frequency
- Alcohol (Transdermal)
- Alcohol (Remote Breath)

Device-Wearer

Also known as: Tagged Individual, Monitored Individual, Tag Wearer.

Any person who is subject to an Order, Licence or Court Bail Condition and who must wear an EM device because of that Order, Licence or Court Bail Condition. A Device-Wearer could be subject to multiple Orders and Devices.

Dual Tagged

A Device-Wearer assigned two EM devices. For example, a device-wearer may be subject to trail monitoring using a GPS tag as well as alcohol monitoring using an alcohol monitoring tag.

Enforcement Action

Action taken by a Case Manager or Responsible Officer in response to a Responsible Officer confirmed, unacceptable violation of an individual's EM condition.

Action could include:

- issuing a warning letter
- issuing a final warning letter
- Formal Compliance Review
- request to take Recall Action
- a referral to a relevant public body to consider Breach Proceedings

Enforcement Officer

An employee of the Probation Service responsible for taking breaches and variations of Community Orders, Suspended Sentence Orders and Post Sentence Supervision Licences to Court. The Enforcement Officer considers each case and where appropriate,

lays down information before a justice of the peace in respect of the individual's failure to comply with the requirements of their Order/Licence.

Exclusion

Exclusion: An area that the tag wearer is excluded from, often used to prevent the Device-Wearer revisiting the location of a crime, risky places, or associated people, or to prevent the Device-Wearer contacting a victim or associated people.

Exclusion Geofence

A virtual geographic boundary, defined by Location Monitoring or Radio Frequency ID technology, that enables software to trigger a response when a Device enters a particular area as defined in the Device-Wearer's Monitoring Requirements.

External Agency Request (EAR)

A request from the responsible agency or enforcement authority to the EM Supplier for information that is not routinely disclosed. By way of example, this could be for curfew data or location data at times of compliance with an Exclusion Zone (where, in each case, no location monitoring requirement is also imposed).

Field Officer

A member of the FMS Supplier's personnel providing field support for Electronic Monitoring.

Home Detention Curfew

An early release from custody under sections 246, 255B(7) (a) or 255C(7) (a) of the Criminal Justice Act 2003, where the offender is subject to a curfew requirement which is electronically monitored.

Immigration and Court Bail

An Order for EM on a Device-Wearer under Section 36 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004.

Immigration Enforcement Order

An Order that is managed by the Home Office Immigration Enforcement department.

Immigration Removal Centre

A facility to hold individuals in custody awaiting either permission to enter the UK or deportation.

Incident

An interruption to the expected operation of the monitoring of a Device-Wearer. This may include either a violation of monitoring requirements or a technical interruption to the service.

Inclusion Geofence

A virtual geographic boundary, defined by Location Monitoring or Radio Frequency ID technology, that enables software to trigger a response when a Device leaves a particular area as defined in the Device-Wearer's Monitoring Requirements.

Inclusion Monitoring

EM of a Device-Wearer pursuant to an Order or Licence requiring the Device-Wearer to remain inside an Inclusion Zone.

Individual Protocol

A protocol issued by a Notifying Organisation in respect of an individual Device-Wearer that sets out the requirements of said Device-Wearer 's Order. For example, Special Cases will always be excluded from ports and airports.

Index Disposal

The sentence that the Offender received for having committed their Index Offence.

Index Offence

The principal offence for which the Device-Wearer was convicted that resulted in an EM condition.

Installation

The act of installing Devices on Device-Wearers and/or siting Home Monitoring Units in residences (as applicable).

Installation Attempt

A visit to an Intended Device-Wearer to attempt Installation of any/all Electronic Monitoring Equipment and "Install Attempts" shall be construed accordingly.

Intensive Monitoring

Monitoring whereby a Device-Wearer is under constant Location Monitoring surveillance, for instances such as TPIM and SIAC cases.

Licence

A period during which a Device-Wearer is released from custody to serve the remainder of their sentence in the community subject to certain conditions, pursuant to section 250 of

the Criminal Justice Act 2003 (including Home Detention Curfew and post release licences).

Location Monitoring

EM of a Device-Wearer pursuant to an Order or Licence which requires the tracking of the Device-Wearer's location.

Multi-Agency Public Protection Arrangements (MAPPA)

The Criminal Justice Act 2003 provides for the establishment of Multi-Agency Public Protection Arrangements (MAPPA) in criminal justice areas in England and Wales. These are designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies (including Probation) and other bodies dealing with offenders to work together in partnership in dealing with these offenders.

Monitoring Equipment

The Device-Wearer's devices including any devices, non-fitted device(s) and/or home monitoring units required to monitor compliance with the Device-Wearer's monitoring requirements.

Monitoring Requirements

The specific type of electronic monitoring which an Order, Licence or Court Bail Condition requires in respect of a Device-Wearer. Monitoring Requirements will, include but are not limited to:

- Curfew Monitoring
- Exclusion Monitoring
- Inclusion Monitoring
- Alcohol Monitoring
- Location Monitoring

Multiple Requirement Order

A Community Order, Suspended Sentence Order or Youth Rehabilitation Order in each case which is not a Single Requirement Order.

Not Monitored

Also known as Unmonitored.

An individual subject to an EM order may also be 'not monitored'. Here the individual has EM monitoring equipment fitted but is not being electronically monitored by EMS when they should be. This could be a result of a depleted battery on a GPS device, or where an

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individual is subject to multiple orders including EM, one of which has ended but all live orders have been incorrectly closed by EMS.

Individuals who are Not Monitored are different to the Untagged population as they have electronic monitoring equipment fitted. They are not immediately identifiable in the data without additional investigation.

Notifying Organisation

An organisation (including a related organisation) that provides a notification to the EMFS supplier which includes:

- a Court
- UK Visas and Immigration and Immigration Enforcement
- Home Office
- HM Prison and Probation Service

Order

An Order or other authorisation for electronic monitoring, including but not limited to:

- Community Orders
- Suspended Sentence Orders
- Court Bail Orders
- Youth Rehabilitation Order
- Detention and Training Order
- Supervision Default Orders under the Offender Rehabilitation Act 2014
- Section 256B Supervision
- TPIMS Notices
- SIAC Bail Orders
- Immigration Court Bail
- Domestic Abuse Protection Order / Domestic Abuse Protection Notice

Order Condition

The electronic monitoring condition(s) to be enforced.

This will include one or more of:

- Curfew with EM
- Location Monitoring (Fitted Device)
- Alcohol Abstinence Monitoring Requirement
- EM Exclusion/ Inclusion Zone

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- Location Monitoring (using Non-Fitted Device)
- Alcohol Monitoring Licence

Order Status

Defines the stage in the EM journey the Order has progressed to.

Order Request Type

A notification for EMS to act regarding an EM Order.

This may include creating a new Order, varying an Order, or ceasing an Order.

Police National Computer (PNC)

The police's administrative IT system used by all police forces in England and Wales and managed by the National Policing Improvement Agency.

Post Release Order

A Monitoring Requirement relating to a Device-Wearer's release from prison.

Pre-Trial Order

A Monitoring Requirement which is imposed prior to the Device-Wearer being sentenced.

Prolific Priority Offender (PPO)

Considered high risk by Police and Probation. Local crime and disorder reduction partnerships concentrate resources on the small proportion of offenders whose volume of offending has caused significant impact in their local community. This cohort of offenders can have a variety of contact with the criminal justice system, including offenders under no statutory supervision, those serving community sentences and those serving custodial sentences, including those serving less than 12 months.

Protected Characteristics

The Equality Act 2010 identifies nine Protected Characteristics and makes it illegal to discriminate against anyone on these grounds.

The Protected Characteristics are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief

- Sex
- Sexual Orientation

Radio Frequency Device

A radio frequency device worn by a Device-Wearer because of a requirement for Curfew Monitoring only pursuant to an Order or Licence.

Reasonable Excuse

An acceptable reason that a Device-Wearer can use to explain why they may not comply with their monitoring requirements, subject to the requisite proof as specified being provided.

These reasons include:

- attending a wedding or funeral of a close relative - meaning a spouse (including a partner with whom the Device-Wearer is living as a spouse), parent or child (including in loco parentis relationships), sibling (including half and step) or fiancé/fiancée). Proof required: invitation card/letter or other appropriate written confirmation.
- irregular or unexpected personal medical appointments or treatment. Proof required: appointment card or letter from hospital/doctor.
- irregular or unexpected medical appointments / treatment for the Device-Wearer's child or adult dependents. Proof required: appointment card or letter from hospital/doctor.
- attendance at job interviews, job club, or employment benefit office or elsewhere to sign on in connection with any claims for financial assistance. Proof required: letter, appointment card for benefit office or another relevant agency.
- attendance as a witness in court or as required by the court. Proof required: Court summons or letter from Court.
- Other emergencies involving the Device-Wearer's immediate dependents where the Device-Wearer's presence is required. Proof required: if hospital, proof of time arrived/left. Other proof on a case-by-case basis.
- the Device-Wearer has been required to work at short notice, the work forms part of a permanent job, is not just a "one-off" piece of work, and the employer has provided written verification that the work was required and took place
- the Device-Wearer is in police custody, provided the police verify that the Device-Wearer has been held in police custody during the curfew period. Proof required: email/phone call from police.

Recall Action

- (a) the process initiated by the Case Manager to request that a Device-Wearer on Licence is returned to prison; or
- (b) in the case of HDC, the action taken by PPCS following notification by the Supplier to consider requiring the return to prison of a Device-Wearer on an HDC Licence following Non-Compliance by the Device-Wearer.

Recordable Offences

Recordable Offences are those that the police are required to record on the PNC. They include all offences for which a custodial sentence can be given plus a range of other offences defined as recordable in legislation. They exclude a range of less serious summary offences, for example television licence evasion, driving without insurance, speeding and vehicle tax offences.

Remote Breathalyser Alcohol Monitoring

A Device which allows a Device-Wearer to log their alcohol intake by measuring the alcohol present in a sample of breath.

Responsible Adult

Also known as: Appropriate Adult.

The role of the Responsible Adult is to safeguard the interests, rights, entitlements and welfare of children and vulnerable people who are suspected of a criminal offense, ensuring that they are treated in a fair and just manner and can participate effectively (National Appropriate Adult Network).

A Responsible Adult can be a:

- parent or guardian
- any adult with parental responsibility (section 3 Children Act 1989)
- person with whom the child is living (schedule 3, paragraph 1 Children Act 1989)
- any adult who has care of the child (section 3(5) Children Act 1989), delegated from the person with parental responsibility
- relative (section 105(1) Children Act 1998), which includes a grandparent, sister or brother, aunt or uncle and stepparent
- member of the teaching staff, where the child is curfewed to a school

Responsible Officer

The term 'Responsible Officer' is (a) an officer of a provider of probation services, or (b) a person responsible for monitoring the offender in accordance with an electronic monitoring requirement imposed by the relevant order as defined by Section 213 and 299.

Service Request Type

A request for EMS to do something. This could be related to monitoring equipment, a Device-Wearer, or partner agency support.

Single Requirement Curfew

A specific requirement for a Device-Wearer on a Community Order. In this situation the only requirement on the Device-Wearer is a Curfew and the Supplier is the Responsible Officer.

Single Requirement Order

A Community Order, Suspended Sentence Order or Youth Rehabilitation Order that imposes one or more of the following but no other requirement:

- Curfew Monitoring requirement.
- Exclusion Monitoring requirement; or
- Location Monitoring requirement.

Special Immigration Appeals Commission Order

An Order imposing Monitoring Requirements made by Special Immigration Appeals Commission.

Specials

A small number of cases where the Device-Wearer is subject to an electronic monitoring requirement and an associated individual protocol. Those subject to individual protocols includes: National Security, Critical Public Protection and other selected high-risk cases. The Government Departments managing such cases can be the Authority (Probation Service) or the Home Office.

Specials can include but are not limited to those with:

- TPIM Notice managed by the TPIMS section within the Home Office
- SIAC Bail Order managed by the SIAC section within the Home Office
- Immigration Bail managed by the Home Office
- MAPPA

Suspended Sentence Order

An Order under section 189 of the Criminal Justice Act 2003 that contains a supervision period, as defined in that section.

Tamper

Any attempt by a device-wearer or third party to intentionally interfere with or remove a monitoring device.

Trail Monitoring

Also known as Whereabouts Monitoring.

Where the location of the Device-Wearer is constantly recorded. Responsible Officers have unrestricted, retrospective access to this data to support offender management and interventions, as well as managing the potential risk they pose to the community.

Transdermal Alcohol Monitoring

A Device which measures a Device-Wearer's alcohol intake by measuring the alcohol content of their sweat.

Untagged

Also known as Equipment not Fitted, Equipment off.

Individuals with a live (period between the EM order start and end date) EM order, but who do not have any monitoring equipment fitted.

It can be the case that monitoring equipment has never been installed or that it was installed and was then removed. The reasons for an individual who is subject to an EM order being identified as Untagged include:

The Field Monitoring Officer has not visited to instal equipment:

- The period between order creation and installation by Field Monitoring Officers – this could be within or outside contractual SLA
- Delays in processing the EM order e.g., queries between EMS and HMCTS over information contained in the EM order notification
- Delays with information to confirm address where device-wearer has NFA
- Delays with appointment date and time for install at local Probation Service office

The Field Monitoring Officer visited but was unable to fit the monitoring equipment:

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- The device-wearer and/or homeowner has withdrawn consent upon attempted installation
- The device-wearer was not at home through choice/mistake at the time of installation
- The device-wearer is in custody
- The device-wearer is in hospital
- The device-wearer is remanded
- The property is unsuitable for device installation, including no electric at the property
- The device-wearer has moved away from the location specified in the EM order
- The device-wearer or householder/person present at property was verbally abusive or threatening towards Field Monitoring Officer
- The device-wearer was under 18 and a responsible adult was not available
- The device-wearer is deceased

The Field Monitoring Officer installed the monitoring equipment, but the equipment is no longer fitted:

- The device-wearer or householder withdraws consent
- The device-wearer has removed or tampered with the equipment themselves
- The device-wearer is unsuitable for monitoring e.g., medical conditions
- Delays in the breach process: raising breaches or follow up actions by stakeholders
- The device-wearer is in custody
- The device-wearer is in hospital
- The device-wearer is remanded
- The device-wearer is deceased

Violation Alert

A warning that a threshold has been reached, something has changed, or a failure has occurred. This could be an alert related to the device, system, or individuals' behaviour.

Violation Event

A violation alert that meets the threshold for referral by EMS to the Responsible Officer for consideration and potential enforcement action.

Youth Rehabilitation Order

An Order pursuant to sections 1-8 and Schedule 1 of the Criminal Justice and Immigration Act 2008.

EM Glossary of Acronyms

| | |
|---------|--|
| ATV | Accumulated Time Violation |
| DA | Domestic Abuse |
| DAPO | Domestic Abuse Prevention Order |
| DAPOL | Domestic Abuse Perpetrators on Licence |
| DV | Domestic Violence |
| EMFS | Electronic Monitoring Future Service |
| HDC | Home Detention Curfew |
| HMU | Home Monitoring Unit |
| LV | Licence Variation |
| PSO | Prison Service Order |
| RF | Radio Frequency |
| RMU | Residence Monitoring Unit |
| TPIM | Terrorism Prevention and Investigative Measures |
| YCS | Youth Custody Service |
| YRO | Youth Reoffending Order |
| YRO ISS | Youth Reoffending Order – Intensive Supervision and Surveillance |



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