



Offender Management

Contributing to a safer community

“With G4S Justice Services on board we can allocate resources more effectively to priority areas safe in the knowledge that prolific offenders are monitored efficiently 24.7. We see real potential for this to become a national initiative.”

Superintendent Roland Moore,
Head of Community Relations,
Merseyside Police

G4S Justice Services is a well established service provider to the Criminal Justice sector both in the UK and overseas. We have a wealth of experience and expertise delivering a number of key services across the offender management lifecycle to both custodial and non-custodial programmes.

Providing Offender Management Solutions

Offender Management Services (OMS), a division of G4S Justice Services, offers innovative and practical solutions to Criminal Justice agencies involved in the management of offenders in the community.

Whilst the core role of agencies such as Probation Services and Youth Offending Teams is to manage the rehabilitation of offenders, opportunities for new approaches have arisen as a result of the implementation of the Criminal Justice Act 2003 and the establishment of the NOMS framework. Ultimately our role is to help you achieve your key objectives of reducing re-offending and increasing public protection in an efficient and effective manner.

Our Service Delivery Track Record

OMS prides itself on the quality of service it provides to clients and its partnership ethos. In the past two years we have:

- Consistently achieved 99% service delivery performance.
- Successfully conducted more than 6000 transportation visits.
- Effectively performed over 17000 visits to offenders' homes.
- Completed over 12000 planned offender telephone interventions.

Helping You to Deliver

Our flexible support services are designed to complement the important work of your teams. By outsourcing day to day routine or lower level tasks, your staff are free to focus on their professional disciplines and on meeting their performance targets. Working with us will help you to:

- Reduce rehabilitation programme attrition rates.
- Increase offender surveillance.
- Drive offender compliance in line with court orders.
- Provide on-going intelligence to criminal justice agencies.
- Allow agencies to focus on their core tasks and competencies and deploy in-house resources more effectively.

Using Technology to Drive Efficiency

In addition, through the effective deployment of new technology we can deliver new solutions to solve your problems. G4S Justice Services has already demonstrated its capabilities in the area of electronic monitoring for home detention curfews and has invested in voice verification and tracking systems. Worldwide, we are constantly investing in research to develop and evaluate the latest technologies that can be implemented in the criminal justice arena.

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“The transportation service provided by G4S Justice Services greatly enhances the likelihood of programme completion and their proactive account management ensures that any issues are identified early and resolved quickly. G4S Justice Services has played a key role in helping us to meet performance targets set by the National Probation Department.”

Andy Stelman
Assistant Chief Probation Officer
Merseyside Probation Service

Our Service Portfolio

Ensuring offenders' compliance is a widely recognised problem area that has both financial and resource implications. By outsourcing support services to G4S Justice Services, you can focus on the delivery of professional services, whilst we take care of the day to day support functions. We offer a number of stand alone services including:

- **Home interviews** – through home visits, we not only contribute to increased public protection, but we can also provide you with accurate and timely management information designed to complement your reporting requirements.
- **Planned intervention calls** – using planned telephone intervention we can provide you with an extremely cost effective way of obtaining the latest information on offenders.
- **Transportation services** – we have the vehicles and trained staff to safely transport offenders to and from locations as part of their rehabilitation programmes. This guarantees equitable access to programmes whilst ensuring that offenders benefit from programme content.
- **Mentoring services** – focused programmes providing a smooth transition for drug dependent offenders back into the community.

Bespoke Solutions

Whilst there are a number of services that may be required by different agencies, we also recognise that every such organisation is unique, and has its own set of challenges and issues. We therefore frequently work closely with individual agencies across the UK to define their particular requirements and tailor a bespoke solution to meet their specific needs. For instance we have devised and developed a number of prolific and other priority offender strategies.

Key Benefits

- Reliable, cost effective solutions with minimal capital outlay.
- Consistently high standards of service delivery.
- Enablement of social work professionals and other agency workers to focus on their core responsibilities and not the delivery of routine services.
- Shared risk and responsibilities with a trusted international brand.
- Flexible resource to meet increased workloads or support special projects.

For further information, please contact our office at 1-671-646-8341

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