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# Ex-Armed Service Personnel (Ex-ASP) Third Party Memorandum of Understanding

## Introduction

This Memorandum of Understanding (MoU) is made between HMPPS and the named charity at the end of this agreement.

HMPPS recognises the need to offer tailored support for ex-ASP being managed within the criminal justice system by virtue of being convicted of a criminal offence. We want to collaborate closely with specialist organisations to ensure that the support for ex-ASP is consistent and accessible across each region. Furthermore, we want to help to contribute towards positive outcomes for all ex-ASP in custody, their families and communities.

The specific purpose of this document is to provide clarity to both HM Prison Service personnel and any ex-ASP charities/services who are providing specialist support in-reach. The focus will be to support the quality of delivery, manage what current specialist support is available for each region and the process of how this is offered, alongside appropriate due diligence checks. HMPPS will make best endeavours to ensure that all commitments expressed within this document are met.

To support this initiative and the agenda generally, a national lead has been identified. This role is designated as the HMPPS CFO Veteran Policy Lead.

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## Agreement in Broad Terms

This agreement is not intended to place any legal barriers in the way of achieving these commitment statements.

Experience shows the value in setting down in writing agreed roles and responsibilities and the benefit from the mutual commitment obtained by both parties signing up to them. It is hoped that the relationship between HMPPS and any named ex-ASP charities will continue to be based on mutual respect, co-operation and collaboration.

## Agreement Period

The agreement period is specific to each case/contract opportunity and will be confirmed in the attached form.

The MoU will be reviewed nationally on an annual basis, and where appropriate a new master document will be issued. Any variation to this signed MoU shall not be effective unless signed by senior representatives of both parties.

This MoU will not be terminated prematurely except in exceptional circumstances such that delivery of the service from the named charity is no longer viable or the quality of service has been brought into question. Should such a situation be deemed to have arisen there will be full consultation between both signatory organisations. Every effort will be made by both parties to resolve any difficulties as they arise.

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## HMPPS Agreement; what support will be provided:

- Access to HMP information regarding contact points for prisons (ViCSOs – Veterans in Custody Support Officers) where relevant and previously agreed with HMP staff/volunteers
  - Advice on veteran population across the custodial estate
  - Facilitate meetings with relevant regional veteran reps/prisons/Governors (where necessary)
  - Feedback on services received and help to support and implement any changes
  - Promote the support provided by veteran charities at a policy level which will include responses to Ministers when requested
  - Ad-hoc support and advice regarding individual veterans or services generally in the custodial estate where GDPR allows
  - Staff/volunteers will be made aware of risk related information via offender management units/community offender managers, where this is relevant to their own safety or that of any other party
  - Relevant and/or mandatory training from prisons i.e. equalities and offender interaction awareness, security training
  - Any other training where appropriate and must link with Offender Management Units
  - Contact point for any veteran related query ([CFO-MoD@justice.gov.uk](mailto:CFO-MoD@justice.gov.uk)) which can't be met/answered at establishment level
  - Support with the vetting process prior to any access to prisoners will be provided at an establishment level
  - Should an organisation or prison raise concerns/complaint then a standard process will be followed
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## Standards from third sector charities

- Staff/volunteers have specialist skills and knowledge enabling them to work effectively with veterans
  - Staff/volunteers should operate as part of the wider establishment resettlement offer rather than in isolation, liaising and supporting as appropriate and must link with Offender Management Units along with community offender managers to ensure consistency
  - Staff/volunteers will adhere to any risk/licence conditions set by the Probation Service
  - Staff/volunteers have an understanding of the wider criminogenic needs of this subset of the offender population
  - Staff/volunteers are not judgmental about anyone's offending history or designation as an offender
  - All statutory obligations including but not limited to equalities and health and safety legislation are adhered to
  - Staff/volunteers are acutely aware of the need to fully comply with any security arrangements/procedures
  - Confidentiality and data protection principles will always be maintained – personal details of an offender which could identify them are not to be disclosed when using unsecure email accounts. Inform the contact points within prison of your secure email or other secure platform i.e SharePoint
  - Delivery should be transparent through production of management information detailing throughput/nature of access to any provision made, what needs have been highlighted and other organisations referred to, when requested to assist with internal tailored support by HMP staff
  - Data must be accurate and be capable of supporting any audit or performance management scrutiny
  - If you wish to offer clinical services for mental health, this must be commissioned by the NHS and HMPPS have to authority to discuss this provision. You will need to liaise directly with the NHS commissioners
  - Ideally, organisations need to be a member of COBSEO or working towards membership of COBSEO. COBSEO membership requires governance quality standards to be met but is not mandated
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## Considerations

Any organisation considering working with HMPPS is advised to consider the following points:

- Does the service delivery meet the expectations of both the charity and the prison? There should be an understanding of what is important to both parties and this should be reviewed at regular interviews
  - Can your staff/volunteers adhere to an individual's licence and risk conditions?
  - Do you have a supply chain? Are they managed in accordance with expectations outlines above? Can you service the expected volume/caseload required to fulfil any contract or grant terms?
  - Do you have realistic expectations with regards to the risk/public protection issues which are likely to be present within the client group? Are you confident of your ability to manage these with appropriate support from HMPPS CFO and/or other departments?
  - Are you able to work in a collaborative way, making appropriate referrals and/or liaising with other organisations/departments? If a service is unable to be delivered by one charity, can you ensure that delivery is picked up by another and that the relationship management with the prison(s) is maintained. Can you at all times prioritise the needs of the veterans being supported?
  - How would you manage any rise/decrease in caseload?
  - Would your case notes/documentation support an individual being picked up by another organisation if they were to be transferred to another establishment?
  - Do you have links into wider resettlement resources e.g. employment/housing/families/funding/education etc. as appropriate to your overall delivery offer?
  - Do you have a clear sense of the point in a sentence where your service is best targeted e.g. 'in reach' service from reception (sentence dependant), fixed time from release, through-the-gate etc.?
  - Can you operate in an environment where formal communications to each prison are via agreed contact points?
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**Any service provider wishing to provide support to Ex-ASP starting within custody will need to:**

**[Click here and complete the following form](#)**

**The application will be sent to the relevant governance board (which will include the prisons within that specific region or regions)**

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