

Service	Provision of Secure Operating Environment: Communication & Control Rooms	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 09/02/2016



# Service Specification for

## Provision of Secure Operating Environment: Communication & Control Rooms

### Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

<b>1. Service Specification Document</b>	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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<b>Version Control Table</b>		
<b>Version No.</b>	<b>Reason for Issue / Changes</b>	<b>Date Issued</b>
P1.0	Preview Publication	17-12-2010
P2.0	Go-live publication: references updated & language in output rows 16 & 17 clarified. Output 6 now applicable to 'All prisoner types'.	01-04-2011
P2.1	References for mandatory guidance updated in line with changes to the National Security Framework.	05-08-2013
P2.2	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	09-01-2014
P3.0	<p>General refresh of specification, to ensure it remains accurate and current.</p> <p>Out of Scope Service Elements: Standard elements added.</p> <p>Mandatory and non-mandatory references: minor updating where required.</p> <p>National minimum: Output row 13: "Director of High Security" amended to "Deputy Director for the High Security Estate" to bring terminology up-to-date.</p>	18-02-2016

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## Introduction to Communication & Control Rooms Specification

### Definition used in Specification (Introduction and Outputs) below:

**Rooms:** In the case of High Security Estate (HSE) prisons, a physical, secure room must be provided. However for non-HSE Communication Rooms, while the specification title indicates the requirement to provide this service from a physical 'room', this may not necessarily be the case in practice. Providing the outputs of the specification are delivered, the method of doing so is not prescribed.

1.	<b>Service Name</b>	<b>Communication &amp; Control Rooms</b>
2.	<b>Key Outcome(s) for Service</b>	<ul style="list-style-type: none"> <li>Escapes are prevented</li> <li>Threats to the security, order and control of the establishment are detected, managed and coordinated</li> <li>A safe, secure and ordered operating environment is maintained</li> </ul>
3.	<b>Definition of Service</b>	To receive, evaluate, report and act upon information and indications of events; to coordinate and control movement of prisoners, staff, contractors, visitors and vehicles; to manage initial responses to events and emergencies; to control the radio net; and to maintain secure practices and efficient operating procedures.
4.	<b>Service Elements In Scope</b>	<ul style="list-style-type: none"> <li>Provision of Communication/Control Room</li> <li>Perimeter Security (including the use of surveillance technology and patrol dogs)</li> <li>Procedural Security</li> <li>Radio Communications</li> <li>Initial Incident and Emergency Response</li> </ul>
5.	<b>Out of Scope Service Elements</b>	<ul style="list-style-type: none"> <li>Management of incidents other than initial response (covered in Service Level Agreements)</li> <li>Monitoring of surveillance (CCTV and other technologies) as part of other discrete services (for example Visits or Residential Services)</li> <li>Communications (including staffing of communications room as required) at night (Nights specification)</li> <li>Technical specification for physical perimeter design (out of scope of SBC)</li> <li>Physical count of prisoners for roll check (Residential Services specification)</li> </ul>

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		<ul style="list-style-type: none"> <li>• Switchboard</li> <li>• Collation of Safer Custody issues</li> <li>• Response to incidents (for example: deployment of fixed posts) (covered in Service Level Agreements)</li> <li>• External (for example: airwaves) radio communication (External Prisoner Movements specification)</li> <li>• Detailing of staff to the service and performing overt management checks/observation</li> <li>• Procurement of goods/stationery</li> <li>• Staff training</li> </ul>
6.	<b>Dependent Service Elements</b>	<ul style="list-style-type: none"> <li>• Security Management specification specifies intelligence-gathering that indicates threats to the establishment</li> <li>• Security Management products include use of search dogs</li> <li>• Gate Services specification ensures only authorised persons, vehicles, goods and items will enter or leave the establishment and the movement of vehicles around the establishment</li> <li>• Internal Prisoner Movement specification specifies procedures for moving all categories of prisoners (including high risk prisoners, for example: Category A, Restricted Status and E List)</li> <li>• Prisoner Employment Training and Skills specification includes procedures for accounting for prisoners in those areas to assist this service</li> <li>• External Movement of Prisoners specification covers procedures for managing prisoners outside of the establishment</li> <li>• Residential Services/Nights specifies access to, checking of and response to cell call bells and night sanitation</li> </ul>
7.	<b>Strategic Context</b>	<p>The scope of this service specification ensures that it can be managed as a discrete service. It is important to note, however, that many dependent services impact on the success of this service. These services cannot be viewed in isolation as they all contribute to the key outcomes.</p> <p>Reports of the <b>Woodcock (1994)</b> and <b>Learmont (1995)</b> inquiries into escapes from high security prisons made 191 far-reaching recommendations to improve the security and management of establishments. Many of these recommendations were adopted as Prison Service policy (namely in PSO 1000 - the 'Security Manual'). A number of these related specifically to Communication and Control Rooms within</p>

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		<p>establishments.</p> <p>The single policy source that defines what is required in managing Communication and Control Rooms and related procedures is the <b>National Security Framework (NSF)</b>. This internet-only resource was introduced in 2004 to replace the Security Manual and was designed to provide prisons with the information and guidance needed to maintain appropriate levels of security and to meet the Prison Service aim of preventing escapes. It is the core security document for all public and contracted out prisons and applies equally to all parts of all categories of prison.</p> <p>Although common minimum standards of security across the estate are still required, the NSF helped shift the emphasis from extensive central prescription towards allowing Governors/Directors and Regional Custodial Managers more autonomy in the running of their establishments. The NSF enables Governors/Directors to design local security procedures where discretion exists, based on a risk analysis of local physical security, resources and the type of prisoners held, resulting in an agreed <b>Local Security Strategy (LSS)</b> for each establishment.</p> <p>In the context of this specification, the Communication &amp; Control Rooms service is used to ensure that prisoners are accounted for throughout their custody and to ensure that all movement within the prison by prisoners, staff, contractors, visitors and vehicles is controlled and monitored. Aspects of physical security, appropriate to the establishment, must also be securely monitored, managed and maintained.</p> <p>The equipment and work undertaken within Communication and Control Rooms varies considerably between establishments. The term 'Communication Room' is used for establishments outside of the HSE; within the HSE the term 'Control Room' is used.</p> <p><b>Prison Rule 50A</b> is the main statutory provision governing the observation of prisoners by means of overt closed circuit television cameras. The requirements of this rule are incorporated into the NSF.</p> <p>Most of the original Woodcock and Larmont recommendations adopted remain part of security policy and practice.</p> <p>The NSF and LSS are currently under review, seeking to address problems with IT functionality and what has become an unwieldy system to maintain. This specification follows the principle of removing central prescription and allowing Governors/Directors to assess their establishment's individual risks and address them in an agreed LSS with the Deputy Director of Custody.</p>
8.	<b>Flexibility</b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> .

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9.	<b>Reference to Supporting Documents</b>	None.
10.	<b>Example Measurement/ Assurance Method for Commissioners</b>	<p>The specification identifies examples of methods for Commissioners to measure/obtain assurance on the delivery of the outputs/output features. Where an output/output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by Assurance Statements and Contract/SLA Management and/or more specific audits of the service.</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering outcomes and outputs of the Service Specification. Contract/SLA Management refers to the Commissioner, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring of Contract/SLA compliance against the service as a whole. Audit may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by MOJ Internal Audit and Assurance, of a key process contributing to the delivery of an outcome in a Service Specification.</p> <p>Security Audit, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).</p>
11.	<b>References for Detailed Mandatory Instructions</b>	<p><b>National Security Framework (NSF) 5.2: PSI 13/2011 Management and Security of Communication/Control Rooms and Internal Prisoner Movement:</b> Provides guidance and mandatory actions in relation to Communications procedures and Internal Prisoner Movement.</p> <p><b>PSI 09/2014 Incident Management Manual:</b> Provides guidance and mandatory actions in relation to the management of incidents</p> <p><b>NSF 6.9 PSI 20/2011 Prison Dogs:</b> Provides guidance and mandatory actions in relation to the use of patrol dogs</p> <p><b>The Ministry of Justice Technical Manual</b></p> <p><b>PSO 5901 Maintenance of Prison Service Buildings</b></p> <p><b>PSI 42/97 Operational Support Grades: Implementation Guidance:</b> Schedule 3 outlines duties appropriate to the Operational Support Grade</p> <p><b>NSF 3.2: PSI 68/2011 Cell, Area and Vehicle Searching:</b> Provides guidance and mandatory actions on the searching of vehicles and avoidance of cross-contamination</p> <p><b>NSF 4.7 PSI 23/2012 Intelligence – Regulation Of Investigatory Powers Act Covert Human Intelligence Sources (CHIS)</b></p>

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		<p><b>NSF 12.1 PSI 09/2015</b> The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners</p> <p><b>NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal</b></p> <p><b>NSF 12.4 PSI 09/2013 Security and Management of Category A Prisoner - External Movements</b></p> <p><b>NSF 12.5</b> Security and Management of Restricted Status Prisoners</p> <p><b>NSF 5.1 PSI 14/2011</b> Management and Security of Gate Services</p>
12.	<b>References for Non-Mandatory Guidance</b>	Prisons and Probation Ombudsman (PPO) investigation report (Mrs S Dainty, March 2010)
13.	<b>Review</b>	Review cycle to be determined.

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## Specification

### National Minimum

#### Key for Specification below:

'Radios' refers to all approved current and future methods of communication (currently, UHF radios are commonly used) and reference to radio handsets includes component parts such as batteries and earpieces

'Emergency' refers to saving life (i.e. ambulance and fire engine)

Row #	Service Elements	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	<b>Provision of Communication/ Control Room</b>	A secure Control Room is provided.	Prisoners held in HSE establishments	Security	Security Audit	<p>NSF 12.1 PSI 09/2015 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners para 1.1 – 1.10</p> <p>NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal para 9.1 – 9.3</p> <p>NSF 12.4 PSI 09/2013 Security and Management of Category A Prisoner - External Movements para 1.1 – 1.8</p> <p>NSF 12.5 Security and Management of Restricted Status Prisoners – <b>To Be Published</b></p>	



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2.	<b>Provision of Communication/ Control Room</b>	The Communication Room meets the needs (including risk) of the establishment.	Prisoners held in non HSE establishments	Security	Self / Independent Assessment Security Audit	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 2.1 – 2.7?)  The Ministry of Justice Technical Manual  PSO 5901 Maintenance of Prison Service Buildings: Sec 1.3 & 1.10  Security Systems Operations Testing Manual (SSOTM)	
3.	<b>Provision of Communication/ Control Room</b>	The security of the Communication Room is maintained.	Prisoners held in non HSE establishments	Security	Self / Independent Assessment Security Audit	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 2.1 – 2.7?)  The Ministry of Justice Technical Manual  PSO 5901 Maintenance of Prison Service Buildings: Sec 1.3 & 1.10  Security Systems Operations Testing Manual (SSOTM)	

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4.	<b>Provision of Communication/ Control Room</b>	All types of communication systems within and coordinated by the Communication/Control Room are managed, coordinated and tested in line with national guidance.	All prisoner types	Security	Self / Independent Assessment Security Audit	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 4.4 – 4.7)  The Ministry of Justice Technical Manual  PSO 5901 Maintenance of Prison Service Buildings: Sec 1.3 & 1.10  Security Systems Operations Testing Manual (SSOTM)  PSI 09/2014 Incident Management manual	
5.	<b>Provision of Communication/ Control Room</b>	All communication systems operated are used professionally and consistently, and tasks prioritised as necessary.	All prisoner types	Security Equality	Self / Independent Assessment Security Audit	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 3.7)	

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6.	<b>Perimeter Security</b>	The perimeter security of the establishment is maintained in accordance with risk.	All prisoner types	Security Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned]	Prison Rule 50A (Prison Rules 35c and 35d apply when using 50A) NSF 3.2: PSI 68/2011 Cell, Area and Vehicle Searching (Paras 2.33 – 2.35) NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 4.1 – 4.3) NSF 4.7, PSI 23/2012 Intelligence- Regulation of Investigatory Powers Act Covert Human Intelligence Sources (CHIS) PSI 20/2011 Prison Dogs The Ministry of Justice Technical Manual PSO 5901 Maintenance of Prison Service Buildings	

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7.	<b>Perimeter Security</b>	Patrol dogs and dog handlers are used to maintain internal and external perimeter security in accordance with risk.	Prisoners held in HSE establishments	Security Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned]	Prison Rule 50A (Prison Rules 35c and 35d apply when using 50A) NSF 3.2: PSI 68/2011 Cell, Area and Vehicle Searching (Paras 2.33 – 2.35) NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 4.1 – 4.3) NSF 4.7, PSI 23/2012 Intelligence- Regulation of Investigatory Powers Act Covert Human Intelligence Sources (CHIS) NSF 6.9 PSI 20/2011 Prison Dogs The Ministry of Justice Technical Manual PSO 5901 Maintenance of Prison Service Buildings	

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8.	<b>Perimeter Security</b>	Where CCTV and technology are used for perimeter security, this is controlled, monitored, tested & maintained commensurate with the security of the establishment.	All prisoner types	Security Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned]	Prison Rule 50A (Prison Rules 35c and 35d apply when using 50A) NSF 3.2: PSI 68/2011 Cell, Area and Vehicle Searching (Paras 2.33 – 2.35) NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 4.1 – 4.3) NSF 4.7, PSI 23/2012 Intelligence- Regulation of Investigatory Powers Act Covert Human Intelligence Sources (CHIS) NSF 6.9 PSI 20/2011 Prison Dogs The Ministry of Justice Technical Manual PSI 09/2014 Incident Management manual PSO 5901 Maintenance of Prison Service Buildings	

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9.	<b>Procedural Security</b>	The routine and unscheduled movement within the establishment of staff, prisoners, contractors, visitors, vehicles and associated internal escorts is authorised and controlled in accordance with risk.	All prisoner types	Security	Self / Independent Assessment Security Audit Standfast Roll Check Covert Testing [where commissioned] PI Escapes OSC Report	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (para 6.7) NSF 12.1 PSI 09/2015 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners para 5.3 NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal para 9.1 – 9.3	

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10.	<b>Procedural Security</b>	The movement of Category A, potential Category A, Restricted Status and E List prisoners within the establishment is managed and controlled.	All prisoner types	Security	Self / Independent Assessment Security Audit Standfast Roll Check Covert Testing [where commissioned] PI Escapes OSC Report	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (para 7.1) NSF 12.1 PSI 09/2015 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners para 6.1, 5.3 NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal para 9.1 – 9.3	
11.	<b>Procedural Security</b>	Where internal CCTV and technology are used, this is controlled, monitored, maintained & tested.	All prisoner types	Security	Self / Independent Assessment Security Audit Standfast Roll Check Covert Testing [where commissioned] PI Escapes OSC Report	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 4.1 – 4.7?) NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal para 13.21 NSF 4.7, PSI 23/2012 Intelligence- Regulation of Investigatory Powers Act Covert Human Intelligence Sources (CHIS)	

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12.	<b>Procedural Security</b>	An accurate and up to date establishment running roll is maintained.	All prisoner types	Security	Self / Independent Assessment Security Audit Standfast Roll Check Covert Testing [where commissioned] PI Escapes OSC Report	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 8.1, 8.2) NSF 12.1 PSI 09/2015 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal para 9.1 – 9.3	



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13.	<b>Procedural Security</b>	Prisoners' location and movement is accounted for at all times in accordance with procedures set out in the Local Security Strategy and agreed with the Deputy Director for the High Security Estate.	Prisoners held in HSE establishments	Security	Self / Independent Assessment Security Audit Standfast Roll Check Covert Testing [where commissioned] PI Escapes OSC Report	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (para 8.3) NSF 12.1 PSI 09/2015 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners Chap 5 NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners - Internal para 9.1 – 9.3	
14.	<b>Procedural Security</b>	Assurance is provided that prisoners are accounted for in accordance with local risk assessment, as set out in the Local Security Strategy.	Prisoners held in non HSE establishments	Security	Self / Independent Assessment Security Audit Standfast Roll Check Covert Testing [where commissioned] PI Escapes OSC Report	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (para 8.4) NSF 5.1 PSI 14/2011 Management and Security of Gate Services	

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15.	<b>Radio Communications</b>	A radio network is available.	All prisoner types	Security	Self/ Independent Assessment Security Audit	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (para 3.1)	
16.	<b>Radio Communications</b>	The storage, issue, use, return and maintenance of radio network handsets is managed.	All prisoner types	Security	Self / Independent Assessment Security Audit Covert Testing [where commissioned]	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 3.1 – 3.6)	
17.	<b>Radio Communications</b>	The use and security of the establishment's radio network (including base-station) is managed and maintained.	All prisoner types	Security	Self / Independent Assessment Security Audit Covert Testing [where commissioned]	NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 3.1, 3.2, 3.7)	
18.	<b>Initial Incident &amp; Emergency Response</b>	The initial response to any incident or emergency is provided and coordinated in accordance with local contingency plans.	All prisoner types	Security Safety	Self / Independent Assessment Security Audit	PSI 09/2014 Incident Management manual (mandatory actions)  NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (paras 2.6, 5.3, 5.4)	

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19.	<b>Initial Incident &amp; Emergency Response</b>	All persons are aware of the systems in place to raise the alarm in the event of an incident or emergency.	All prisoner types	Security	Self / Independent Assessment Security Audit	PSI 09/2014 Incident Management manual (mandatory actions) NSF 5.2: PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement (para 5.1, 5.2)	
20.	<b>Initial Incident &amp; Emergency Response</b>	External emergency assistance is summoned by competent staff in accordance with local agreements.	All prisoner types	Safety	Self / Independent Assessment Security Audit	PSI 09/2014 Incident Management manual (mandatory actions)	PPO Report Mrs S Dainty March 2010 Para. 230