

Service	Provision of Secure Operating Environment: Gate Services	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 09/02/2016



National Offender
Management Service

Service Specification for

Provision of Secure Operating Environment: Gate Services

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.

1. Service Specification Document	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	17-12-2010
P2.0	Go-live publication: references updated in line with new Prison Service Instructions.	01-04-2011
P2.1	References for mandatory guidance updated in line with changes to the National Security Framework. Minor editorial amendments.	08-05-2013
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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	09-01-2014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><u>Out of Scope Service Elements</u>: Standard elements added.</p> <p><u>Strategic Context</u>: Minor editorial amendments. Clarification to description of Prison Rule 41. Additional sentence added, referring to other relevant searching powers. Reference to corporate manslaughter removed, as context was unclear; preventing a prosecution for corporate manslaughter should be a part and parcel of all action taken by NOMS.</p> <p><u>National minimum</u>: Output row 13: "Access to vehicles" amended to "Access of vehicles to the prison", for clarity</p> <p><u>Example measurements</u>: Minor updating.</p> <p>References updated as required.</p>	18-02-2016

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Introduction to Gate Services Specification

1.	Service Name	Gate Services
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Escapes are prevented • Threats to the security, order and control of the establishment are detected and deterred • Only authorised persons, vehicles, goods and other items enter and leave the establishment • Assurance is provided of the correct roll • Crime is detected and deterred • Movement through the gate is professional, consistent and timely • Vehicle Movements within prison establishments are conducted safely and securely
3.	Definition of Service	<p>Take measures to detect and deter crime and threats to security, control and safety of the establishment, whilst ensuring all persons (including children) are treated fairly, appropriately and consistently.</p> <p>To ensure that the movement of vehicles within the prison boundary is safe and secure and to enable services which are reliant upon externally provided goods and equipment to deliver.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Ensuring authorised access and exit • Searching of staff, prisoners, official and professional visitors (not attending visits complex), contractors and vehicles • Allocated security key storage, issue and control • Vehicle Escort (according to local risk assessment) within establishment boundary • Corporate Image • Initial Incident and Emergency Response
5.	Out of Scope Service Elements	<ul style="list-style-type: none"> • Radios – issue, storage and control (in Communication & Control Rooms specification) • Movement of key holders within establishment (assumed to move unescorted) • Movement of non key-holders (these are assumed to be facilitated within the specific service which they are

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		<p>contributing to, for example, family members attending a post-programme review will be escorted by the programme delivery team)</p> <ul style="list-style-type: none"> • Movement of prisoners within the establishment (in Internal Prisoner Movement specification) • Movement of social and domestic visitors to prisoners (in Conduct Visits specification) • Movement of legal and professional visitors to prisoners (in Conduct Visits specification) • Processing finds and related paperwork (such as preservation of evidence, adjudication paperwork and visitor referrals). Specified as part of Security Management and Prisoner Discipline Procedures services to allow more accurate assumptions on volume and cost drivers • All visitor searching when attending Visits (specified as part of Visits service to allow more accurate assumptions on volume and cost drivers) • Searching using dogs (in Security Management specification) • Non-issued key control (those held in the Governor's safe – Security Management specification) and Locks (out of scope). Issuing restraints and their keys (Security Management specification) • Gate services (including staffing of gate buildings as required) at night (Nights specification) • Visits Booking (in Visits Booking specification) • Switchboard • Detailing of staff to the service and performing overt management checks/observation • Procuring goods and stationery and training staff (out of scope) • Young People aged 15-17 years. For split sites, the specification appropriate to the individual's circumstances should be applied
6.	Dependent Service Elements	<ul style="list-style-type: none"> • Security Management specification covers vetting procedures for authorising access to the establishment • Communication & Control Rooms specification specifies control and monitoring of pedestrian and vehicle movement within the establishment • Security Management specification specifies intelligence-gathering that influences how and where intelligence-led searches are conducted • Security Management products include use of Search Dogs in searching and intelligence gathering

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		<ul style="list-style-type: none"> • Search service element of the Discharge and the Reception In specifications ensure only authorised items are brought into the establishment and removed from the prison when prisoners leave the establishment. The Searching Strategy service element in the Security Management specification covers what to do with 'finds' of unauthorised or illicit items on searches (specifying preservation of evidence requirements) • Prisoner Property Services specifies authorised property
7.	Strategic Context	<p>The delivery of the Gate Services specification will need to consider the physical design, capabilities and security category of entry buildings across the prison estate. The term 'Gate' is used as a generic term for any point of entry into and exit from establishments. The extremely diverse design and available facilities within gates ranging from mechanical 'Victorian style' to electronic modern design will inevitably affect operating models and subsequent cost.</p> <p>Reports of the Woodcock (1994) and Learmont (1995) 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 authorised access to and exit from establishments.</p> <p>The single policy source that defines what is required in managing the Gate and related procedures is the National Security Framework (NSF). 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 prevent 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. The Category A index within the framework specifically outlines policy and procedures applicable to those prisoners identified as posing the highest risk, namely all types of Category A, Restricted Status and E list. 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 Deputy Directors of Custody 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 Local Security Strategy (LSS) for each establishment. The NSF and LSS are currently under review, seeking to address problems with IT functionality and what has become an unwieldy system to maintain and use. The new NSF will consist of a series of PSIs covering more specific areas of policy.</p> <p>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> <p>Prison Rule 41 governs the searching of prisoners when entering an establishment. Prison Rule 64 requires Officers to submit to a search at the discretion of the Governor when entering an establishment. Prison Rules 70 & 71 are the main statutory provisions governing who and what enters an establishment. The requirements of these rules are incorporated into the NSF. Section 8A of the Prison Act 1952 governs searching by authorised persons, and Section 86(1) of the</p>

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Criminal Justice Act 1991 gives the powers to search from the Prison Rules to Prisoner Custody Officers. **Prison Rule 79** outlines the statutory right of the Independent Monitoring Board to have access to any part of the establishment at any time.

Most of the original Woodcock and Learmont recommendations adopted remain part of security policy and practice. In addition, a number of key reports and judgements have since influenced Gate processes and related searching procedures (reflected as mandatory actions in the NSF):

- The **Saunders Employment Tribunal (2006)** ruled that where a female member of staff objects to conducting a rubdown search on a male, managers must make reasonable adjustments to ensure that they don't have to do so.
- The **Blakey Review (2008)** was commissioned by the Director General to review the effectiveness of the current methods employed to prevent the supply of drugs in prisons. The report ('Disrupting the Supply of Illicit Drugs into Prisons') recommended, among other things, that the Body Orifice Security Scanner (BOSS) be introduced for use across the prison estate. This recommendation was accepted and implemented in 2009 (leading to the publication of PSI 05/09 BOSS, now superseded by NSF 3.1 Searching of the Person).
- **PSI 42/97 Operational Support Grades: Implementation Guidance** detailed the mandatory requirements of introducing the Operational Support Grade (OSG) (in 1997). It outlines appropriate duties for OSGs in all establishments. Their deployment on particular work must take into account the required prison officer staffing levels to meet security, control and health and safety needs.

The introduction of the **Offender Management Act 2007** ensured tighter control of items being brought into and taken out of prisons, particularly sensitive documents and mobile telecommunication technology, along with the introduction of options to pursue criminal charges against anyone in breach of the relevant clauses of the Act. These arrangements are detailed in NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences.

Searching in the Gate area is conducted to *deter* staff, visitors and contractors from conveying illicit or unauthorised items (whether on their person or within property or vehicles) and to *detect* such items.

For vehicle movement, this service specification requires the safe and secure escort of vehicles (including persons and content within) between destinations, supervising the vehicle and driver and ensuring safe and secure storage (of the vehicle) without unauthorised interference while at the destination or during its time within the establishment's perimeter, ensuring that NSF expectations are met and threats/risks to the establishment's security are raised and/or mitigated throughout. In the case of vehicular transportation of prisoners, this service is responsible for ensuring supervision and escort of the vehicle (namely, the prevention of unauthorised interference) but not of the prisoners entering or leaving the vehicle.

8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
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9.	Reference to Supporting Documents	None.
10.	Example Measurement/ Assurance Method for Commissioners	<p>The specification identifies examples of methods for Commissioners to measure / obtain assurance on the delivery of the outputs/output features. Where an output or output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by the Assurance Framework and Contract/SLA Management and/or more specific audits of the service.</p> <p>The Assurance Framework 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 and Self Harm Audit both feature as separate elements within the Prison Rating System (PRS).</p>
11.	References for Detailed Mandatory Instructions	<p>National Security Framework (NSF) 5.1: PSI 14/2011 Management and Security of Gate Services: provides guidance and mandatory actions in relation to Gate, entry procedures and escorting vehicles.</p> <p>NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences: ensures tighter control of items being brought into and taken out of prisons.</p> <p>NSF 10.1 PSI 15/2011 Management of Security at Visits: Sets out instructions and guidance for dealing with prisoners and visitors who seek to smuggle drugs into prison through visits.</p> <p>PSI 16/2011 Prisoner Communications Visits: Advises where searches or other security measures are necessary, they should be carried out with care and sensitivity. Particular care should be taken with the searching of children and young people.</p> <p>PSI 51/2011 Faith and Pastoral Care for Prisoners: Provides instructions and advice on security issues as they impact religious practice. It complements the information set out in the NSF and contains mandatory actions and good practice for searching religious artefacts and clothing.</p> <p>NSF 3.1: PSI 67/2011 Searching of the Person</p> <p>NSF 3.2: PSI 68/2011 Cell, Area and Vehicle Searching</p>

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		<p>NSF 3.3: PSI 51/2010 Dealing with Evidence</p> <p>NSF 12.3: PSI 43/2014 Management and Security of Category A Prisoners - internal</p> <p>NSF 12.4 :PSI 09/2013 Category A Prisoners Security and Management of Category A Prisoner - External Movements</p> <p>PSI 53/2010 Discharge: Required knowledge for gate staff</p> <p>PSI 44/2012 Prison Service Security Passes</p> <p>PSO 8805 Identification of Prison Staff: Outlines the mandatory requirement of numbered epaulettes for uniformed staff and the requirement for non-uniformed staff to wear name badges whilst on duty</p> <p>PSO 0400 Corporate Issues: Chapter 1 outlines the guidance and subsequent mandatory actions in relation to hoisting flags</p> <p>PSI 42/1997 Operational Support Grades: Implementation Guidance: Schedule 3 outlines duties appropriate to the OSG grade</p> <p>Health & Safety Guidance Note 04/2008: Risk Assessment, Training & Safe Systems of Work for Vehicle Escorts: sets out guidance for the safety of vehicle escorts.</p> <p>Occupational Health & Safety Guidance Note 04/2010: Workplace Transport: sets out required actions that need to be taken to ensure that the risks from workplace transport are adequately managed</p> <p>PSI 09/2014 (AI 06/2014) Incident Management Manual</p>
12.	References for Non-Mandatory Guidance	<p>'Drug Supply Reduction Good Practice Guide' (2009) and 'Mobile Phone Good Practice Guide' are aimed at supporting prisons to review and develop their supply reduction measures to achieve best effect. The measures described reflect good practice from across the estate</p> <p>PSI 50/2010 Covert Testing Guidance</p> <p>Health & Safety Guidance Note 04/2008: Risk Assessment, Training & Safe Systems of Work for Vehicle Escorts</p> <p>Occupational Health & Safety Guidance Note 04/2010: Workplace Transport</p>
13.	Review	Review cycle to be determined.

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Specification

National Minimum

Key for Specification below:

'Gate Services' refers to activities which take place in or are provided by entry buildings and 'Gate' refers to the usual point of entry/exit into the establishment
 'Keys' refers to security keys in issue (not held in the Governor's safe) and means all current and future methods of unlocking and locking doors and gates (e.g. manual keys, magnetic keys, cards, and biometric entry methods). It excludes handcuff and other restraint keys

'Routine searching' is the random routine searching of individuals, vehicles or goods

'Core Entry' search is the daily routine searching of all persons entering a HSE establishment, usually involving some or all of; Portal Archway, X-ray machine, Level B Rub down and Handheld Metal Detector searches

'Intelligence-led searching' is the targeted searching of individuals, vehicles or goods due to security information received

Wherever 'vehicle' is used, this also refers to the driver, passenger(s) and content of the vehicle (including tools)

Health & Safety guidance notes are intentionally referenced under both mandatory instructions and non-mandatory guidance, since whilst the document title is 'guidance', they also contain some mandatory actions for establishments to comply with

Row #	Service Element	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Authorised Access & Exit	Only authorised (including statutory) persons, vehicles, property, mail and other items enter and exit the establishment.	All prisoner types	Security Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes	Prison Rules: 41- Searching of Prisoners 64 - Searching of Staff 70 - Prohibited Articles 71 (1) - Power to stop, examine or search people or vehicles 79 (2) - Statutory Right of Entry NSF 5.1: PSI 14/2011 Management and Security of Gate Services (paras 2.1 – 2.5)	Reducing Drug Supply Good Practice Guide Mobile Phones Good Practice Guide

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						NSF 12.4 PSI 09/2013 Category A Prisoners Security and Management of Category A Prisoner - External Movements (paras 2.1 – 2.9) NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences PSI 44/2012 Prison Service Security Passes; PSO 8805 - Identification of Prison staff when on Duty PSI 53/2010 Discharge	
2.	Authorised Access & Exit	Entry and exit by all staff, prisoners, visitors, contractors and vehicles is risk assessed, controlled and monitored in accordance with the Local Security Strategy (LSS).	All prisoner types	Security Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes	Prison Rules: 41 - Searching of Prisoners 64 - Searching of Staff 70 - Prohibited Articles 71 (1) - Power to stop, examine or search people or vehicles 79 (2) - Statutory Right of Entry NSF 5.1: PSI 14/2011 Management and Security of Gate Services (paras 2.6 – 2.8 & 3.2 – 3.3) NSF 12.4 PSI 09/2013	Reducing Drug Supply Good Practice Guide Mobile Phones Good Practice Guide

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						Category A Prisoners Security and Management of Category A Prisoner - External Movements (paras 2.1 – 2.9) NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences PSI 44/2012 Prison Service Security Passes; PSO 8805 - Identification of Prison staff when on Duty PSI 53/2010 Discharge	
3.	Authorised Access & Exit	An accurate and up to date establishment roll is maintained.	All prisoner types	Security	Standfast Roll Check Self / Independent Assessment Security Audit CU006 CAT A Escapes; CU007 Escapes	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (paras 3.1 & 3.4 – 3.6)	

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4.	Authorised Access & Exit	Staff, prisoners, visitors, contractors and vehicles are kept waiting for as short a period of time as possible (emergency vehicles are prioritised).	All prisoner types	Security	Self/ Independent Assessment CU001 Discharge to Court	PSI 09/2014 (AI 06/2014) Incident Management Manual NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 3.7) NSF 3.1 PSI 67/2011 Searching of the Person	

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5.	Searching	An entry and exit searching strategy for staff, prisoners, visitors, vehicles and contractors is agreed, documented and implemented to prevent unauthorised articles entering and leaving the establishment and is proportionate to the risk assessed.	Prisoners held in non HSE establishments	Security Equality Faith Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes	Prison Rules 41 (2 & 3) NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 4.2) NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences PSI 16/2011 Communications - Visits PSI 51/2011 Faith and Pastoral Care (mandatory actions) NSF 3.1: PSI 67/2011 Searching the Person (Paras 2.4, 2.5, 2.7, 2.9-2.11, 2.14-2.16, 2.39, 2.47, 2.53, 2.61-2.64 Annex A, B, C, D, E, F, H) NSF 3.3 PSI 51/2010 Dealing with Evidence (Paras 2.2-2.4, 2.6-2.8, 2.10, 2.16, 2.17, 2.18, 2.19, 2.21, 2.22, 2.25) NSF 3.2: PSI 68/2011 Cell, Area & Vehicle Searching (Paras 2.52 – 2.59)	Drug Supply Reduction Good Practice Guide Mobile Phones Good Practice Guide PSO 1000 (NSF Function 3) Public Protection Manual HMIP Expectations – Duty of Care (Secs 3.7.15, 3.10.10) Activities (Sec 5.3.9.)
6.	Searching	A Core Entry Searching strategy for staff, prisoners, visitors, vehicles and contractors	Prisoners held in HSE establishments	Security Equality	Self / Independent Assessment	Prison Rules 41 (2 & 3) NSF 5.1: PSI 14/2011 Management and Security of	Drug Supply Reduction Good Practice Guide Mobile Phones Good

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		is agreed, documented and implemented to prevent unauthorised articles entering and leaving the establishment.		Faith Public Protection	Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes	Gate Services (para 4.1) NSF 12.3 PSI 43/2014 Category A Security and Management of Category A Prisoners - internal para 13.1 – 13.4, 13.7 – 13.14 NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences PSI 16/2011 Prisoner Communications - Visits PSI 51/2011 Faith and Pastoral Care (mandatory actions) NSF 3.1: PSI 67/2011 Searching the Person (Paras 2.4, 2.5, 2.7, 2.9-2.11, 2.14-2.16, 2.39, 2.47, 2.53, 2.61-2.64 Annex A, B, C, D, E, F, H) NSF 3.3 PSI 51/2010 Dealing with Evidence (Paras 2.2-2.4, 2.6-2.8, 2.10, 2.16, 2.17, 2.18, 2.19, 2.21, 2.22, 2.25) NSF 3.2: PSI 68/2011 Cell, Area & Vehicle Searching (Paras 2.52 – 2.59)	Practice Guide PSO 1000 (NSF Function 3) Public Protection Manual HMIP Expectations – Duty of Care (Secs 3.7.15, 3.10.10) Activities(Sec 5.3.9.)

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7.	Searching	Staff, prisoners and visitors are aware of unauthorised items and local searching arrangements.	All prisoner types	Security Equality Faith Public Protection	Self / Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (paras 5.1 & 5.2 – 5.5) NSF 3.1: PSI 67/2011 Searching of the Person (para 2.7) NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences	Drug Supply Reduction Good Practice Guide Mobile Phones Good Practice Guide PSO 1000 (NSF Function 3) Public Protection Manual HMIP Expectations – Duty of Care (Secs 3.7.15, 3.10.10) Activities (Sec 5.3.9.)
8.	Security Key Management	Security keys are stored, allocated, issued, returned and accounted for in accordance with the LSS.	All prisoner types	Security	Security Audit Self/ Independent Assessment CU006 CAT A Escapes; CU007 Escapes	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 7.1) NSF 6.2 PSI 55/2011 Management and Security of Keys and Locks	
9.	Vehicle Movement	Vehicular movement within an establishment is authorised, controlled and supervised according to risk.	All prisoner types	Security Health & Safety	Self/Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes CU001	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (paras 6.1 – 6.4) NSF 12.3 PSI 43/2014 Category A Security and Management of Category A Prisoners - internal para 9.1 - 9.3 NSF 12.4 PSI 09/2013 Category A Prisoners Security	Learmont Recommendation 96 Health & Safety Guidance Note 04/2008 Drug Supply Reduction Good Practice Guide 2009: 7.7, 7.13

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					Discharge to Court	and Management of Category A Prisoner - External Movements para 7.2 Health & Safety Guidance Note 04/2008 (1, 2, 3, 4, 5)	
10.	Vehicle Movement	Where vehicles are not escorted a documented security risk assessment supports this.	All prisoner types	Security	Self/Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes CU001 Discharge to Court	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 6.6) Health & Safety Guidance Note 04/2008 (1, 2, 3, 4, 5)	Strategy for Managing Health and Safety (GN 1 2005)

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11.	Vehicle Movement	Local Safe Systems of Work on workplace transport safety (Vehicle Escorts) are enforced.	All prisoner types	Health & Safety	Self/Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes CU001 Discharge to Court	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 6.7) Occupational Health & Safety Guidance Note 04/2010 (3, 4, 5, 7, 10, 12, Annex 1) Health & Safety Guidance Note 04/2008 (1, 2, 3, 4, 5, 8)	Health & Safety Guidance Note 04/2008 (Complete) Strategy for Managing Health and Safety (GN 1 2005)
12.	Vehicle Movement	Vehicles move to and from required destinations in a timely manner in order to meet the published local regime and requirements of other services.	All prisoner types	Security Regimes	Self/Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes CU001 Discharge to Court	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 6.5)	Health & Safety Guidance Note 04/2008 (5, 6, 10, Annex 1)

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13.	Vehicle Movement	Access of vehicles to the prison is only permitted in accordance with Security and Health & Safety risk assessments.	All prisoner types	Security Health & safety	Self/Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes CU001 Discharge to Court	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 6.8) Occupational Health & Safety Guidance Note 04/2010(5, 6, 10, Annex 1)	Health & Safety Guidance Note 04/2008 (12) Strategy for Managing Health and Safety (GN 1 2005)
14.	Corporate Image	Corporate image (including signage, flags and other devices) is professional.	All prisoner types	Security Equality	Self/Independent Assessment User Surveys	PSO 0400 Corporate Issues, Chapter 1 Flags PSI 05/2010 Flag Hoisting PSO 8800 Corporate image and Uniform (Sections 1 & 2) PSO 8805 Identification of Staff (Para 15)	

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15.	Corporate Image	'Front of house' customer service is professional and consistent and contributes to a secure environment.	All prisoner types	Security Equality	Self/ Independent Assessment User Surveys	PSO 0400 Corporate Issues, Chapter 1 Flags PSI 05/2010 Flag Hoisting PSO 8800 Corporate image and Uniform (Sections 1 & 2) PSO 8805 Identification of Staff (Para 15) NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 8.1)	
16.	Initial Incident and Emergency Response	The initial response to any incident and/or emergency is provided in accordance with national guidelines and local contingency plans.	All prisoner types	Security Safety	Self / Independent Assessment Security Audit Covert Testing [where commissioned] CU006 CAT A Escapes; CU007 Escapes	NSF 5.1: PSI 14/2011 Management and Security of Gate Services (para 9.1) PSI 09/2014 (AI 06/2014) Incident Management Manual	