



HM Prison &
Probation Service

Prisoner Escort and Custody Services (PECS) Generation 4 Programme

Frequently Asked Questions - Prisons

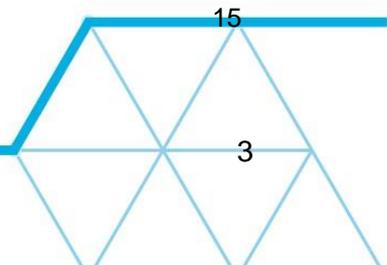
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Acronyms

API	Application Programming Interface
BAU	BAU – Business as Usual
BaSM	Book A Secure Move
CDI	Contract Delivery Indicators
CDM	Contract Delivery Manager
CJS	Criminal Justice System
CRV	Comfortable Runabout Vehicle
DPS	Digital Prisons Service
DDC	Deputy Director of Custody
EIA	Equality Impact Assessment
ETA	Expected Time of Arrival
FAQ	Frequently Asked Question
GPS	Global Positioning System
HMCTS	Her Majesty's Courts and Tribunal Service
HMIP	Her Majesty's Inspectorate of Prisons
HMPPS	Her Majesty's Prison and Probation Service
IMB	Independent Monitoring Boards
IPT	Inter Prison Transfers
LIT	Local Implementation Team
LSA	Local System Administrator
MoJ	Ministry of Justice
MPV	Multi Purpose Vehicle
NHSE	National Health Service England
NOMIS	National Offender Management Information System
OMU	Offender Management Unit
PDA	Personal Digital Assistant
PECS	Prisoner Escort and Custody Service
PER	Person Escort Record
PGD	Prison Group Director
PMU	Population Management Unit
PSI	Prison Service Instruction
PTR	Person Transfer Request
SOCT	Security Order and Counter Terrorism
SPoC	Single Point of Contact

Introduction

These FAQs have been developed from questions received to date through engagement with operational staff, PGDs and Regional Change Forums. These include those received during the Prisoner Escort and Custody Services (PECS) Generation 4 webinars for prison staff, which took place during July 2020.

If you have a question for the PECS Generation 4 team or wish to view the webinar that took place, please contact your local SPoC or send your query to PECS4Programme.BusinessChange@justice.gov.uk.

In October 2019, following an in-depth negotiation period, the PECS Generation 4 contracts were awarded to GEOAmev (North Lot) and SERCO (South Lot), who offered the best overall bids in terms of service quality and cost. On 29 August 2020, PECS Generation 4 took over from the existing Generation 3 service.

The first thing to stress is that the overall scale of change is not enormous. This is about evolution of an existing service delivery solution, rather than revolution or the creation of completely new ways of working. Where change is happening, it has been designed based on feedback from stakeholders and those working on the PECS Generation 3 contracts, who identified where pressure points were and the frustrations that those created to business delivery and prisoner safety. Specifications have been discussed at length and agreed with key stakeholders at CEO level and relevant policy holders within HMPPS, who we continue to provide regular progress updates to. Our focus has been on improving what was not working as well as it could, rather than redesigning the whole system.

The core task for PECS remains the safe, secure, decent transport of prisoners and detainees; ensuring the right person is in the right place at the right time. We wish to do this in a manner that offers best value to the public purse, reduces the burden on staff time by (where appropriate) moving to digital rather than paper-based systems, and which offers a flexible and responsive solution which can respond to further changes linked to the current prison and court reform change programmes.

1. Service design

Who was consulted as part of the tender process and specification design?

All relevant criminal justice stakeholders and policy holders within HMPPS were included to ensure adherence to policy and operational needs. HMPPS has been represented at PECS Programme Boards and was consulted on the service design process. Prison governors from the male and female estate, PMU, MoJ Digital, MoJ Fleet Services, NHSE, UKBA, Police, Judiciary, Youth Custody Services and HMCTS senior stakeholders were consulted on and involved in evaluation of the commercial proposals.

Consultation with operational staff from prison receptions and OMU helped to identify pain points in the existing service, which we took into consideration when designing the specification and contract incentives. Prisoners returning from court late in the evening were a major concern for prisons, as was lack of advance information about who was arriving and at what time, as well as the requirement to hand write the PER every time a prisoner travels. These concerns have all been addressed by the new specifications. Reports from and discussions with HMIP, Lay Observers and the IMB also informed design.

Has the contract taken into consideration the needs of all prisoners?

Yes, there will be different types of vehicles, including smaller capacity and non-cellular vehicles, that can be deployed as required.

Was there an Equality Impact Assessment carried out as part of this work?

Yes, and it was based on the following sources:

- HMIP Reports
- IMB Reports
- Lay Observer Reports
- Complaints data
- PECS BAU management information and CDI returns
- Service user feedback
- Contract specifications (current and proposed new)
- Review of EIA findings from similar MoJ/NOMIS projects.

2. Prison to court moves and returns

Will all prison to court moves now be booked on the digital platform?

Yes, with the following exceptions:

- **Hospital moves** are only the responsibility of the PECS supplier when a medical event requiring a hospital visit occurs in transit or in a court. Hospital moves from prison remain the responsibility of the prison and therefore would not be booked through the PECS platform.
- **Category A, Restricted Status and E-List Heightened prisoners** are not transported via PECS and therefore their moves will not be requested through the PECS platform.

However, E-list prisoners who are not Category A, **will** be transported by PECS and clear risk assessment information should be passed to the supplier as early as possible using the fields provided within the digital person transfer request (PTR) form.

There is no change from the PECS 3 contract and at all times, the relevant PSIs should be followed.

Will prisoners be returned throughout the day or just in the evening as is the current practice?

For the first time, the new contracts introduce maximum waiting times, following a detainee receiving an outcome at court. Maximum waiting times are two hours for women, children and young people and three hours for adult males (to reflect longer journey distances and, often, heightened vulnerabilities for the former). This is supported by a reconfigured new vehicle fleet which includes an increased number of smaller vehicles to enable more regular trips between prisons and courts. This will allow prisoners to be delivered throughout the working day (mainly in the afternoon), rather than all returning in the evening. In addition, there is a target for 90% of those transported (excluding inter prison transfers) to spend less than three hours on a vehicle. This will discourage stop offs at several different destinations on route, thereby delaying arrival at the final point.

Will the new contracts encourage better sharing of information about prisoners' ETAs?

Both prisons and courts will have the ability to access this information via a dashboard which will also allow access to the PER information. The dashboard will not be available at contract go live but will be introduced within the first six months.

Will the establishment be able to see the warrant on the digital platform?

No, warrants will continue to be provided by HMCTS as they are currently (i.e. electronically unless this is not possible).

How are you going to make sure that prisoners arrive on time, especially when there are redirections?

Prison reception opening times are clearly identified within the new contracts and suppliers are expected to adhere to these times. Where redirections are instructed to a supplier at short notice, this almost inevitably leads to longer journey times, but the supplier will still endeavour to meet the normal reception hours. The new contracts include greater information sharing provisions and the new digital platform will allow visibility of prisoner ETAs which will help prisons plan for arrivals.

Prisons will need to ensure that the staffing profile for reception and reception functions allows for prisoners who arrive earlier in the day to be admitted without delay as per instruction to Governors on 28th November 2019.

Prisoners can sometimes spend a long time on vehicles before arriving at prison, will this continue into the PECS Generation 4 contract?

We have introduced a target journey time of three hours or less from departure from court. This means that if the individual's journey can reasonably be expected to be completed within three hours (based on distance, intervening stop points and traffic considerations), then it should be. IPT moves are not subject to this target as we recognise the very long distances these may necessarily entail.

How will the Generation 3 PECS vehicles be disposed of by the contractors?

The decommissioning process for a PECS vehicle, which is the contractor's responsibility, requires that it has all security and livery elements removed prior to disposal.

How will prisons verify they are letting the correct vehicles into the establishment?

It is the responsibility of the prison to establish the identity of any vehicle prior to allowing entry into the prison, according to established procedures. PECS supplier staff are required to carry appropriate forms of official identification to assist with this process.

Will prisons still be able to arrange for prisoners to be directed to other prisons if the offender cannot be located with them due to violence or conflicts of interest with staff?

For moving prisoners between prisons, we recommend negotiation and agreement with the receiving establishment and PMU beforehand, and then GEOAmeY or Serco will pick up via the booked move that they need to transport that prisoner. However, it is the establishments' responsibility to agree the move to an alternative prison. It may include an overnight stop in some cases, but it will be facilitated the same way. There is a free text box within the Book a Secure Move (BaSM) system to identify any such moves.

Principles remain the same as if there is a conflict of interest - there is an opportunity to make the suppliers aware by correct completion of the booking documentation in the first place and then that information can be shared.

What is actually changing for prisoners while they are on the journey?

GEOAmeY's response:

- We have reconfigured the fleet for PECS Generation 4. It includes padded seats and seatbelts for comfort and safety. Vehicles also include infotainment screens to provide welcome and safety messages and to cover prisoner rights, complaint procedures and various 'what happens next' scenarios depending on what journey they are on.
- Depending on the length of the journey, there are options for radio and potentially showing films.
- In terms of separation, ideally, we would transport male and female prisoners separately but if there is a requirement for them to be transported together, there is a more significant separation door with sound proofing to ensure no interaction between them.

Serco's response:

- Similar to GEOAmeY, there will be padded seats and seatbelts, infotainment and separation of male and females if they are on the same transport.
- There is an increase in the size of our MPV and CRV estate, and some of those have been converted to wheelchair accessible, along with a couple of the three cell vehicles.

How are you going to improve the flow of returns back to prison in a timelier manner?

GEOAmeY's response:

- We have revised the vehicle fleet heading into Generation 4 to meet the requirement that we return people in a timelier manner throughout the day and the contractual targets are changing to two hours for females and vulnerable people, and three hours for males. We are bringing in an 'intraday' fleet that will start at phased times in the morning and into the afternoon, as opposed

to just a morning and afternoon fleet. This will give us more flexibility to start to return those people who have been remanded in a timelier manner throughout the course of the day.

Serco's response:

- Our fleet has been reprofiled into smaller celled vehicles to allow shuttle runs and increased movements throughout the day. We will have a number of start times during the day to flex the fleet and escorts that move around.
- In our control centre in Gloucester, as people become available and come down from the courts, that will trigger prompts on our systems for those prisoners to be moved, and will tick down in terms of time. By default, it will smooth the transition and as prisoners become available up to that particular point in time, they will be allocated to that vehicle. It does mean from a prison's perspective (female estate), receptions could start from 12:30 potentially and run through the afternoon and for the male estate, from 13:00 onwards.

Will any moves to court that are last minute (i.e. not picked up from the Court List) also need to be booked through Book a Secure Move?

The move should still be booked onto the platform. If it is a late move, we encourage you to contact the supplier to make sure they receive the request, but details should be input on to the system.

Is the way OMU admin staff schedule court movements changing (on purple NOMIS under schedule court movements) as there has been no guidance to suggest this?

There is no change to the business process. The BaSM platform is the method for booking a move with the suppliers. Your internal processes and deciding when a detainee needs to be presented at court will remain unchanged.

Is there a different process for booking special vehicles?

As you progress through the BaSM platform booking process, there is a section that asks if you require a special vehicle as opposed to a cellular vehicle.

We ask you to look at the information closely and consider whether that person will need a special vehicle. Special vehicles are limited so they should be used only for those who need one.

Do receiving establishments get alerts outside of the BaSM platform that bookings have been made or do receiving establishments have to be logged on to BaSM platform regularly to see what movements have been booked to them?

There aren't separate notifications outside of the BaSM platform. It is imperative that users keep a regular check on incoming and outgoing moves through the platform.

For inter prison transfers, the existing processes that the PMU use to trigger emails from a database will be decommissioned during September 2020, so it is important to keep a regular check on the movements that have been booked into the platform by PMU.

Can sending establishments book unsolicited moves or do receiving establishments (particularly Cat D) have some control/input into the proposed moves to them?

In terms of criteria and the process surrounding agreements with the receiving prisons and interaction with PMU, that is unchanged as a result of the BaSM platform. If you normally need to agree with the receiving prisons, then you should continue doing that; no change to the business process is being introduced.

3. Women's estate

With the new maximum journey time targets of three hours and the challenging geography of the women's estate, how will you meet the three-hour target for women?

Suppliers are expected to deliver 90% of prisoners within the three-hour target. The 10% accounts for occasions when it is simply not possible to meet the target due to required distance or circumstances outside the supplier's control, such as road traffic accidents.

The female estate is geographically dispersed and court listings are not determined by PECS, so we must acknowledge that there will be some journeys that suppliers are required to undertake which will fall outside of the three-hour timeframe. In these cases, they are expected to use best endeavours to deliver the prisoner in the timeliest manner. The new digital solution, which will record times for each journey undertaken, will support the management of the 90% target.

The introduction of a more flexible fleet with smaller vehicles and the three-hour target for all prisoners will encourage more journeys with fewer prisoners and facilitate the reduction in journey times.

Will the new contract (PECS Generation 4) take into consideration the recommendations of HMIP regarding men and women travelling on the same transport?

There is no legal requirement for men and women to be transported separately (as long as appropriate segregation is in place), and the use of dual-gender vehicles remains HMPPS policy.

However, instances of escorts where men and women are transported together will be significantly reduced as escort suppliers will have a greater number of smaller vehicles, reducing the need to share transport. The maximum wait times in court and on vans will also help to encourage separation of male and female prisoners.

4. Inter Prison Transfers (IPTs)

Is there more capability to move prisoners from the open to the closed prison estate quickly?

The contract contains a capacity for IPT moves which was discussed and agreed with PMU as being sufficient to meet demand, based on historical trends and taking account of future changes anticipated by Prison Reform.

The re-designed fleet is intended to help suppliers maximise the numbers of individuals they can transport at any given time, including IPTs. The way that the new contract has been designed will also encourage the supplier to do this.

Will prisons be able to send individuals back on the same IPT transfer if they are unable to accept them?

Current practice will not change; escort vehicles will not be able to return IPT transfers. It is the responsibility of the sending and receiving establishments to ensure that prisoners meet the allocation criteria of the destination.

Where a prison needs to return a prisoner, a new IPT request will need to be raised and approved by PMU.

At the moment, some IPTs are cancelled, will this still happen? If an escort supplier needs to cancel an IPT for operational reasons, such as the prisoner has started to self-harm, how will this be arranged?

If the supplier is unable to complete the move as per the request due to operational factors, they will be required to re-book the move within a specific time limit. This should usually be undertaken on the next working day (subject to the risk factor causing the original cancellation being reduced or managed).

It should be noted that a prisoner self-harming does not automatically mean that they cannot transfer. Governors will still retain the responsibility for undertaking the appropriate operational actions and risk assessing the move.

Will there still be a 72-hour notice period for IPTs?

The new CDI is 96 hours.

When you fill in the IPT, it sends a request to PMU to either approve or reject, and then it gets sent back and appears on the dashboard within the IPT as approved or rejected.

There is still the opportunity for short notice emergency transfers but the process for booking will be slicker and more streamlined through PMU as they will have a digital process to carry it out.

How closely have you been working with reconfiguration as presumably this affects PECS?

We have worked very closely with the reconfiguration team. PECS sits on the reconfiguration working group and we regularly liaise with them as part of this process and the PECS Generation 4 team have considered that within their specification. Where changes are known and planned, the new specification has been set to cater for this.

Where they are scheduled, there will be some changes required as and when they happen and with the effect of Covid-19, some schedules will be much later than we originally planned. The biggest significant change we have introduced to support reconfiguration is to increase the amount of IPT provision that will be required for reconfiguration when it is fully in place to move people more quickly post sentence to the appropriate establishment.

5. Property

What are the property allowances for PECS Generation 4?

Key stakeholders were consulted and it was determined that property limits will remain as the current volumetric control levels already in place, including Annex A items. An additional 0.5 of a volumetric box allowance has been added for canteen items etc. The new fleet specification has been designed accordingly, with a dedicated space for property. Mobility aids will also be allowed in addition to the volumetric allowance.

Will the supplier carry more property, above the allowance, if establishments can reach agreement with them directly?

No, escort contractors are instructed to apply the PECS property policy consistently. We have experienced problems under PECS Generation 3 when additional property has been allowed by informal arrangement and outside of the established policy. This practice can result in a prisoner being allowed to take excess property on one journey but not on the next, creating a great deal of conflict and pressure for all those involved.

Women tend to have more property than men, due to the fact that they wear their own clothes, has this been considered?

PECS will transport property for all prisoners in line with volumetric control. All establishments are responsible for managing volumetric control in line with the relevant PSI.

6. Book a secure move digital platform

What is the PECS digital platform?

PECS Generation 4 has introduced the Book a secure move (BaSM) digital platform to book transfer requests carried out by the PECS escort suppliers. It is web-based and includes the following features:

- **Single move requests** – online booking of single person transfer requests with the supplier.
- **Allocation move requests** – online booking and fulfilling of bulk inter prison/estate transfer requests generated by the Population Management Unit (PMU) or CYPSE Placements team.
- **Digital Person Escort Record (dPER)** – replaces the paper PER in all cases when PECS is transporting a prisoner (see other documentation on attaching dPER print outs onto paper PERS during the initial rollout phase).
- **Incoming and Outgoing Dashboard** – provides advance warning to prisons of who is arriving and departing a custodial location.

How has the system been designed?

The system is designed according to GDS, following extensive user research and service-orientated system design, with a wide range of stakeholders involved in the PECS and PER process. It has screens that are easy to navigate, similar to other GOV.UK systems (e.g. renewing your car tax).

What are the benefits of using BaSM?

As part of PECS Generation 4, the BaSM platform has been developed to provide visibility of prisoner movements as well as their risk and medical information, track property and improve supplier and contract management.

The new digital system will provide one source of PECS data, giving everyone involved in the transfer process the ability to view personal profiles in advance of arrival at court or prison, and better access to risk and welfare information on people being transferred.

BaSM has been designed to enable near real-time updates on the status of PECS moves and can be accessed and contributed to by stakeholders across the Criminal Justice System (CJS), healthcare staff, police and PECS suppliers. BaSM has therefore been designed as a web-based system and can be accessed via any up-to-date internet browser from any computer.

By digitising the process, the quality of the information captured will improve whilst reducing errors/omissions through mandatory data fields. Move requests are visible to sending and receiving locations as soon as they are authorised. BaSM integrates with the supplier systems, sharing move details with PECS suppliers instantly after completion, thus facilitating a safer escorting process.

How has the platform been introduced across the Criminal Justice System?

Following successful implementation of the Person Transfer Request (PTR) and Inter Prison Transfer (IPT) modules, all prisons are now using BaSM to book PECS moves. The dPER will be available to all prison sites from 9th November 2020, following previous implementation with police and the CYPSE.

The prison establishments have identified LSAs, Single Points of Contacts (SPoCs) and regional dPER healthcare champions to support the rollout by cascading information, ensuring that staff are able to use the system and escalating any concerns.

Can we still contact suppliers directly to book a move?

No, all moves must now be booked via the BaSM platform. Other methods of booking a move will only be accepted if there is a technical issue leading to an outage of the BaSM system.

If move requests are not submitted via the new BaSM system, escort suppliers will not be able to facilitate the move.

What is the contingency if there is a BaSM system outage?

The system is cloud-based. If servers go down, back-up servers (also cloud-based) would be in place. If there were any major failures, the contingency would be to revert to the paper PER after exhausting all other avenues.

For non-urgent moves, the expectation is that users can wait until the platform is back up and running.

For any prolonged outages where there is an urgent booking move that needs to be entered, the contingency is to contact the supplier directly to arrange that and to input details onto the platform when it is back up and running.

Will SystemOne (the healthcare system) communicate with BaSM?

This level of integration is not currently within scope for the PECS Generation 4 Programme. However, the dPER (part of BaSM) integrates with NOMIS data.

How do I access the BaSM platform?

Within prisons access will be authorised and managed locally to ensure that the establishment has control of its users.

An active NOMIS account is a prerequisite for access to BaSM. The prison Local Systems Administrators (LSAs) will manage the accounts for both prison and healthcare staff. The PECS Programme and DPS have facilitated the initial creation of most of the healthcare user accounts.

The web-based BaSM platform can be accessed by healthcare staff on their current work computers with no need for a Quantum ID or NOMIS training. A link to BaSM has been added to SystemOne.

Withdrawal of user access for those who have left the role, or the service, will be managed by your LSA in the same way that they would manage NOMIS access and other role specific access permissions.

Will security and healthcare require access to the system?

Anyone who is involved in inputting into the PER, or in the process of authorising moves, will need, and can be granted, access.

Who will be able to access/see information to predict arrival times or view any medical, violence or risk markers?

All staff who are locally identified will have access to this information. The levels of access will be determined by the establishment and applied by the local LSAs.

The Book a Secure Move system still has multiple pages for just one prisoner - why can it not be all in one web form?

The design of the screen has been based on the ease of sequencing and process flow based on research and discussions with numerous users. We are open to changing the product and receiving feedback and encourage the submission of feedback on the system itself. Ultimately, it is to enable bite size data entry sequencing and being mindful of busy reception areas.

Is there a different process for booking special vehicles?

When a transfer request is submitted through the BaSM platform, there is a section that asks if you require a special vehicle as opposed to a cellular vehicle.

We ask you to look at the information closely and consider whether that person will require a special vehicle. Special vehicles are limited so they should be used only for those who need one.

Will the warrant be on the system?

There will be no change to this process and the warrants will be sent as they currently are.

How secure is BaSM?

BaSM has been developed working closely with MoJ and HMPPS Digital Security teams to make sure it has been quality assured and meets the Government Digital Service (GDS) standards. The information and data held in the new system is protected and covered by standard HMPPS policies. Staff who use it must also follow these policies, especially in relation to IT security and digital access. By working alongside MoJ Digital, we have aligned the system to NOMIS so when we handle account management, it adheres to NOMIS levels of security. In relation to the elements of data, we are using an approved government digital standard cloud and it is secure.

The system is an in-house solution and has been built specifically for this service and PECS Generation 4, with the focus on end-user research and ensuring it meets the supplier needs and internal stakeholder needs, meeting policy and process requirements.

It was built internally because over the next 10 years of the contract, we will want to see enhancements and improvements and make sure the system stands the test of time in terms of technology change and ensures we are able to meet a changing landscape in terms of demand and policy and whatever may come our way in terms of external factors. It will be maintained by internal teams going forward to reduce the risk of relying on other providers.

Once logged in, users can only see information for their establishment or region. A prisoner ID is also needed when searching the system; there is no global search function. Only members of staff with the PECS role assigned to them on BaSM will be able to use the new service.

A user will be locked out of the system if there are failed attempts to access their account and the system will automatically close if it is not being used. Additional security features such as two-factor authentication will be added to BaSM.

Staff who need a NOMIS login must contact their LSA, who is also responsible for removing access when staff leave or change role.

How do I provide feedback on the BaSM system?

Please make service improvement suggestions via our survey link:

<https://www.research.net/r/5WLH3PX>

This link can also be accessed directly via the BaSM platform.

The BaSM service is in development and ongoing releases should be expected. The feedback received will be used to identify common themes and viable suggestions around service improvements.

7. Person Escort Record (PER)

What are the benefits of the digital PER (dPER)?

The dPER is due to be switched on across the prison estate on 9th November 2020 and will also be completed on the BaSM platform. We are moving away from hand written PERs using carbon paper, which are time consuming to fill in, often illegible and sometimes mislaid and it reduces errors/omissions through enforced data entry/mandatory fields. The dPER saves time, improves accountability and allows for more effective handover of information. The information required within the dPER replicates the current paper PER and is aligned to current policy requirements.

The dPER can be completed by multiple users simultaneously (e.g. prison, security and healthcare staff). Through integration with escort supplier systems, the dPER will be shared with the PECS suppliers instantly after completion, facilitating a safer escorting process.

Is the electronic PER (ePER) still available?

Following a pilot across five prisons and two police custody suites, the dPER will replace the ePER – also known as ‘Moving People Safely’ (MPS). From November 2020, the ePER will no longer be supported. However, the PECS Generation 4 Programme are working closely with each of the ePER sites to migrate them to the dPER.

When does the dPER information have to be entered on BaSM?

The system is flexible. Once a move is booked onto BaSM, you can enter information on to the dPER at any time. Similarly, if circumstances change, users can add or amend that information on the system before the move takes place. Only once you are confident that no details will change, should the dPER be confirmed. Once confirmed, the dPER cannot be edited.

Do all sections of the dPER have to be completed before a move can happen?

Yes, all four sections (risk, offence, health and property) must be completed before the dPER can be confirmed and handed over to the PECS supplier.

If prisoners can't move until all elements of the dPER are completed, what about healthcare- as they tend to complete these at night? How will this impact on the process?

There is no change to the existing PER process. Prisons will be able to book moves with the supplier prior to the PER being completed. However, the dPER must be completed and the individual deemed fit for travel before the escort can take place. It remains the responsibility of the establishment to determine when healthcare staff complete the dPER, ensuring it is completed before the individual is collected.

Can a dPER be updated after details have been entered on BaSM?

Currently, each dPER is linked to an individual move. The dPER can be updated up until the point it is confirmed on BaSM. Only once the establishment is confident that no details will change, should the dPER be confirmed.

How will healthcare input data onto the dPER? Do establishments need to get them system ready to understand NOMIS prior to go live?

BaSM is web-based, so healthcare workers do not have to use a Quantum machine to access the dPER.

The dPER is hosted within the BaSM platform, which is part of Digital Prison Services (DPS). An active NOMIS account is required to access the service and healthcare workers will login using their NOMIS account. However, healthcare staff do not need to complete NOMIS training.

Healthcare will not need to access NOMIS directly to complete the dPER, however the dPER will display various NOMIS alerts, hence an active NOMIS account being a prerequisite for access to BaSM.

LSAs will be required to set up healthcare workers with an active NOMIS account (if they don't have one already) and the appropriate DPS role for completing dPERs on BaSM.

Will a PER still need to be printed once the dPER comes in?

Yes, the dPER will initially have to be printed until it is fully integrated with the supplier's systems. When the dPER is completed, a copy will need to be printed off and handed over to the escort supplier, together with a blank paper PER. The Handover, History and Record of Events and Red Flag pages of the paper PER will be completed as required by the escort officer whilst the individual is within the escort supplier's duty of care.

How will the escorting staff update the dPER? Do they update a printed version?

Initially, the dPER will need to be printed out and handed over to the escorting staff, which they will update.

Further iterations of the BaSM system are due to be released from early 2021, which will further reduce the need for paper within the process.

Serco and GEOAmev are increasing their integration with BaSM and they will use devices to enable them to have the most up-to-date, near real time information on the people being moved. The teams escorting prisoners will have access to the secure devices, which will be used to alert prisons or courts if anything occurs during transit relating to the welfare of the individual. Similar devices will be utilised to keep track of the progress of vehicles and keep all stakeholders informed. The secure devices will be heavily locked down and meet all security protocols.

Where should I record handover of the prisoner to the PECS Supplier?

Whilst there is space on the printed dPER, you should sign handover on the accompanying blank paper PER, this is so that the carbonated copies of the handover can be retained by all parties involved in the move.

Will I have visibility of who has completed the dPER?

The dPER is date and time stamped when it is confirmed. Details of the users who completed the dPER are not displayed in the front-end user view of BaSM, however the data is captured should it be required for investigation.

Is a new dPER required for every move?

A dPER is required for every individual move. The dPER does have a pre-fill feature, that will reduce duplication of work. However, any pre-filled information must be reviewed and confirmed when completing a new dPER.

Can I view a dPER for a move that has already taken place?

Yes. The dPER will be retained on the BaSM system, attached to the move, until such time as an archive system is implemented.

Does the dPER show information from a previous dPER?

The dPER will show information from previously completed dPERs and will inform the user of the date and time of when the information was previously entered. The system will ask the user to review the information to ensure it is up-to-date. The pre-fill functionality is not applicable to all questions contained within the dPER. The sections most likely to have changed between moves e.g. do they need to take any medication whilst moving, are they travelling with child, how recently did self-harm occur, property being moved, will not be pre-filled.

Can I record non-associates on the booking or dPER?

For inter-prison transfers, prior to booking the individual on BaSM, consideration needs to be given as to whether there are non-associates that a person should not travel with and bookings avoided for the same date where possible. For moves to court, where non-associates are required to be moved on the same day, please liaise with the Supplier prior to the move, to inform them of the potential risk.

When completing the dPER, details of any non-associates can be recorded against the relevant question on the dPER (e.g. vulnerable or risk to others) if deemed relevant to the specific move.

There will be an environmental impact of printing the dPER in the interim period until fully digitised, is there a way to mitigate the amount of paper used?

Digitising the PER will reduce the environmental impact of paper used within the PECS process. Whilst the dPER will be printed and handed over to escort suppliers initially, the printed copy will be sized to reflect the data entered and reduce carbon copy sheets. It is expected that in most cases, less paper per escort move will be used.

Will the dPERs be used for all escorts eventually e.g. hospital escorts?

Currently, the dPER can only be used for PECS supplier escorts.

8. Training and roles

What does the SPoC role involve?

The regional SPoC will be the main contact for their PGD area. Their role will be to disseminate information sent by the PECS Generation 4 Programme team and to attend meetings/dial-ins where appropriate.

The local SPoC will act as the main contact within each site. Any PECS Generation 4 Business Change communications will also be directed to the SPoCs for distribution within their establishment to ensure a consistent approach.

What happens if things go wrong? Will the SPoCs be held responsible?

Responsibility for the system lies with the PECS service. All issues of concern should be escalated to the PECS Generation 4 Business Change team until further notice, who will work with the SPoCs to resolve them.

What training packages will be available for SPoCs and prison staff?

The PECS Business Change team will maintain regular contact and provide SPoCs, LSAs, prison and healthcare staff with materials to support their understanding of the changes via email and the monthly digital update (for prison staff), as well as answer any questions they have at pre-arranged sessions.

Prison staff - the digital platform is very intuitive, in keeping with government digital service standards, and reflects current policy and procedural requirements, so there will not be any formal training session requirement. Guidance will be provided on how to use the system, and opportunities will be given to SPoCs to ask questions and cascade responses to prison staff.

9. Performance

How will PECS ensure that the contractors adhere to their obligations?

The Generation 4 contract sets out a more robust performance management framework that includes contract delivery indicators and payment mechanisms that are designed to encourage the right behaviours.

If there is a three-hour time limit for men to spend on the transport, can we refuse to accept men from out of area, as with rush hour, it would mean they spend more than three hours on the van?

We would expect people not to refuse to accept because of the three-hour limit. We work with suppliers to achieve the three-hour target and it is a contractual target.

The heart of the process is the detainee, so refusing to accept someone who has already spent more than three hours on a vehicle means they will spend even more time on a vehicle. We would hope people will want to do the most appropriate action for the detainee and provided they are within the reception times and can be safely managed, we would expect people to take them in but we are clearly trying to reduce the amount of time a detainee spends on a vehicle.

How are you going to meet the maximum journey times when you are covering longer distances?

One of the elements that we have introduced that wasn't there previously is to ensure we have more focus on having the detainees in the right calendar court. There is a contract delivery indicator that has been agreed by prisoner representatives, by population management and by the suppliers to ensure we have at least 95% of prisoners in the right calendar prison for the court they are going to. This should significantly reduce the number of longer journeys and there will be planning and preparation around that due to it being a fundamental change. We recognise there will be occasions where some people will have to go longer but in the majority of cases, we believe the times can be reduced.