Prisoner Escort and Custody Services (PECS) Generation 4 Programme

Frequently Asked Questions
- Healthcare Staff

Version 2.0

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Acronyms

BAU	Business as Usual
BaSM	Book A Secure Move
CJS	Criminal Justice System
CYPSE	Children and Young People Secure Estate
DPS	Digital Prisons Service
dPER	Digital Person Escort Record
ePER	Electronic Person Escort Record
FAQ	Frequently Asked Question
HMPPS	Her Majesty's Prison and Probation Service
GDS	Government Digital Standards
LIT	Local Implementation Team
LSA	Local System Administrator
MoJ	Ministry of Justice
MPS	Moving People Safely
NOMIS	National Offender Management Information System
PECS	Prisoner Escort and Custody Service
PER	Person Escort Record
PGD	Prison Group Director
PMU	Population Management Unit
PTR	Person Transfer Request
SPoC	Single Point of Contact
YCS	Youth Custody Service

Introduction

These FAQs have been developed from questions received to date through engagement with NHS England and NHS Improvement, operational staff and prisons.

In October 2019, following an in-depth negotiation period, the PECS Generation 4 contracts were awarded to GEOAmey (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 primary aim of PECS is the safe, decent, secure and timely transfer of prisoners and detainees from designated locations, including between police stations, prisons, children and young people's secure estate (CYPSE) and courts, and to oversee detainees whilst in custody at court.

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 that can respond to further changes linked to the current prison and court reform change programmes.

If you have a question for the PECS Generation 4 team, please contact your dPER healthcare champion or send your query to PECS4Programme_BusinessChange@justice.gov.uk.

1. 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:

1. **Single move requests –** online booking of single person transfer requests with the supplier.

2. **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.

3. **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).

4. **Incoming and Outgoing Dashboard –** provides advance warning to prisons of who is arriving and departing a custodial location.

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 do I access the BaSM platform?

Within prisons and CYPSE, access will be authorised and managed locally to ensure that the establishment has control of its users. The PECS Programme and DPS have facilitated the initial creation of most of the healthcare user accounts.

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 web-based BaSM platform can be accessed by the healthcare staff on their current work computers with no need for a Quantum ID or NOMIS training. A link to BaSM is available on SystmOne.

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.

If I'm a healthcare worker in a prison or YOI, how do I get a NOMIS account?

You will need to contact your prison LSA, who will be able to create a non-Quantum NOMIS account for you. The LSA will need to specify that the new user (you) are an NHS member of staff and require a system generated NOMIS login just to gain access to the Digital Prison Services (DPS). They can email PRISON-NOMISApplicationSupport@justice.gov.uk for further support.

I'm an agency member of staff in healthcare, do I need a NOMIS account?

Yes, you will require a NOMIS account for the location(s) you are working in to access the BaSM platform.

Do I need a Quantum ID to access the BaSM system?

An active NOMIS account is a prerequisite for access to BaSM. However, there is no requirement for healthcare staff to have access to a Quantum account or to complete NOMIS training for them to use the BaSM system. The prison LSAs will manage the accounts for both prison and healthcare staff.

Is it secure for healthcare workers to access BaSM without a Quantum ID?

Access to Digital Prison Services products, including BaSM, for prison and healthcare staff can only be achieved via logging in with active NOMIS account credentials. A workplace email address has to be provided in order for a NOMIS account to be granted. Personal email addresses will not be accepted. The email address is used to verify the account request initially and for subsequently resetting passwords, if forgotten. However, the work email address will not be used to gain access to the BaSM platform. Any staff leaving a prison or the healthcare role should have their BaSM account access revoked under usual local processes, with removal of accounts enacted by LSAs.

Do I need my NHS number to access the dPER?

No, you do not need an NHS number to access the BaSM system.

I work at multiple sites, do I need multiple accounts for BaSM?

You will only need one login, however your NOMIS account will need to be active with caseloads for all the sites that you work in. Please contact your local LSA if you require additional caseloads to be added to your account.

Will my account time out if I do not access it regularly?

If a user does not access their account for a period of 90 days, or enters their password incorrectly up to ten times, they will be locked out of their account. To reset an account, please contact your Local System Administrator (LSAs).

Can BaSM be accessed remotely?

Yes, the BaSM system can be accessed remotely due to it being a web-based application. The system is required to be accessed by end users across the criminal justice system (including police, HMCTS and PECS escort suppliers), and as a result is not restricted to Quantum terminals.

The need for information on the system to be updated - risk and event data changes - also requires escort suppliers to be able to update this information whilst the escorted individual is under their duty of care, including in transit and in court custody suites. 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 follow these policies, especially in relation to IT security and digital access.

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.

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 healthcare staff leave or change role.

Will all moves now be booked on the digital platform?

All moves that require a PECS supplier (GEOAmey or Serco) are now booked through BaSM, with only a few 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.

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

The prison will book the move directly with the supplier and enter it onto BaSM; a digital PER should be completed where possible.

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 SystmOne 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 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 is the contingency if there is 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.

2. Digital Person Escort Record (dPER)

What are the benefits of the dPER?

The next stage of our digital rollout is the introduction of the dPER, which 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. 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) and it reduces errors/omissions through enforced data entry/ mandatory fields.

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 sites in question to migrate them over to using the dPER.

How will healthcare input data onto the dPER? Do I need access to a Quantum machine?

The dPER is hosted within the BaSM platform, which is part of DPS. The platform is web-based, so healthcare workers do not have to use a Quantum machine to access the dPER.

An active NOMIS account is required to access the service and healthcare staff will login using their NOMIS account details and password. Healthcare staff will not need to access NOMIS directly to complete the dPER, however the dPER will display various NOMIS alerts.

The LSAs can set accounts up for healthcare staff, who will need this access to be able to use the BaSM system to update the dPERs.

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

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

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.

What information do healthcare staff have to provide on the dPER?

Healthcare are responsible for completing the Health information section of the dPER. The dPER contains the same information as the paper PER, in line with the current 2019 PER policy. All required questions remain the same, although the order and sequencing may have slightly changed due to the new digital layout. The policy and procedure relating to the PER remains unchanged.

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

The system is flexible. Once a move is booked onto BaSM, if you want to add dPER information the day prior to the move, you can do so. Similarly, if circumstances change, users can add or amend that information on the system before the move is taking place. Only once you are confident that no details will change, should the dPER be confirmed. Once confirmed, the dPER cannot be edited.

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.

Do healthcare staff confirm the dPER?

Healthcare staff will be responsible for completing the relevant Health information section of the dPER. Responsibility for finalising and confirming the dPER sits with prison staff. Therefore, healthcare staff will not be required to fully confirm the dPER once they have completed their section. Prison staff should not confirm the dPER until they are certain that the information is not subject to change (usually just prior to handover).

Do healthcare staff have to review a dPER each time a prisoner comes into reception?

The dPER can be accessed and reviewed by anyone with the PECS Prison and PECS PER Author role at any time. The local reception process you followed previously remains unchanged.

At what point do healthcare staff complete the dPER?

The dPER can be started as soon as the individual's move is booked on the BaSM system. Prison staff should not confirm the dPER until they are certain that the information is not subject to change (usually just prior to handover).

Healthcare staff can begin to work on the dPER as soon as the move has been created on the BaSM system. We recommend that it is completed as close to when the move takes place as possible, to ensure accuracy of information. The dPER can be amended up until the point of confirmation. The dPER should only be confirmed when no further changes are expected (usually just prior to handover), effectively locking down the information prior to the handover process.

Do healthcare staff print the dPER?

Anyone with access to the dPER has the ability to print a copy. Confirming and printing a dPER in preparation for handover to escort staff will typically be the responsibility of prison staff. Local processes and procedures will remain unchanged. In addition, once the dPER is fully integrated with the PECS suppliers' systems this will further reduce the paper involved in the process.

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 audit or investigation.

Is there functionality on the BaSM platform to upload relevant medical documents?

There is no document upload functionality on the dPER. All relevant information should be contained within the questions on the dPER, except for any medical in confidence information that should be provided separately within a brown envelope.

Can you list healthcare contact information on the dPER (e.g. Liasion & Diversion professional)?

Yes – there is question on the dPER to confirm whether the person has been referred to a medical professional (including a Liaison and Diversion professional) and also a question to record any contact details for someone who can provide more information about the person's health information.

What alert and risk information can be entered on the dPER?

The dPER will replicate the paper PER and is in line with the 2019 PER policy. This includes security risk information e.g. information regarding possible concealed illicit drugs on transfer.

Does the dPER show information from a previous PER?

The dPER will show certain 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 prefilled.

Can a dPER be cancelled once started?

The details on the dPER can be amended up until the point of confirmation. If the move is no longer taking place the move request can be cancelled.

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.

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.

How will the escorting staff update the PER if it's digitised, or do they update a printed version?

Initially, the dPER will need to be printed out and handed over to the escorting staff with a blank paper PER. The History, Record of Events and Red Flag pages of the paper PER will be used for emerging or changing risk during escort for completion - as required by the escort officer whilst the individual is within the escort supplier's duty of care.

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. We will work closely with Serco and GEOAmey to make sure that any information is not mislaid in this transition.

Serco and GEOAmey 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.

In summary, until we are fully digitised across the entire estate, if the dPER is not live at a site, there is a requirement to complete a paper PER (History, Record of Events and Red Flag pages) and print out the dPER to make sure no information is missed.

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

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

Is medical in confidence information recorded in the dPER or should it be provided in a sealed envelope?

For the exceptional cases when medical in confidence information is required to be transferred within a sealed envelope, in addition to the medical information input on the dPER, this process can still be used. There is a section of the dPER where you can record that a sealed envelope will be handed over to the escort officers when the handover at the prison takes place.

The sensitive medical details will move with the person being transported – it will be handed over to custody staff at court and then given to the escort officers again upon the return journey to prison and shared with the health staff at the receiving location.

How do the escort officers use the medical information we provide?

Medical information is used by escort staff to understand medical risks. This will ensure that any evidenced vulnerabilities are addressed properly by escort staff, whilst prisoners are under their care. This extends to any medication that may be required or the necessity to take a prisoner to hospital during the escort. Understanding these risk levels also allows escort staff to provide further input and to evidence any medical issues that have occurred during time in their custody.

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

Yes, it will initially, until the dPER is fully rolled out. When the dPER is completed, a copy will need to be printed off and handed over to the escort supplier.

When will the system be fully digitised?

Once the dPER is fully integrated with the PECS suppliers' systems, estimated for early 2021, this will give the capability to further reduce the paper involved in the process.

Once the system is fully digitised, how will escort staff be made aware of any physical documents to be picked up e.g. sensitive medical information?

There is a section of the dPER where you can record whether there is sensitive medical or medication information that is to be provided in a sealed envelope. This is to be handed over to the escort officers when the handover at the prison takes place.

The sensitive medical details will move with the person being transported and shared with the health staff at the receiving location.

The dispatching officer will provide any additional physical documentation during handover.

Previously there was a link on the health reception screening template to view the completed PER for healthcare staff to access, is this still available?

The link will be updated once the dPER has been fully implemented.

What user research has been done with healthcare professionals?

Extensive user research has been undertaken with prison, police and healthcare staff who complete PERs, together with the PER Policy Team, with designs shared and compliant to GDS.

What do healthcare workers need to do to get ready for the dPER?

All healthcare workers completing dPERs will require a NOMIS account to access BaSM and any work to arrange this will aid the process as the dPER is rolled out.

3. Miscellaneous

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 dPERwill be available to all prison sites from 9th November 2020, following previous implementationwith 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.

The programme has been working closely with NHS England and NHS Improvement to ensure that healthcare colleagues are fully informed and supported with the change, which will include a tailored user guide, walkthrough video, dPER completion flowchart, flyers and posters.

Is the dPER being used by police forces?

Yes, the dPER was switched on across all police forces on 19th October 2020. This is the same dPER that will be used by the prison estate. It contains the same mandatory fields as the previous paper PER.

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

The digital platform is very intuitive, in keeping with GDS 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 and dPER healthcare champions to ask questions and cascade responses to prison and healthcare staff.

The PECS Generation 4 Business Change team will maintain regular contact and provide SPoCs, LSAs and prison and healthcare staff with materials to support their understanding of the changes via email and the monthly digital update (for prison staff).

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.