PRISON SERVICE ORDER NUMBER 6200

TRANSFER OF PRISONERS: INTER PRISON ESCORTS

1. Introduction

1.1. This Order describes the contracted out arrangements for inter prison transfers.

1.2. The contract has been awarded to Group 4.

2. Contents

Section 1: Introduction
Section 2: Contents
3. **Summary: How the New System will Work**

3.1. The contractor is required to undertake all inter prison movements except for those involving actual or provisional category A prisoners. The main categories of movement involved are listed at Annex A. All movements will be undertaken by cellular vehicle except where, in individual cases, this would not be appropriate, e.g. for medical reasons.

3.2. External escorts, such as moves to special hospitals, same day inter prison visits, weddings, funerals, bedwatches etc are not covered by the contract and remain the responsibility of establishments.

3.3. Movements will be completed the same day except in a very few cases.

3.4. Establishments will remain responsible for commissioning an inter prison move and for confirming that the prisoner concerned meets the admission criteria for the receiving establishment and will be accepted there. Each day the contractor will confirm to establishments the moves taking place the following day.

3.5. Routine inter prison transfers will normally take place on weekdays but the contractor is required to provide a service at weekends if necessitated by operational needs, for example in respect of overcrowding drafts or good order and discipline moves. Both of these types of transfer must be undertaken within twenty four hours of a request being made.

3.6. A flow chart showing the procedures to be followed is at Annex B.

4. **Booking Arrangements**

4.1. **MANDATORY:**
   i. bookings must be made using the approved booking form provided
   ii. bookings must be for named prisoners
   iii. the named prisoner must meet the acceptance criteria of the receiving establishment
   iv. the name of the person authorised to accept the prisoner at the receiving establishment must be entered on the booking form
   v. bookings must be sent by fax to the booking office
all bookings must be made by noon on Thursday for a transfer the following week

the receiving establishment must not refuse a prisoner whom it has agreed to accept and can lawfully hold

4.2. All bookings must be for named prisoners and must be made using the proforma at Annex C. Movement requests must be sent by fax and must be received by the contractor by noon on Thursday for moves required the following week.

4.3. Before placing a booking, the commissioning establishment must ensure that the prisoner to be moved meets the acceptance criteria of the receiving establishment and confirm that the latter will accept him or her. The name of the person at the receiving establishment who has agreed to accept the prisoner must be stated on the booking form. That person must have the authority to do so.

4.4. The purpose of this is to avoid cases where the receiving establishment refuses, for whatever reason, to accept a prisoner. The contractor has no powers to hold prisoners overnight and the Service is committed to preventing the avoidable use of police cells. Receiving establishments will not be permitted, therefore, to refuse to take in a prisoner that they have agreed to accept and can lawfully hold even in cases where it transpires that its receiving criteria are not fulfilled. Any prisoners in this category will have to be given accommodation until the problem is resolved.

4.5. Upon receipt of a booking request, the contractor will allocate it a unique reference number. Initial notification of the following week’s planned moves will be faxed to establishments by Friday morning each week. Final confirmation of each move and the anticipated time of collection will be faxed the day before it is scheduled to take place. The contractor will also provide estimated arrival times to receiving establishments.

4.6. Details of Group 4’s booking office are given in Annex D.

5. Long Distance Movements: Overnight Lodging

5.1. MANDATORY:

i. it is the sending prison’s responsibility to make the arrangements for an overnight hold in the area advised by the contractor

5.2. Movements will be completed the same day other than in the very small number of cases where an overnight hold is unavoidable.

5.3. If the transfer cannot be completed in one day the contractor will return the booking form by fax to the sending establishment and indicate approximately where in the country an overnight hold is required.

5.4. It will then be the responsibility of the commissioning establishment to make the necessary arrangements for an overnight stop and to confirm these details to the booking office using the proforma at Annex E. The contractor will notify
the full details of the journey the day before the move to the sending, holding
and final destination establishments.

5.5. Early warning to the contractor of a potentially long distance move is essential
so that the overnight hold can be arranged.

6. **Allocations**

6.1. **MANDATORY:**
   i, PMU allocations must be booked by name

6.2. All establishments receive an e-mail from PMU by Wednesday giving the
allocations for the following week. This will enable establishment to see the
total number of allocations on a single document; the contractor’s movement
faxes will only show moves intended for a specific day. The sending
establishment then books the transfer in the normal way (see booking
arrangements above).

6.3. The number of vacancies declared each week by establishments to PMU must
be accurate. If the number changes for any reason PMU must be notified
immediately. It will be PMU’s responsibility to advise the sending
establishment of any changes to planned allocations. The sending
establishment will then be responsible for amending or cancelling bookings to
the contractor’s booking office.

7. **Overcrowding Drafts**

7.1. **MANDATORY:**
   i, overcrowding drafts must be requested through PMU

7.2. Any establishment needing an overcrowding draft should contact PMU, not the
contractor’s booking office. Only PMU may authorise an overcrowding draft
and will complete an “overcrowding draft movement request” form in each
case. The contractor will liaise with both the sending and receiving
establishments to arrange collection and delivery.

7.3. The contractor must undertake overcrowding drafts within twenty four hours of
a request being made.

7.4. Misuse of the overcrowding draft facility may impact on the contractor’s ability
to meet other contractual commitments.

8. **Handover of Prisoners**

8.1. **MANDATORY:**
   i, each prisoner must have a PER completed before collection by the
contractor

8.2. All sending establishments must complete a Prisoner Escort Record (PER) in
respect of each prisoner being transferred. The PER must be ready for
collection by the contractor at the time of handover, together with the prisoner’s F2050 record and medical record (IMR).

8.3. The introduction of the PER does not remove the need for sending establishments to brief contractor’s staff about any security issues relating to the prisoners being handed over as this will help to ensure a safe and secure escort.

8.4. Prisoners must be searched prior to handover in accordance with the establishment’s approved searching programme.

9. Late Changes

9.1. MANDATORY:
   i, the contractor must be advised immediately about any changes to the prisoner information on the booking form
   ii, the sending establishment must record on the PER the name of the duty governor at the receiving establishment who has agreed to accept the prisoner whose details have changed
   
cancellations must be notified to the booking office immediately

9.2. Inevitably, changes will occur once bookings have been made by establishments which could impact upon the proposed transfer, for example to a prisoner’s status, to his medical condition or in his destination. It is essential that these are notified to the contractor’s booking office as soon as they occur in order to minimise problems on collection or delivery. Failure to do so may result in the transfer not going ahead.

9.3. The despatching establishment is responsible for ensuring that the prisoner still meets the admission criteria of the receiving establishment and that the latter remains willing to accept the prisoner concerned, notwithstanding the change(s). The person at the receiving establishment who confirms that the prisoner will still be accepted despite the changes must be of at least duty governor rank. That person’s name must be recorded on the PER by the despatching establishment before handover.

9.4. Once notified of any change(s), the contractor will advise whether the transfer can still go ahead or not on the planned date.

9.5. Cancellations of bookings must be notified to the booking office immediately so that unnecessary journeys are avoided, using the proforma at Annex F.

10. Property

10.1. MANDATORY:
   i, property must be within the volumetric control limits and be acceptable by the receiving and any overnight holding establishments

10.2. All transfers will be subject to the caveat that accompanying property is within the volumetric control limits specified in IG 104/95. In addition, the despatching
establishment must ensure that any overnight holding establishment and the final receiving establishment will accept the property accompanying the prisoner.

10.3. Any special items of property, for example caged birds, must also be notified in advance to the contractor. Property in excess of volumetric limits is unlikely to be transported by the contractor. It will then be the responsibility of the sending establishment to ensure its transfer to the receiving establishment.

11. Special Categories of Prisoners

11.1. MANDATORY:
   i, special care must be taken when booking transfers of prisoners who have a security warning, are difficult or dangerous, are vulnerable or have any special or medical needs

   full risk assessments must be undertaken

11.2. Special care will need to be taken in cases involving prisoners in respect of whom there is a security warning. Particular care must be taken with the movement of “E” list prisoners, Rule 43 or 46 prisoners and other prisoners who are vulnerable or have special needs. All relevant information must be on the booking form at the time the transfer is requested. In individual cases there may then need to be discussion between the contractor and establishment to ensure that the transfer can be effected smoothly.

11.3. Similar procedures will have to apply to moves involving difficult or dangerous prisoners. A risk assessment must be undertaken in all such cases by the despatching governor and an assessment made of the necessary staffing levels. The contractor will not transfer prisoners who require to be moved in body belts. Such transfers will remain the responsibility of establishments.

11.4. Good order and discipline transfers must be undertaken by the contractor within a maximum of twenty four hours of a request, including at weekends if necessary. It is open to establishments to decide to undertake such transfers themselves if they consider that they cannot wait for it to be undertaken within the timescale proposed by the contractor.

11.5. In every case it is the despatching establishment’s responsibility to ensure that the receiving establishment continues to be willing to receive the prisoner and must record on the PER the name of the authority at the receiving establishment who has confirmed willingness to accept.

11.6. When booking a transfer establishments must take particular care to ensure that both the receiving prison and the contractor are made aware of any medical or other factors which may create problems during the transfer. At the same time care must be taken to maintain medical confidentiality.

11.7. Prisoners who have been identified at risk of suicide/self-harm, managed under F2052 SH procedures, may be transferred by the contractor. It is essential that both the receiving establishment and staff dealing with the escort are aware that the prisoner is at risk and that appropriate precautions are in
place for the prisoner’s management during the escort. Normally a cellular vehicle will be appropriate for the transfer unless staff involved in the care of the prisoner at the sending establishment feel there are special factors which make such transport unsuitable for whatever grounds.

11.8. Women prisoners will normally be transferred using cellular vehicles unless the medical officer considers this to be inappropriate on medical or welfare grounds, for example because the prisoner concerned is heavily pregnant or has a young baby. In such cases the contractor is required to use non-cellular transport for the transfer.

11.9. The contractor will make appropriate arrangements for the hygiene needs of all prisoners during transfer.

11.10. Juvenile prisoners will normally be transferred using cellular vehicles unless the medical officer considers this to be inappropriate on medical grounds.

12. Reception Times

12.1. MANDATORY: Reception opening and closing times must not be changed

12.2. The contract does not require any changes to the opening days or times of receptions at establishments. The contractor will not normally attempt to collect prisoners for transfer from establishments until court discharges have been finished. However, establishments will be expected to be as flexible as possible over reception closure times in the evenings in order to prevent lockouts and to avoid the use of police cells. Reception closure times may not be brought forward without agreement between the Area Manager and the Head of PECS.

13. Compliance and Monitoring

13.1. As required under the Criminal Justice Act 1991, as amended, the contracted out arrangements will be overseen by a prisoner escort monitor, assisted by a deputy monitor. Their names, addresses and contact details are given in Annex G.

13.2. Their task will be to ensure that the contract is performed to the specified standard and generally to monitor the contractor’s performance. In addition, they will help to resolve problems between the contractor and establishments and be the contact point for complaints, from whatever source, about the contract. Their remit also requires them to undertake investigations into serious incidents or complaints.

13.3. Establishments must notify the monitor or deputy monitor of any perceived service failure by the contractor at the time it occurs and provide full details. This will enable consideration to be given to the application of penalty points under the contract and, where necessary, to the recovery of any additional costs incurred as a result, for example for the use of police cells.
13.4. The quality of the service to establishments which the contractor is able to provide will depend in part on the compliance by establishments with the mandatory actions required of them by this Order. Compliance failures or problems may, for example, delay the delivery of prisoners to receiving establishments, causing problems for their receptions.

13.5. Failure to comply with any of the requirements of this Order may result in the establishment concerned being charged any resulting additional costs that are incurred, for example for the use of police cells. The decision whether to recover any such additional costs incurred from establishments will be taken by the Area Manager.

14. **Lay Observers**

14.1. MANDATORY: establishments must permit Lay Observers to observe the handover of prisoners and their loading or unloading.

14.2. Under the enabling legislation Lay Observers have a duty to inspect the conditions in which prisoners are held and transported. Lay Observers are appointed by the Secretary of State and are equivalent to Boards of Visitors in prisons.

14.3. Their principal focus is court escort contracts but their remit will also extend to the inter prison transfer contract. Establishments will, therefore, be approached from time to time to permit Lay Observers to observe the handover and the loading and unloading of prisoners who are being transferred. Establishments must facilitate such visits. They are unlikely to arise more than three or four times a year. Lay Observers will be expected to make appointments at times which, whilst enabling them to discharge their statutory responsibilities, are also most convenient for establishments.

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**ANNEX A**

**INTER PRISON TRANSFERS CONTRACT**

**OTHER POINTS RAISED**

<table>
<thead>
<tr>
<th>Women Prisoners</th>
<th></th>
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<tbody>
<tr>
<td>• Non cellular transport for heavily pregnant women and mothers with babies.</td>
<td>• Accepted. Alternative transport has to be provided when cellular vehicles inappropriate.</td>
</tr>
<tr>
<td>• Disadvantaged compared to male prisoners, longer journeys because of smaller female estate and because</td>
<td>• Cellular vehicles for women and mixing of prisoners in transit long-standing, agreed practice. Recently reaffirmed as acceptable</td>
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<tr>
<td>Juveniles</td>
<td>Good Order and Discipline Moves</td>
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<td>--------------------------------------------------------------------------</td>
<td>---------------------------------</td>
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<tr>
<td>• Their special needs require addressing in the contract based on lessons</td>
<td>• Yes. Would be helpful to have some</td>
</tr>
<tr>
<td>learned from court escort operation.</td>
<td>indication of likely volume. ITT data</td>
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<tr>
<td></td>
<td>identified virtually none during the survey</td>
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<td></td>
<td>period. Presentations indicated</td>
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<td></td>
<td>overwhelming acceptance of this as</td>
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<td></td>
<td>satisfactory. 24 hours is maximum;</td>
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<td></td>
<td>contractor will be able to respond more</td>
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<td></td>
<td>quickly in most cases. Establishments may</td>
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<td></td>
<td>wish to undertake particularly urgent moves</td>
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<td></td>
<td>themselves rather than wait for the</td>
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<td></td>
<td>contractor.</td>
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<td></td>
<td>• Similar considerations as apply to women</td>
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<td></td>
<td>prisoners about use of cellular vehicles. Will</td>
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<td></td>
<td>hold meeting with Young Offenders Group to</td>
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<td></td>
<td>ensure Group 4 operational procedures as</td>
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<td>far as possible meet concerns.</td>
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<tr>
<td>• Volumetric control limits should not be applied.</td>
<td>• Some local variations have developed to</td>
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<td></td>
<td>volumetric control limits. However, best to</td>
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<td></td>
<td>adhere to limits, at least to begin with, to</td>
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<td></td>
<td>minimise operational problems and delays</td>
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<tr>
<td></td>
<td>for receiving establishments. Scope for</td>
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<tr>
<td></td>
<td>relaxation can be reviewed after few months</td>
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<td></td>
<td>of experience.</td>
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<td>• Priority of IPT transfers versus court discharges when IPT long distance.</td>
<td>• Must be right generally to do court</td>
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<td></td>
<td>discharges first. Contract assumes this will</td>
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<td></td>
<td>be norm. Flexibility in individual cases not a</td>
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<td>problem if agreed between contractor and</td>
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<td></td>
<td>establishment but should not be to detriment</td>
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<td></td>
<td>of court arrival time.</td>
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<tr>
<td>• Hygiene needs/comfort stops.</td>
<td>• Comfort stops are contractual requirement.</td>
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<td></td>
<td>Group 4 will be required to cover hygiene</td>
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<td></td>
<td>needs in their operational procedures. Will</td>
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<td></td>
<td>set up meeting with Women’s Policy Group</td>
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<td>to discuss the content.</td>
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<td>• Some local variations have developed to volumetric control limits.</td>
<td>• Some local variations have developed to</td>
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<td>for receiving establishments. Scope for</td>
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<td>relaxation can be reviewed after few months</td>
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<td>relaxation can be reviewed after few months</td>
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<td></td>
<td>of experience.</td>
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<tr>
<td></td>
<td>• Provision at weekends.</td>
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</tbody>
</table>
- Use of body belts and medical support.
  - Contractor will move prisoners in body belts if required by establishment. But loading and unloading must be done by establishments. Such cases, which will be few and far between, will require close consultation between contractor and establishment and a full risk assessment. The key to the belt must go with the escort. Contractor required to provide medical support but has suggested it might be more sensible for sending establishment to provide this and for the costs to be reimbursed by the contractor. Interested to have views.

**Vehicles**

- Retention of existing vehicles.
  - Assumption is that most will be sent to Branston for disposal, but, ultimately, a matter for establishments. Open to them to retain some, or even all, if they wish to do so and can justify this to managers.

**Overnight Holds**

- Who defines what constitutes a long distance move.
  - The contractor, based on his routing and scheduling software which will tell him whether the journey can be achieved in one day.
  - Not so. The contract is fixed price and no additional costs would be incurred as a result of this. Overnight stops will be minimal in any case (not expected to be more than 10 to 20 per week).

- Potential for increased costs if the location of overnight stop causes longer journey than would otherwise be the case.

**Collections**

- Will contractor allow 15 minute time window for collection if prisoner not ready?
  - No. Contractor will depart immediately if prisoner not ready. This is essential to avoid delays and hence problems at receiving end. Strictness on this is in the interests of establishments.

**Allocations**

- Faster turn round of low security prisoners by some OCA units to
  - Agree important to avoid unnecessary overcrowding drafts since they should be
**Prevent Population Build-up**

Prevent population build-up and, hence, preventable overcrowding drafts. Strictly controlled. However, this was not seen as a major issue during area presentations. Population pressures lower than in recent times. Also, would expect over time a pattern of the work to emerge which could take into account the possible need for regular decants of this type at some locations and which could be built into planning by Group 4, working with local governors.

**Receiving Criteria**

- Include in PSO.

- Difficulty for receiving establishments in cases of an unacceptable prisoner they have had to take in overnight since they may no longer have vehicles or resources to take him to somewhere more suitable.

- Not intended at this stage since not readily available in suitable form at present. If this is addressed quickly, willing to add as an annex if this would be helpful. However, the prevention of errors and abuse has to rest with establishments.

**Contract Terms**

- PSO minimises risk to contractor.

- Provision of contract to establishments.

- Not so. Rather, PSO designed to address current problems so that the best possible service can be provided. Contractor will be penalised for all performance failures.

- Intend to provide Op Spec and other relevant information. Can do so either directly to establishments or just to Area Managers.

**Lifers**

- Is earlier notice of a move permissible?

- Yes.

**E-mail**

- Fax old hat. Use e-mail.

- Understand private sector access to PS network disallowed on grounds of security of information and fear of viruses. Willing to flag up as potential Quantum issue.
ANNEX B

INTER PRISON ESCORT PROCESS FOR THE SENDING ESTABLISHMENT

SELECT NAMED PRISONER FOR TRANSFER
INCLUDING PMU ALLOCATIONS

CHECK PRISONER MEETS CRITERIA OF RECEIVING ESTABLISHMENT

OBTAIN NAME OF PERSON WITH AUTHORITY TO ACCEPT PRISONER
AT THE RECEIVING ESTABLISHMENT

COMPLETE THE BOOKING FORM

FAX BOOKING FORM TO BOOKING OFFICE
BY NOON THURSDAY FOR MOVES NEXT WEEK

IF JOURNEY CAN BE COMPLETED IN ONE DAY

MOVEMENT FAX ISSUED BY CONTRACTOR
TO SENDING AND RECEIVING ESTABLISHMENTS ON DAY BEFORE MOVE

CONTRACTOR COLLECTS AS SPECIFIED IN MOVEMENT FAX
AND DELIVERS SAME DAY

IF TRANSFER CANNOT BE COMPLETED THE SAME DAY
SENDING ESTABLISHMENT ARRANGES OVERNIGHT HOLD AND NOTIFIES
CONTRACTOR

MOVEMENT FAX ISSUED BY CONTRACTOR TO SENDING, RECEIVING AND HOLDING
ESTABLISHMENTS ON DAY BEFORE MOVE

ANNEX D

GROUP 4 BOOKING OFFICE

Tel: 0116 286 7448

Fax: 0116 286 7456
ANNEX G

CONTACT DETAILS FOR MONITOR
AND DEPUTY MONITOR

Graham Wilson
Inter Prison Escort Monitor
Prisoner Escort & Custody Services
Room 516, Advance House
Block A, Whitgift Centre
Wellesley Road
Croydon CR0 2AG

Tel: 0181 760 1775
Fax: 0181 760 1798

Colin Simpson
Inter Prison Escort Deputy Monitor
Prisoner Escort & Custody Services
East Lane House
PO Box 12
East Lane
RUNCORN
Cheshire  WA7 2GJ

Tel: 01928 796001
Fax: 01928 796003