

Justice and Immigration (J&I)

Division: UK and Europe

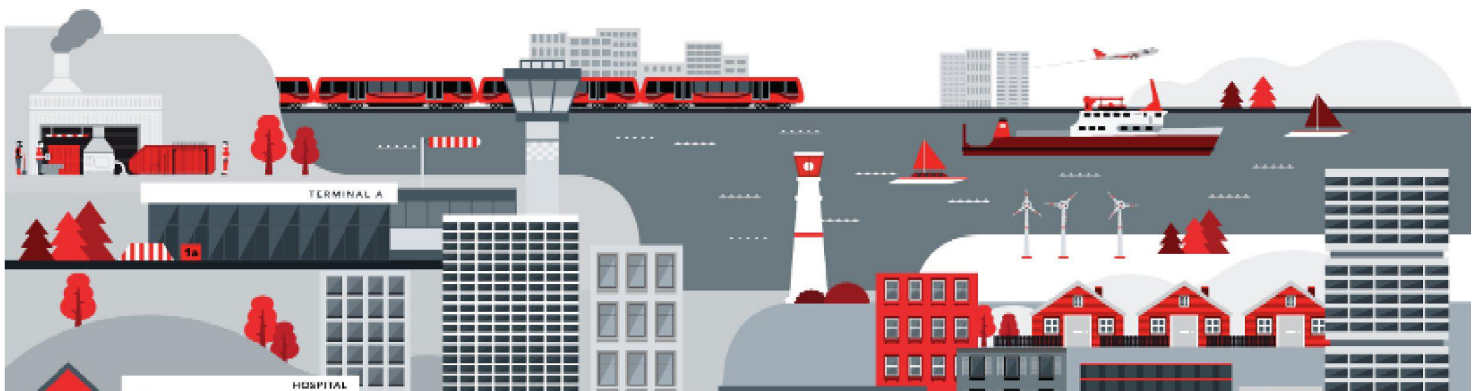
Serco Immigration Security Strategy (SISS)

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Business Operations Director

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Chair AD Security Forum



J&I Immigration Security Strategy (SISS)

The Immigration Security Strategy is the core framework that each establishment will be imbedded into each Serco Immigration establishment. It also provides a framework for local instructions allowing each IRC to have a customised Security Document that matches the exact needs of their IRC whilst achieving the mandatory outcomes.

Functions

- F1 – Control and Order
- F2 – Searching
- F3 – Intelligence
- F4 – Control of Internal Movement
- F5 – Security Management
- F6 – External Escort
- F7 – Nights
- F8 – Risk Assessments and Management of Tools
- F9 – Visits
- F10 – Information Technology
- F11 – Extremism Management
- F12 – Corruption Prevention
- F13 – Vetting
- F14 – Pre-Departure Accommodation

All the information contained within the Custodial Serco Immigration Security Strategy is restricted; subsequently any copying or printing of any part of the contents is restricted.

You are permitted to copy or print any forms linked to the site; however, you are reminded that they still have restricted use to the areas they appertain to.

Function 1

CONTROL AND ORDER

SISS No. SISS Title

1.01 Body Worn Video Camera (BWVC)

1.02 Use of Force, Removal from Association & Temporary Confinement

1.01 Body Worn Video Camera (BWVC)

INSTRUCTIONS FOR BODY WORN VIDEO CAMERA (BWVC)

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY AND INTELLIGENCE

PURPOSE To give staff the legislative framework and operational guidance to support the use of Body Worn Video Camera

REFERENCES

Serco Policy – Body Worn Video Camera V0.2

Staff Guidance BWVC

Staff Guidance BWVC – Form of Words to Be Used

H&S Risk Assessment BWVC

BWVC Info Sheet

BWVC FAQs

The use of BWV devices complements the use of other video and digital evidence gathering devices within the Centre. These Procedures should be considered a minimum standard for the use of BWV devices.

These procedures have been designed with regard to the current legislation and guidance for the use of overt video recording.

SYSTEM All images and audio recorded are the property of the Home Office and must be retained in accordance with existing data retention and destruction policies [ref 14] They are recorded and retained for official purposes and must not be shown or given to unauthorised persons. It is not possible to list who would be authorised, but would include Government officials, senior Centre staff, Police Investigating Officers, prosecutors and defence lawyers for example. In all cases such actions must be lawful, necessary, proportionate and justifiable.

Operational Considerations

BWVC will allow a more detailed examination of the antecedents to, and management of, incidents, and particularly those which may have resulted in the use of force. It will therefore be a useful means to record material and for

demonstrating transparency in respect of the actions undertaken, or not undertaken, by the operator, other members of staff and detainees.

The use of BWVC must always be justifiable, proportionate, necessary to the situation at hand and be 'incident specific'.

BWVC should be used:

- when an operator has exercised, or may be required to exercise, force against a person or persons;
- when the operator is involved in a pre-planned physical intervention and approval for the use of BWVC has been granted;
- when an operator believes an interaction presents, or is likely to present, a risk to the safety of the operator, other members of staff, detainee or other persons present;
- When a member of staff considers the use of BWVC to be a necessary and proportionate means of recording any other interaction or event, including accessing detainee accommodation or any other area alone with detainees where CCTV coverage is not present.

BWVC must not be used:

- to film covertly;
- to record general work practices;
- to record interactions without specific cause;
- to record the first accounts of victims and / or witnesses at incidents in order to avoid inadvertently conducting an Achieving Best Evidence (ABE) interview;
- to record the conduct of any type of search, except where this takes place in detainee accommodation or any other area alone with detainees where CCTV coverage is not present.

If the wearer of BWVC equipment is involved in any form of incident or event where filming would normally be initiated, but such filming does not actually take place, they should detail the reasons for their decision not to film in their accompanying written statement. The most likely reason for filming not being carried out is that the incident concluded before activation of BWVC was possible.

Commencement of Recording

When involved in any incident which would normally cause BWVC to be activated, operator should commence recording at the earliest possible opportunity in order to maximise the material captured on the equipment. For example, it would be useful for BWVC to be activated immediately on responding to an incident over the radio system, allowing the recording of information received whilst en-route to the scene and on arrival.

The principle to bear in mind is that it would be better to have recorded the material and to not subsequently need it, than to have not recorded it and to later find that BWVC material would have been useful.

Operators must be mindful that the use of BWVC does not replace existing requirements, procedures or policies in respect of written statements. For example, Use of Force documentation must always be completed following any use of force and must include the statement element of the document. BWVC footage, therefore, complements rather than replaces existing reporting mechanisms.

During Recording

Operators must ensure that BWVC will only be used as an overt recording mechanism. Therefore, when operators activate their BWVC they will, as soon as is practically possible and when safe to do so, make a clear verbal announcement that the recording of both audio and visual images is taking place. A standard form of words covering these points should be used for commonality wherever possible (BWVC Tool Kit contains further information).

It is helpful for an operator to provide a running commentary throughout the course of the incident from the moment the BWVC equipment is activated. This could be used to explain the nature and location of the incident or the reason(s) why the recording has been activated. It could also, for example, be used to record concerns not recorded by the camera such as smells and events taking place outside of the camera angle.

Recording should, where practicable, be restricted to those individuals and areas where it is necessary in order to obtain material relevant to the incident or event. It is important that operators minimise intrusion on those not involved in the incident wherever possible. However, this should not be at the expense of not obtaining enough coverage of any incident.

There are areas where there is a higher than usual expectation of privacy, such as in toilets, shower areas, changing rooms, search areas, visits and medical treatment rooms. When considering the use of BWVC in these areas, operators must bear in mind the increased justification which might be required in respect of intrusion into the privacy of those being recorded. Operators should be aware that the use of BWVC in places of worship, for example, might appear disrespectful and could cause an adverse reaction. It is important, therefore, that Notices to Detainees clearly state the requirement to film where circumstances require it.

Any recording should normally be uninterrupted from the beginning of the incident until the end.

In cases where post-incident procedures are taking place or are likely to take place, operators should continue to record material.

There may be circumstances, however, where selective filming of parts of an incident or event may be necessary. This is most likely to occur at lengthy incidents where there may be periods of inactivity, or because of the need to isolate confidential details (such as victim or witness details) from other footage. Operators should be aware that such filming could lead to a potential challenge if care is not exercised, and justification must always be detailed in the accompanying written statements. Prior to any temporary suspension of recording the operator should make a verbal announcement explaining the reason(s) for the suspension. On recommencing recording, the operator should again announce to those present that audio and visual recording has restarted.

There may be occasions when audio and visual recording is inadvertently stopped during an incident, such as the BWVC being knocked or turned off during the course of a struggle, technical failure or the view of the camera and / or microphone becoming obscured, for example. Where this occurs, and operators identify it, recording should recommence as soon as possible and a supporting explanation provided, and/or a reference made to this in any written statement.

Once a recording has been completed, the data must be retained and handled in accordance with the DPA-compliant policy and procedures of the relevant IRC.

Ceasing Recording

In the same way that an operator will usually record their decision to activate BWVC, the decision to cease recording will also be recorded. In making this decision, operators should be satisfied that the risk of not capturing further helpful material is minimised.

Under normal circumstances, operators should cease recording when:

- **Detainee request** - A detainee requests that recording stops and gives reasonable grounds for doing so on the basis of confidentiality, decency or other sensitive issue.
- **Decency** - The user assesses that it is inappropriate to record on the grounds of decency, dignity or emotional upset.
- **Nudity and scenes of a sexual nature** - Recording can never be justified.
- **Legal privilege** – Users must be careful to respect legal privilege and must not record material that is or is likely to be subject of such protections.
- **Religious practices** - Where a resident or visitor is engaging in religious practices.
- **Bathrooms facilities**- In any detainee, visitor or staff bathroom or toilet facility.
- **Staff rest areas**- In any designated staff rest area or restaurant.
- **Designated 'Staff Development areas'** - there are occasions where users may wish to speak in confidence on developmental issues or confide in colleagues on matters of personal welfare. 'Staff Development Areas' have been provided for this purpose. Recording should be stopped on entering these areas.
- **Explosive devices** - like many electrical items, BWV cameras could cause electrostatic interference which may trigger explosive devices. Therefore,

BWV equipment must not be used in an area where it is believed that explosive devices may be present.

- **User discretion**- The above list is not exhaustive, and it is recognised that there may be unforeseen circumstances where it is inappropriate to continue recording. The overriding principles of recording should prevail, and users must be prepared to justify any decision not to record.

Operators may open themselves to criticism or challenge if they cease recording too early or whilst an incident is still ongoing. Therefore, recording should continue until it is clear that the points above are satisfied, either by operators recording themselves leaving the scene or by making an announcement that a different recording system has taken over, for example.

If in any doubt, operators should continue to record until instructed otherwise.

Dealing with Objections to Being Filmed

Any objection by a detainee to the use of a BWVC being used to record should be addressed at the time by the operator with a clear and concise explanation why the recording is taking place. The operator should explain to the detainee(s) the benefits of recording the encounter; this may include highlighting the fact that BWVC provides safeguards to both parties by providing an accurate record of any actions and/or comments made. The operator could also explain that non-evidential material is only retained for a maximum of 30 days, that the BWVC material is stored securely and cannot be disclosed without specific reason and authorisation.

If a detainee continues to object to being recorded, then the operator should make a decision based on the circumstances of the incident or event. Stopping filming at the request of a detainee or detainees would, however, be an exceptional occurrence and the normal policy would be to continue to film and to record the detainee's objection both on film and in any subsequent written statement.

Operators may be approached by a detainee who requests that their encounter, or a particular situation, is recorded even if the operator does not feel that there is any valid reason for doing so. Unless there are clear reasons to do so, the operator should record this encounter on paper and explain to the detainee requesting the recording the reason(s) why BWVC will not be activated.

Legal Privilege

Legal privilege protects the confidentiality between individuals and their legal representatives and covers written documentation as well as discussion. It is an absolute right and once established cannot be overridden except in very limited circumstances.

Users of BWVC must ensure that legal privilege is respected and must not record material that is, or is likely to be, subject to protection unless exceptional circumstances apply.

Professional Standards

If an operator attends an incident and is recording using BWVC then the entire incident should be recorded.

Users should not intentionally obscure the camera lens, or fail to record all, or part, of an incident by turning away without good cause. Managers should consider whether such actions, including the misuse of the software, may render the operator liable to internal disciplinary action.

CCTV and BWVC footage is operated and viewed for the purposes of security, safety and good management. It is not Serco policy to use CCTV or BWVC footage to specifically monitor staff performance. However, we reserve the right to submit CCTV/BWVC evidence that may have been recorded during the normal operation of the system to substantiate allegations of criminal activity, misconduct or behaviour which may put staff and detainees at risk.

Intelligence Gathering

BWVC material may be used for intelligence purposes provided it is being retained for an evidential reason or judicial proceedings are reasonably anticipated.

Where BWVC material has been recorded and there would otherwise be no reason to retain the material, or no judicial proceedings are anticipated, then this material should be deleted in line with all other non-evidential material. It should not be routinely kept solely for intelligence purposes. The standard BWVC retention period is for 120 days.

There may be exceptional circumstances where retention is required beyond 120 days for intelligence, evidence or identification purposes. In such cases a member of the IRC's Senior Management Team must: complete the required risk assessment detailing the necessity and proportionality of keeping the material in order to justify doing so. This should include;

- why the circumstances are exceptional.
- why retention is necessary and proportionate.
- a regular review of material at intervals no greater than 120 days.
- documenting the rationale for continued retention.

As soon as it is no longer assessed as necessary or proportionate to retain such material then it must be deleted in accordance with all other non-evidential material.

Diversity Issues

BWVC can be intrusive and the provisions of the ECHR should be carefully considered.

Users must consider the needs of all persons involved in incidents and take steps to ensure that no group or individual is disadvantaged by the use of BWVC.

Where any concern is raised by those present, BWVC operators should consider whether less intrusive means of recording incidents may be appropriate, such as distancing themselves from the immediate scene or having an 'audio only' record, for example.

Allegations, Complaints and Investigations

Allegations and complaints received from detainees, other members of staff or visitors regarding the conduct of any operator should be dealt with in accordance with the IRCs' own procedures as appropriate.

BWVC operators should inform the appropriate managers of the presence of a BWVC recording at an early stage so that a decision can be made whether and how any material will be used.

Any investigating member of staff will, with the necessary authority, be able to review the BWVC material, if available, for a period of up to 30 days after recording. If the incident has been marked for retention, then it may be viewed beyond this 30-day period.

BWVC material may be shown to any complainant and noted in the relevant record. However, only that material relating to an incident that is the subject of the complaint should be reviewed and consideration should be given to obscuring non-connected persons.

BWVC material may be saved to digital video disk (DVD) or USB and retained until the complaint and appeal routes are closed.

BWVC can be used to support any criminal investigation in accordance with existing procedures.

Security considerations

BWVC equipment should be held safely and securely in the establishment's identified, suitably secure area where access can be controlled. Only approved BWVC equipment should be used.

Operator Responsibilities

Only trained and authorised operators should have access to or carry BWVC equipment

On issue, the operator must inspect the BWVC equipment to ensure that there is no visible damage, that the equipment is working correctly and that it is set to 'standby' mode ready for use. This means that the camera will have one of the two lights on top of the camera lit up in green.

Individual operators are responsible for the safekeeping of BWVC while in their possession. The equipment must not be left unattended and is to remain in the possession of the operator until returned to the docking system. BWVC should not be handed over to other members of staff to use without first being returned into the docking station.

Any damaged or non-functioning equipment should be reported, and corrective action taken. Operators should know that if their BWVC has two red lights on top then the battery is running low or there is a fault and it should be returned to the docking station.

Accountability

BWVC equipment will be issued on entry to both sites. Issue is self-service from the wall mounted docking stations, and staff will use their ID cards to gain access to a camera. Once the numbered camera is issued to a member of staff the camera becomes a personal issue to them, and when it is returned to the docking station it will automatically download any footage for that period it was allocated to that member of staff. (any faults will be reported to IT). The Duty Manager will carry out 3 BWC checks over a 24hr period AM, ED and in night state. They will then countersign to state that they are satisfied all BWVC are accounted for. Should any piece of hardware be reported missing, the Duty Manager will contact the member of staff signed out to, and if the hardware can still not be located will contact the Assistant Director Security and the Duty Director out of hours.

1.02 Use of Force, Removal from Association & Temporary Confinement

INSTRUCTIONS FOR *USE OF FORCE, REMOVAL FROM ASSOCIATION & TEMPORARY CONFINEMENT*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY AND INTELLIGENCE*

PURPOSE To give staff the legislative framework and operational guidance to support the use of Body Worn Video Camera

REFERENCES *Detention Centre Rules 40, 41 & 42*

PSO 1600

DSO 02/2017 – RFA & TC

SYSTEM

Use of Force

Within the duties of a Detention Custody Officer there may be a requirement for staff to use Control and Restraint (Adults) or MMPR (Minors). There will be varied reasons as to why an Officer may have to use force within their role which may include:

- Prevention of self-harm
- Prevention of damage to property
- Preservation of life
- Facilitate a lawful order
- Facilitate removal directions
- Prevent escape

Staff should use only approved training techniques as per use of force manual 2015, as outlined in *PSO 1600* and only use force if they:

- Honestly perceive that the use of force is **necessary** in the circumstances
- The degree of force is **reasonable** in the circumstances
- **No more force** than is necessary shall be used
- The use of force is **proportionate** to the seriousness of the circumstances.

Recording of Use of Force Incidents

It is the policy of Serco IRCs/PDA that all planned incidents involving residents and a potential or actual use of force will be recorded using a handheld video recorder. It is possible that any incidents may be subject to review or investigation by both internal and external organisations, and as such, all incidents must be managed and recorded with complete transparency. The recording will include the staff briefing,

negotiations with the resident, the use of force, the (post incident) dynamic assessment carried out by a healthcare professional and a post incident debrief.

An effective briefing is one of the most important elements to the planning process and should be well thought out and regarded with the utmost importance. The delivery of a briefing should be:

- *Simple – Keep language simple; do not over complicate the information. Never assume that people understand what abbreviations are and remember that you are speaking to a camera. Those viewing the footage may not understand detention centre vocabulary and abbreviations.*
- *Clear – The team need to be given clear instructions on what their specific role will be during the incident and the route that will be taken for relocation.*
- *Relevant – Focus on the situation and only pass on instructions and information relevant to the incident. Ensure that all relevant personnel are in attendance including staff identified to use force if necessary and medical staff. Staff that are not relevant to the incident will not be in attendance throughout.*
- *Agreed – Ensure that there is an agreed understanding with the team.*
- *Planned – Be clear on the incident plan and ensure the briefing is structured in a simple and logical manner. This does not have to be a long drawn out process, just a moment to allow thoughts to be gathered.*

By achieving these key markers, a briefing can be delivered in such a way as to not allow any ambiguity and reduces the opportunity for misunderstanding amongst the team.

Further to this, there is a format that managers should follow when briefing staff for the purpose of managing a planned incident:

- Ensure the camera has enough memory space and battery power to cover the length of the briefing and incident.
- Allocate the task of operating the video camera only to staff known to be competent in its use.
- The manager must commence the briefing by introducing themselves, giving name, position/rank, time and date
- The manager is to give a quick introduction as to the nature of the briefing including a summary of the antecedents, for example, *I have assembled a team for the purpose of removing detainee A Smith from room 100 on A Wing. Mr Smith has been served with Removal directions and has refused to leave the wing, she has a history of violence and has assaulted staff whilst at Gatwick IRC/PDA. The use of force has been authorised to assist in her removal.*
- Medical staff should arrive prepared and state any relevant concerns that the team may need to consider as part of the relocation, notably if using force.
- The manager should then indicate to the camera; *this briefing is being given to the following team.* At this stage the camera must be pointed at every person present for the briefing who must state their name, position/rank, confirm that

they are in ticket for control and restraint and if they have any injury. If there are no injuries then the team member must state, *no injuries*.

- The camera operator will also introduce themselves to the camera by speaking into the camera and giving the same information as the rest of the team.
- The camera will then be refocused on the manager of the incident who will give a full and detailed briefing ensuring the following is outlined:
 1. The location of the resident(s).
 2. The planned method of approach. (Are the team going to enter first or will the manager attempt further negotiation. Do the team use force on the manager's instruction or only react if the resident is violent)
 3. If the incident involves a removal to another location, which route is the team to take to the (identified) alternative location.
 4. The actions to be taken once arrived in the new location.

A reminder of key tasks, such as the responsibility of the person controlling the head. They are in control of a three-person team and should exercise that control through

5. Clear orders and instructions. The manager is to oversee the incident, not the application of control and restraint.
6. Reporting responsibilities.
7. Care and Welfare issues (where applicable) for both staff and residents.

These are general points that are likely to be included in most briefings, however this list should not be considered to be exhaustive. Different situations may bring with them specific issues that should also be included into the briefing.

Negotiations and Use of Force

On completion of the briefing, the camera operator will accompany the lead person to the location of the resident. The manager will advise the camera operator to start recording upon the commencement of discussions with the resident. The operator must:

- Take as wide a focus as possible and attempt to ensure that the manager and the resident are in shot.
- Ensure that the microphone is clear to promote good sound quality.
- Listen to the instructions of the manager and make sure they do not obstruct the discussions by keeping a position that is as less invasive where possible.

Where discussions cease and use of force is applied, the same principles must be adopted and in addition:

- Maintain a safe distance and do not obstruct the use of force team.
- Ensure a wide focus is kept that will always keep the team and the resident in shot.

The recording must follow the team and the resident to the point of relocation.

Note: Duty Managers and DCMs should ensure that in cases where force is used that medical staff in attendance are given opportunities to assess the medical condition of residents where safe to do so. Any assessments should be clearly visible and audible on camera.

Recording Post Incident

Post incident the camera operator will accompany the healthcare professional as they carry out an initial assessment. It is important that the operator be aware of resident decency and should the healthcare professional need to make a full examination, then consideration should be made as to the dignity and decency of the person being examined.

Any de-brief must be recorded as part of the incident and once complete an incident report must be completed and handed to the Duty Manager. The footage will automatically save to the camera once the stop button is activated on the camera and it is stored on the SD card.

The manager supervising the incident, will be required to notify the IT department via email with the details of the incident such as date, time and CID number of the resident(s) involved.

The IT department must also be notified by the Security Department of anybody worn cameras used. The IT department must ensure that all body worn cameras present have the content download for evidence purposes.

The supervising manager should assure themselves that the briefing, incident and de-brief are captured on camera to ensure that IT department can download the incident footage without issue.

The IT department will then upload the footage to the hard drive where all managers can view the footage via their log ins.

Law Governing Use of Force

Staff must ensure that when using Control and Restraint, they conduct this within the boundaries of the law in which allows staff to use it.

The laws and policies in which Control and Restraint are governed are:

- Human Rights Act (1998)
 - Article Two: The right to life.
 - Article Three: Prohibition from torture, inhuman or degrading treatment
 - Article Eight: The right to respect for private and family life.
- Common Law:
 - The common law has always recognised a person's right to act in defence of themselves or others and has established a principle of "duty of care".
 - The use of force must be based on an honestly held belief at the time of the incident it is necessary.
- b. Criminal Law Act (1967) section 3(1):

'1) Any person may use such force as is reasonable in the circumstances in the prevention of a crime, or in the affecting or assisting in the arrest of prisoners or suspected prisoners unlawfully at large.'

Prison Service Order (PSO) 1600 Use of Force policy, PSI 30/2015 which states that Use of force must be:

- Honestly perceived that the Use of Force is necessary in the circumstances
- The degree of force used is reasonable
- The force used is proportionate to the seriousness of the circumstances
- No more force than was necessary was used

Detention	Centre	Rule	41
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<http://www.legislation.gov.uk/ukxi/2001/238/article/41/made> which states:

- An officer dealing with a detainee shall not use force unnecessarily and, when the application of force is necessary, no more force than is necessary shall be used.
- No officer shall act deliberately in a manner calculated to provoke a prisoner.

Staff must be aware that they are accountable for their actions with regards to the Use of Force.

The footage will remain on the hard drive archived, with general housekeeping of this archive maintained by the IT department. All recorded footage must not be deleted, unless copied onto disk and stored.

Use of Force Committee Meetings

The purpose of the Use of Force (UOF) committee is to ensure that at least one use of force a month is reviewed by a multi-disciplinary group to ensure that the force is appropriate, in line with guidance, any learning points are identified and that best practice is noted and shared. This process helps to protect both Residents and staff from poor practice.

Any best practice as well as learning points will be recorded against the staff member to ensure the highest of standards are maintained.

The Use of Force Committee Meetings will have a standing agenda outlined in the Terms of Reference below:

Required Attendees:

Contract Director
 Assistant Director Security (Chair)
 Security DCM
 HOIE Manager
 Assistant Director Residence
 Assistant Director Governance
 IMB Representative
 NHFT Healthcare Manager
 Control and Restraint Co-ordinator

Aim

- To review use of force trends and data and assign actions to improve best practice in the use of force.

Method

- Analysis of data collation and trends as deemed appropriate by the committee for use of force incidents
- Review of one use of force incident from the previous month
 - CCTV/Bodycam footage viewed and discussed
 - Completion of corresponding Use of Force Reports reviewed and discussed

Agenda Items

1. Welcome and Apologies
2. Minutes of Last Meeting
3. Review of UOF incident
4. AOB

Removal from Association & Temporary Confinement

Please refer to the establishment SOP for RFA & TC arrangements where care & separation units will vary from site to site.

Function 2

SEARCHING

SISS No. SISS Title

- 2.01 INTRODUCTION TO THE SEARCH STRATEGY
- 2.02 SEARCHING – INTELLIGENCE LED SEARCHING
- 2.03 DEALING WITH PERSONS SUSPECTED TO BE INVOLVED IN CRIMINAL ACTIVITY
- 2.04 DETAINEES – THEIR PROPERTY AND ACCOMMODATION
- 2.05 SEARCHING STAFF
- 2.06 SEARCHING VISITORS
- 2.07 SEARCHING VEHICLES
- 2.08 SEARCHING, RECEPTION AND DETAINEE PROPERTY
- 2.09 SEARCHING CARE AND SEPARATION UNIT
- 2.10 SEARCHING PAID ACTIVITY
- 2.11 PERIMETER CHECKS
- 2.12 SEARCHING DETAINEE MAIL
- 2.13 SEARCHING GOODS AND PROPERTY IN AND OUT
- 2.14 SEARCHING GYM AND INTERNAL COURTYARDS
- 2.15 SEARCHING CONTRACTORS
- 2.16 ACCOMMODATION FABRIC CHECKS
- 2.17 LOCK DOWN SEARCHING
- 2.18 Searching-Technique-FULLSEARCH
- 2.19 Searching-Technique- ROOM SEARCH
- 2.20 Searching-Technique-TECHNICAL AIDS
- 2.21 Searching-Technique-RUB DOWN LEVEL A FEMALE
- 2.22 Searching-Technique-RUB DOWN LEVEL A MALE

- 2.23 Searching-Technique-RUB DOWN LEVEL B FEMALE
- 2.24 Searching-Technique-RUB DOWN LEVEL B MALE
- 2.25 Searching – Staff Power of Search
- 2.26 Searching-Religious or Cultural Headwear
- 2.27 Searching-Religious Considerations When Searching with a Dog
- 2.28 Searching-Religious Books and Artefacts
- 2.29 SEARCHING OF TRANSSEXUAL DETAINEES
- 2.30 Searching-Gender Considerations
- 2.31 Searching – Authorised Techniques
- 2.32 Searching – Areas for Corporate Worship
- 2.33 SEARCHING OF PEOPLE WITH INJURIES or DISABILITIES
- 2.34 Searching-Technique-RUB DOWN Level A or B WHEELCHAIR USER Female
- 2.35 Searching-Technique-RUB DOWN Level A or B WHEELCHAIR USER Male
- 2.36 Evidence-Avoiding Contamination
- 2.37 Evidence-Continuity of Evidence
- 2.38 Evidence-Explosive Devices
- 2.39 Evidence-Packaging Of
- 2.40 Evidence-Preservation Of
- 2.41 Covert Testing

2.01 Introduction to the Search Strategy

INSTRUCTIONS FOR *SEARCH STRATEGY- INTRODUCTION*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the purpose of the Search Strategy

REFERENCES
SYSTEM

INTRODUCTION

The need for searching is for the detection and prevention of threats to the security of the establishment, or those who work there, live there or visit.

The purpose of searching is to identify and remove such articles that could be used to try and breach the security of the establishment

The searching strategy will be integrated to include all elements of searching, detainees, detainee property & accommodation, and the egress of people, vehicles and property into or out from the IRC in accordance with security intelligence and standard setting.

The strategy therefore encompasses the searching of:

- DETAINEES, THEIR PROPERTY AND ACCOMMODATION
- PAID ACTIVITY
- STAFF
- VISITORS SOCIAL, OFFICIAL AND PROFESSIONAL
- GOODS AND VEHICLES
- DETAINEES ON RECEPTION AND DISCHARGE
- BUILDINGS
- PERIMETER
- MAIL
- COURTYARDS
- CONTRACTORS

The Security Manager in accordance with Detention Centre Rules, Localised Security Post Orders and Detention Service Orders will oversee the search programme.

A localised Strategic Threat Assessment will identify the top threat priorities for each respective IRC, and monthly Security Committee Meetings will review emerging or ongoing intelligence relating to the threat strands and will task objectives accordingly.

In order to maximise the delivery and effectiveness of all aspects of searching contained within this strategy the following groups of staff are authorised by to carry out searching within the establishment as directed by the Assistant Director Security.

- Detainee Custody Managers.
- Detainee Custody Officers

In instances where specialist staff is required to carry out searching in specific areas, these will be referred to in relevant sections within this strategy.

Only Detainee Custody Officers may take part in the full search of a detainee.

Reference to the Security Manager (DCM) throughout this document should be interpreted as also applying to any other Manager/DCM in the Security department in the absence of the Security Manager.

Communal areas will be searched in accordance with the searching strategy Searching Matrix. Areas who hold detainees and are responsible for completing searching records should keep them in a secure location within their department, and these will be checked by the security manager on a monthly basis (Night communal records will be handed to the security manager each week and archived in security).

2.02 SEARCHING – INTELLIGENCE LED SEARCHING

INSTRUCTIONS FOR *INTELLIGENCE LED SEARCHING*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To advise all staff of the reasons that may lead to a person or area being searched due to intelligence being received

REFERENCES

SYSTEM The Security Department will evaluate the Security Intelligence Reports and any Mercury Intelligence Reports on a daily basis, once passed to the Security Manager he/she will process the relevant information and assessments and decide if any further action is to be taken, for example an area or person being searched.

The need for searching is for the detection and prevention of threats to the security of the establishment, or those who work there, live there or visit.

The purpose of searching is to identify and remove such articles that could be used to try and breach the security of the establishment.

The searching strategy will be integrated to include all elements of searching, volumetric control of detainee's property, security intelligence and standard setting.

The Security Manager in accordance with Detention Centre Rules, Localised Post Orders and Detention Service Orders will oversee the search programme.

Appropriate resource allocation will be maximised to ensure delivery of effective, quality searching.

All IRCs will only carry out searching of accommodation areas on the basis that Security Intelligence suggests that the detainee(s) or accommodation area concerned may be in possession of prohibited items.

2.03 DEALING WITH PERSONS SUSPECTED TO BE INVOLVED IN CRIMINAL ACTIVITY

LOCAL INSTRUCTIONS FOR *DEALING WITH PERSONS INVOLVED IN SUSPECTED CRIMINAL ACTIVITY.*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the systems in place for the dealing of persons involved in suspected criminal activity.

REFERENCES Powers to Detain

DSO 09/2012 Searching Policy

SYSTEM Criminal activity could take place at any time within the IRC, this could involve, detainees, staff, contractors or visitors. In the event of the reporting of any criminal act, the IRC must obtain and record a Crime Reference number on the relevant incident report or security information report.

Reported crimes will be discussed at the local Security Committee with input from the local Police Liaison Officer

2.04 DETAINEES – THEIR PROPERTY AND ACCOMMODATION

INSTRUCTIONS FOR SEARCH STRATEGY- DETAINEES – THEIR PROPERTY AND ACCOMMODATION

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To ensure that staff are aware of the requirements for the searching of detainees, their property and accommodation

REFERENCE

SYSTEM **TARGET**

Searching will be conducted on an intelligence led basis only.

100% of all 'Escape Risk' detainees will be searched at least once per 28 days.

100% of all 'Escape Risk' list detainees will change their accommodation at least once every 28 days. Residential Unit DCOs will complete this as directed by the security manager and based on intelligence will carry out additional searches.

Bedrooms will be subject to fabric and structure checks as detailed in the localised Post Order. These will not be carried out less frequently than on a weekly basis.

Courtyards will be checked prior to being opened for use by residents.

CONTROL OF PROPERTY

Detainees may take the standard volumetric limit of property in possession. This is particularly important due to all rooms being certified for occupancy by more than one person.

All detainees who have reached the limit on in possession volume must not be permitted further items until they have returned an equivalent amount.

During the reception process, reception staff will check all detainee property and ensure that this is within volumetric control levels, prior to any detainee being escorted to the residential housing unit. Reception staff will record that a volumetric control check has been carried out.

During a room search, should the property exceed the limits of volumetric control, the detainee will have the opportunity to pack their property according to volumetric control and any excess property will be taken to reception and placed into their stored property.

THREAT ITEMS

Although room searching should concentrate on finding all prohibited or unauthorised materials the following items are considered a priority of what is being sought.

- Escape material
- Weapons
- Drugs/Alcohol
- Prohibited mobile phones

MANAGEMENT CHECKS

The security manager will observe at least 10% of target room searches conducted per month. Residential DCMs will observe at least 10% of accommodation fabric checks per month. DCMs will record the findings in their local compliance matrix.

TECHNICAL AIDS

Specialist technical aids are available from the security department. Search bags are located on each residential unit, which contain the following:

- Handheld metal detectors
- Evidence bag and tags
- Screwdrivers / multi tools
- Search mirrors

ACTION ON A FIND

Procedures for preservation and continuity of evidence and contamination can be found in the SISS under Preservation of Evidence.

TRAINING NEEDS

All DCOs will receive training in carrying out searches of detainees and accommodation on initial training. In addition, staff will receive security awareness training and refresher training in searching detainees and accommodation, which will be carried out by the Training department. There will be an internal audit schedule in place to audit staff against these baselines and managers will also complete audit checks in line with the SISS.

2.05 SEARCHING STAFF

LOCAL INSTRUCTIONS FOR *SEARCH STRATEGY – STAFF and VISITOR SEARCHING*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for the searching of staff

REFERENCES *DSO 09/2012 Searching Policy*

SYSTEM **The power to search members of staff is contained in Detention Centre Rule 55 (1)**

‘Any person or vehicle entering a Detention Centre may be stopped, examined and searched.’

TARGET

The security department will lead a minimum of 4 x staff searches per month. This may be conducted at random times, in random locations with random numbers of staff searched on each occasion as directed by Assistant Director Security. Staff searching may also increase or be subject to targeted operations in the event of significant and corroborated intelligence.

THREAT ITEMS

- Drugs
- Escape Material
- Mobile Phone (Not permitted by Contract Director/ Assistant Director Security)
- Unauthorised item

TECHNICAL AIDS

- X-ray scanning machine
- Handheld metal detectors
- Drug Detection Dogs
- Rapiscan Detection Machines

ACTION ON A FIND

Procedures for preservation of evidence are contained in the SISS.

REFUSAL POLICY

Any member of staff refusing to be searched may be subject to disciplinary procedures. In exceptional circumstances it may be necessary to suspend the member of staff pending a full investigation and disciplinary outcome.

TRAINING NEEDS

The Security Detainee Custody Manager will ensure that all staff undertaking searching are properly trained.

Any member of staff identified as requiring training should have their names submitted to the training coordinator.

2.06 SEARCHING – VISITORS

INSTRUCTIONS FOR *SEARCHING – VISITORS*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for the searching of visitors

REFERENCES

SYSTEM

TARGET - DETAINEES

- 100% of all Detainees entering the social and legal visits at Brook and Tinsley House will be Level B searched.
- 100% of all detainees leaving the social visits hall at all Serco IRCs will be Level B searched. 100% of Detainees leaving Legal Visits will be level B searched, except those attending Home Office Interview.
- 100% of all 'Escape Risk' detainees will be Level A searched on entry and exit to/from social and legal visits.

•Detainees wishing to use the toilets during visits will have the opportunity to do so but will be subject to the above search requirements on entry and exit.

TARGET – SOCIAL VISITORS - ENTRY

- Social visitors will be searched with their consent although if permission is not given entry will be denied in accordance with [Detention Centre Rule 55](#).
- 100% of social visitors will be Level B searched.
- 100% of all social visitors will pass through a metal detection portal. Those visitors that are pregnant or have a medical condition requiring the use of a pacemaker will be exempt from the use of metal detection portals and wands. In such circumstances the Duty Manager should decide whether a level A or B search is appropriate under the circumstances.
- 100% of all domestic visitors leaving the visits hall to go to the toilet will be Level B searched before re-entering the visits hall. If a member of staff has reason to suspect that an illicit item may be concealed on re-entry to the visits hall the Duty Manager should be contacted immediately to either conduct a level A search, continue the visit as a closed visit or terminate the visit altogether. Any level A search can only be conducted with the agreement of the visitor. Alternatively, a closed visit may be accommodated or in extreme circumstances, the visit may be cancelled in the interest of safety and security.

TARGET – OFFICIAL & LEGAL VISITORS TO DETAINEES – ENTRY

This section applies explicitly to those **visitors attending to visit Detainees**. Other site visitors reporting to site staff directly will be subject to searching only as part of staff searching operations.

- Official and legal visitors will be searched with their consent although if permission is not given entry will be denied in accordance with [Detention Centre Rule 55](#).
- 100% of all legal/official visitors will be rub down level B searched.

- 100% of all professional visitors will pass through a metal detector portal. Those visitors that are pregnant or have a medical condition requiring the use of a pacemaker will be exempt from the use of metal detection portals and wands. In such circumstances the Duty Manager should decide whether a level A or B search is appropriate under the circumstances.

- If a member of staff has reason to suspect that an illicit item may be concealed on re-entry to the visits hall the Duty Manager should be contacted immediately to either conduct a level A search, continue the visit as a closed visit or terminate the visit altogether.

THREAT ITEMS

Although searching should concentrate on finding all unauthorised items, the following are considered a priority:

- Escape Material
- Weapons
- Drugs
- Exchange of Property
- Mobile phone (social visitors only).

VISITORS/DETAINEES CONVEYING UNAUTHORISED ITEMS (ABOVE) INTO THE ESTABLISHMENT

- Any visitor found conveying any threat item into the establishment for a detainee will be asked to wait with members of staff supervising.
- The evidence will be preserved, demonstrating continuation of evidence. See Preservation of evidence instruction within the SISS.
- The Local Police Force will be contacted and asked to attend the establishment.
- Private Sector establishments do not have powers of arrest, therefore if the visitor demands to be released from the establishment this shall be facilitated, however full details which include: Name, Address, Photograph and date of birth will be passed to Local Police.
- Any detainee involved in conveying any item into an IRC be referred to the police.

MANAGEMENT CHECKS

The Security DCM will check the quality of searching in and around visits on a regular basis paying attention to the core standards of searching. This check will be at a minimum of once per week. The check will be recorded for audit purposes.

TECHNICAL AIDS

- X Ray scanning machines
- Metal Detection Portals
- Handheld Metal Detectors

TECHNIQUES TO BE USED

Searching Guidance for search techniques must be displayed at searching areas.

ACTION ON A FIND

Procedures for preservation of evidence are contained in the relevant section of the SISS.

TRAINING NEEDS

The Security DCM will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring additional training should have their names submitted to the Training Manager.

2.07 SEARCHING VEHICLES

LOCAL INSTRUCTIONS SEARCH STRATEGY- SEARCHING VEHICLES
RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE *To ensure that staff are aware of the requirements for the searching of visitors*

REFERENCES

SYSTEM **TARGET**

100% of all vehicles entering or leaving the IRC will be searched.

A code blue emergency is the only exception to this. IN the event of a “code blue” response code, Emergency Service vehicles will be granted entry without delay whatsoever.

Permission for this search must be given but if not granted then entry will be denied in accordance with [Detention Centre Rule 55](#). If the vehicle driver refuses for the vehicle to be searched on exit, the Security DCM will be contacted and if they cannot be persuaded to have the vehicle searched, then the Police will be requested to attend and carry out the search without consent.

No delivery vehicles will be left unattended when in the IRC.

Vehicles must park in designated locations detailed in Local Post Order instructions.

The following procedures must be applied when searching vehicles:

- Confirm the identity of driver(s) and passenger(s)
- Search the driver(s) and passenger(s) in accordance with the local searching strategy
- Systematically search the inside driver and passenger area, the boot cargo area, outside engine/engine compartments where appropriate (see below) and outside, underneath and top of the vehicle – see diagram below. Staff should also check the wheel arches and spare wheel well

There is a requirement to have in place a risk assessment for the searching of HGV / LGV tilt cabs. IRC Health and Safety Officers with input from local Assistant Director Security should ensure that any such SSOW are in place, and a decision has been made not to carry out this detailed level of search due to the confined space and risk of injury in that area when the cab is tilted.

100% of all vehicle drivers will be rub down level B searched.

No staff will be allowed to bring their private vehicle into the IRC unless it has been authorised in writing by the Director or Assistant Director Security.

Cross contamination of searched and non-searched vehicles must be avoided.

MANAGEMENT CHECKS

The Security DCM will observe at least once per month the searching of a vehicle entering the IRC.

TECHNICAL AIDS

The following equipment may be used for searching vehicles:

- Stepladders
- Mirrors (including telescopic, trolley and ceiling mounted mirrors in the gate area)
- Torches
- Fiberscopes
- CCTV (if available)

TECHNIQUES TO BE USED

Authorised searching procedures are set out in the SISS.

Searching Guidance for search techniques must be displayed at searching areas.

ACTION ON A FIND

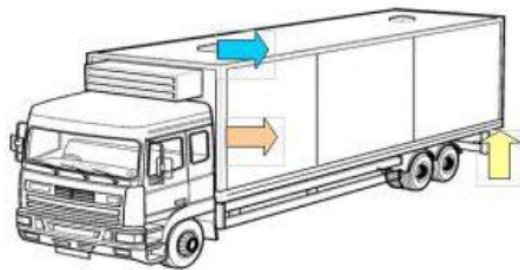
Procedures for presentation of evidence can be found in the SISS.

TRAINING NEEDS

The Security DCM will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring training should have their names submitted to the Training Coordinator.

The diagram below outlines the five key areas to be searched:



A – Check the doors and inside the vehicle

B – Check inside the vehicle

C – Check the engine compartment (in accordance with the SISS)

D – Check the roof using the fixed mirrors

E – Check underneath using the handheld mirrors

2.08 SEARCHING RECEPTION AND DETAINEES PROPERTY

INSTRUCTIONS FOR *SEARCH STRATEGY- RECEPTION SEARCHING AND DETAINEE PROPERTY*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for reception searching and detainee property searching

SYSTEM **TARGET**

100% of all detainees will receive a Level A search on entering and leaving the IRC unless intelligence suggests alternate searching requirements.

(If a detainee is being released on final discharge then there is no requirement to search out)

100% of all detainees entering and leaving the IRC on any escort will be subject to a level A rub down search including the use of a Handheld Metal Detector.

Visiting Detainee Greeters will be rub down level B searched on entry and exit to/from Reception.

100% of all detainees received into the establishment on first reception will have their property checked, in line with volumetric control of property. Reception staff will record this check.

100% of all detainees will have in possession property search on exit from the IRC to ensure that no IRC property is removed.

100% of all detainee property applications will be checked to ensure that they remain within volumetric control limits prior to any further property being issued.

100% of all property being issued from Reception must be checked against the current authorised 'In-Possession' property list prior to the property being issued.

100% of all property must be searched prior to issue to detainees from storage. Reception staff should ensure that the contents have been x-rayed on entry to the IRC, and if this cannot be confirmed, a further x-ray scan of property will take place before issuing to detainees.

If contraband is discovered, then all contents of the package will be confiscated and anything that could be of interest to the police or used as part of a prosecution will be reported accordingly. Detainees should be notified of the reasons for the removal of any property in writing and provided with an updated property receipt to account for any change of seal numbers or storage locations.

All holding rooms in reception must be searched prior to use.

THREAT ITEMS

Although full and property searching should concentrate on finding all unauthorised items, the following are considered a priority:

Escape Material

Weapons

Drugs

Mobile Phones

Material that could promote an extremist view

MANAGEMENT CHECKS

Reception DCM(s) will conduct daily assurance checks in accordance with the local compliance matrix.

Authorised searching procedures are set out in the SISS.

Guidance on search techniques must be displayed in search areas in reception.

ACTION ON A FIND

Procedures for preservation and continuity of evidence and contamination can be found in the SISS under Preservation of Evidence.

TRAINING NEEDS

The Reception DCM(s) will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring training should have their names submitted to the Training department.

2.09 SEARCHING CARE & SEPARATION UNIT (CSU)

RESPONSIBLE MANAGER*ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for the searching of the (CSU)

SYSTEM TARGET

References to the CSU are in relation to Care & Separation Units at the respective establishment.

100% of all detainees being located within the CSU will be risk assessed prior to the re-location. The level of searching will be determined by the CSU I/C and any DCM supervising the relocation and will be dependent on the circumstances surrounding the relocation or on intelligence, which may determine the level of searching required.

100% of all detainees' property will be searched prior to any property being issued to a detainee located within the Segregation Unit.

100% of all detainees located within the CSU will receive a rub down level B search before attending exercise, showers, servery or use of telephone.

100% of all detainees attending the CSU for any reason will be rub down level A searched and HHMD on initial location within the CSU.

100% of all detainees will be rub down level B searched prior to entering the adjudication room.

100% of all detainees leaving the CSU will be rub down level B searched.

Additional searching may be carried out as directed by the Security DCM based on intelligence.

Communal area searches will be carried out in accordance with searching strategy

THREAT ITEMS

Although searching should concentrate on finding all unauthorised materials, the following are considered a priority of what is being sought.

TECHNIQUES TO BE USED

Authorised searching procedures are set out in the SISS.

Searching Guidance for search techniques must displayed at searching areas.

ACTION ON A FIND

Procedures for preservation of evidence can be found in the SISS.

TRAINING NEEDS

The training manager will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring training should have their names submitted to the Training Coordinator. There will be a programme of internal audits in place so that the base line is audited.

2.10 SEARCHING – PAID ACTIVITY LOCATIONS

**INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*SEARCHING – PAID ACTIVITY
ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for the searching of detainees in applicable Paid Activity locations

REFERENCES

SYSTEM

TARGET

100% of all detainees entering or leaving paid activity locations whereby tools are accessible (Cultural kitchen etc) will be subject to rub down search level A.

Rub down level A or any other searching may be carried out as directed by the Security Manager based on intelligence.

THREAT ITEMS

Although searching should concentrate on finding all unauthorised items, the following are considered a priority:

- Escape Material
- Weapons
- Drugs
- Mobile phone.

MANAGEMENT CHECKS

The Activities Manager will observe on at least 5 occasions per month that 100% compliance with this strategy is being achieved.

The Security Manager will observe at least once per month that the search strategy is being followed. These checks will be recorded for audit purposes.

TECHNICAL AIDS

- Tool Kits
- Handheld Metal Detectors
- Mirrors
- Torches

TECHNIQUES TO BE USED

Authorised searching procedures are set out in the SISS. Searching Guidance for search techniques must be displayed at searching areas.

Procedures for preservation of evidence are contained in the SISS.

TRAINING NEEDS

The Security Manager will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring training should have their names submitted to the Training Manager.

2.11 PERIMETER CHECKS

LOCAL INSTRUCTIONS FOR *SEARCH STRATEGY-PERIMETER CHECKS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for perimeter checks

REFERENCES

SYSTEM **TARGET**

The full length of the physical perimeter of the establishment will be inspected by internal patrol at least 4 times, and external patrol at least once during each 24 hours and at irregular intervals (inclement weather may affect the ability to complete external checks i.e. mud)

Staff carrying out patrols will receive any intelligence relating to any possible escape / attempted escape or Security threat to the perimeter prior to commencing patrols if available.

Additional perimeter checks will be directed as per any request from the Assistant Director Security.

Fence alarm checks will be carried out at least once every 24 hours.

The control room will ensure that all patrols and perimeter alarm checks are completed within 24 hours, and that these are recorded for audit purposes.

Security staff undertaking perimeter wall and fence checks will maintain radio communication with the Control Room. These checks must ensure that

- a. The perimeter is secure at all points.
- b. Nothing is left inside / outside perimeter locations which could assist an escape.
- c. Identify any unauthorised markings of the perimeter fence / wall, which could be done to aid an escape or passage of illicit goods across the perimeter.
- d. Identify any areas where maintenance is necessary or likely to become necessary.
- e. Test perimeter alarm systems and CCTV cameras in conjunction with Control Room staff. (Fence alarms will be checked at a minimum of once per day).
- f. Challenge and advise members of the public who are too close to the perimeter.
- g. Any untoward event is reported immediately to the Control Room.

THREAT ITEMS

The following are considered as a main threat:

- Escape Material (chains, ropes, pallets etc)
- Weapons
- Drugs or other illicit items (thrown over wall)

- Vehicles not currently secure

MANAGEMENT CHECKS

The Security DCM will carry out one monthly internal perimeter check.

The Security DCM will carry out one monthly external perimeter check.

The Security DCM will ensure that an auditable record is maintained of all perimeter checks.

TECHNICAL AIDS

Technical aids are available within the Security Department on request.

TECHNIQUES TO BE USED

Authorised searching procedures are set out in the SISS.

ACTION ON A FIND

Procedures for preservation of evidence can be found in the SISS.

TRAINING NEEDS

The Security DCM will confirm that all staff are aware of their duties and responsibilities by regular briefings and monitoring of staff. Any member of staff who is identified as requiring training should have their names submitted to the Training Manager. There is an internal audit programme in place to audit this base line, the Security DCM will also audit at the frequency set out as above.

2.12 SEARCHING DETAINEES' MAIL

INSTRUCTIONS FOR SEARCH STRATEGY- DETAINEES' MAIL

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To ensure that staff are aware of the procedures for handling detainee mail

SYSTEM **TARGET**

100% of all large parcels and large items of mail received into the establishment will be passed through an x-ray scanning machine and hand searched. If the item is too large for the x-ray machine, then it will be just hand searched. Normal mail will follow the same process. All mail and parcels will be tested using the Rapiscan itemiser.

All letters will be x-rayed prior to being issued to detainees, ensuring that save any concern relating to Detention Centre Rule 27 (4) below, a detainee receives mail within 4 hours of arrival. All incoming detainee mail will be tested using the Rapiscan itemiser

'No letter or other communication to or from a detained person may be opened, read or stopped save where the manager has reasonable cause to believe that its contents may endanger the security of the detention centre or the safety of others or are otherwise of a criminal nature or where it is not possible to determine the addressee or sender without opening the correspondence.' – Detention Centre Rule 27 (4)

'Detained persons will be given the opportunity of being present when any correspondence is opened or read and shall be given reasons in advance if any correspondence is to be opened, read or stopped under paragraph (4).' – Detention Centre Rule 27 (5)

THREAT ITEMS

Although all searching should concentrate on finding all unauthorised items the following is considered a priority when checking detainees' parcels (or mail subject to DC Rule 27, 4).

- Explosives or material
- Escape information
- Other information which would put the welfare of others or children at risk in line with The Public Protection Manual
- Drugs
- Extremist material

MANAGEMENT CHECKS

The Security Manager will carry out random checks at a minimum of once per month to ensure this strategy is being fully complied with. This check will be recorded for audit purposes.

TECHNICAL AIDS

- Handheld Metal Detectors
- X-Ray machine
- The active search dogs may also be used (subject to intelligence)
- Rapiscan / Ion Scan drug detection machines
- Detection Lights

ACTION ON A FIND

Procedures for preservation of evidence can be found in the SISS.

TRAINING NEEDS

The Security Manager will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring training should have their names submitted to the Training coordinator. There is an internal audit programme in place to audit this base line.

2.13 SEARCHING GOODS AND PROPERTY IN AND OUT

LOCAL INSTRUCTIONS FOR *SEARCH – GOODS AND PROPERTY – IN AND OUT*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for searching goods and property both in and out of the IRC.

SYSTEM **TARGET**

100% of all goods deliveries and property deliveries on vehicles that are intended for the Stores and Kitchens etc will be initially searched by the Gate Detention Custody Officer (DCO) systematically in accordance with the procedures outlined in the SISS.

PROCEDURE

IN

- 1 The vehicle search officer will ensure that all vehicles are searched as per the SISS.
- 2 Once the vehicle has left the vehicle lock and arrived at its destination it will be unloaded by a member of staff from that department, who will be tasked with ensuring that it is checked to prevent any threat items from entering the establishment.

OUT

- 3 The vehicle will leave its destination and return to the vehicle lock. The Gate clerk will ensure that it is searched thoroughly and in accordance with the SISS.

Goods that are intended for the kitchens or stores and that are delivered straight off a vehicle, will be searched once received in that department by a responsible member of staff before detainees have access to them. Prior to leaving the establishment, all goods remaining in the vehicle will be searched by the gate DCO.

2.14 SEARCHING – COURTYARDS

**INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

SEARCHING – COURTYARDS
ASSISTANT DIRECTOR SECURITY

PURPOSE *To ensure that staff are aware of the requirements when searching the gym and sports field*

REFERENCES

SYSTEM

TARGET

THREAT ITEMS

Although searching should concentrate on finding all unauthorised items, the following are considered a priority:

- Escape Material
- Weapons
- Drugs
- Prohibited Mobile phones.
- Fermenting Liquid

MANAGEMENT CHECKS

The Residential DCM(s) will observe on at least 1 courtyard search per week.

The Security Manager will observe a courtyard search at least once per month. These checks will be recorded for audit purposes.

TECHNICAL AIDS

- Tool Kits
- Handheld Metal Detectors
- Mirrors
- Torches

TECHNIQUES TO BE USED

Authorised searching procedures are set out in the SISS. Searching Guidance for search techniques are displayed at searching areas.

ACTION ON A FIND

Procedures for preservation of evidence are contained in the SISS.

TRAINING NEEDS

The Security Manager will be responsible for staff training. Particular attention must be paid to staff carrying out searching to core standards.

Staff who are identified as requiring training should have their names submitted to the Training Manager.

2.15 SEARCHING CONTRACTORS

LOCAL INSTRUCTIONS *SEARCH STRATEGY- CONTRACTORS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements when searching contractors into the establishment

TARGET

100% of all contractors entering the establishment will be subject to a level B rub down search.

100% of all equipment being brought into the IRC to enable contractors to carry out work will be searched, and all tools will be recorded on a tool inventory.

100% of all contractor vehicles will be searched on entry and exit to the IRC if authorised to enter the IRC by the Security DCM.

2.16 ACCOMMODATION FABRIC CHECKS

LOCAL INSTRUCTIONS *SEARCH STRATEGY- ACCOMMODATION FABRIC CHECKS FOR*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for fabric checks throughout establishment

REFERENCES *Operating Standard 6.16*

TARGET

Fabric checks will be carried out on a weekly basis as a minimum. At Gatwick IRCs and PDA, fabric checks will take place daily.

Staff examining living accommodation fabric must ensure that the check is carried out systematically and particular attention must be paid to:

- Room doors and fittings
- Door locks
- Window frames and bars
- All wall, floor and ceiling surfaces
- Toilet area

Staff carrying out a fabric check will ensure that they record and sign for all examinations they have carried out.

THREAT ITEMS

- Drugs
- Unauthorised items
- Cleanliness
- Maintenance of Rooms
- Evidence of damage to rooms

MANAGEMENT CHECKS

The residential DCM(s) will observe the quality of accommodation of fabric checks on a weekly basis as a minimum and they will record their observations for audit purposes.

ANNEX A – SEARCHING PROCEDURES

A1 Accommodation Fabric Checks

Types of living accommodation will vary. There must be a systematic approach to the check to ensure that all the following areas are covered.

Doors and Locks:

- Check the glass and cover of the observation panel (if applicable) – to ensure that they are complete and secure.
- Check that the door panels are showing no sign of damage or tampering.
- Ensure that the door frame is secured to the wall.
- Check that the lock keep is not obstructed.
- Check that screws on hinges, locks and bolts are secure.
- Ensure that the door key and lock move freely.

Windows and Bars:

- Check that the window frames are sound and fixed securely to the wall.
- Examine the bar surrounds and ensure that they are set into the masonry.
- Examine windows visually and check for soundness using any specialised equipment provided locally.

Walls, Floors and Ceiling:

- Ensure that nothing is stuck on outside walls (remove articles if necessary).
- Sound all walls by tapping and closely examine, using a hands-on approach.
- Look particularly for cracks, blemishes and irregular surfaces.
- Check the ceiling including any light fittings and conduits.
- Check ceiling trapdoors if fitted.
- Check the floor for any sign of loose boards, tiles etc or any other faults.
- Check around any fittings fixed to the walls or floor.
- Move any fittings/furniture that obstructs your access to any of the surfaces/walls to be checked.
- Ensure that light switches work. Visibility is a basic security matter.
- Check that the room call bell is working.

On Completion of the Check:

- Leave the accommodation as tidy as possible.
- Sign for all accommodation checked in the appropriate record.
- Record any small defects as directed locally.
- Report any major faults of fabric damage immediately to the Duty Manager
- If any furniture is found to be broken during the search, full consideration must be given to whether any of its parts could be used as or fashioned into a weapon and appropriate action taken.

For any such circumstance an Incident Report and IS91 Part C must be reported through the normal channels.

2.17 LOCK DOWN SEARCHING

LOCAL INSTRUCTIONS FOR *SEARCH STRATEGY- LOCK DOWN SEARCHING*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the requirements for lock down searching within the establishment

REFERENCES

The Assistant Director Security will be responsible for organising and directing a full lock down search of the IRC on the instruction of the Director and based on intelligence or current threats. See the relevant contingency plan for more details.

2.18 Searching-Technique-FULLSEARCH

LOCAL INSTRUCTIONS FOR *AUTHORISED SEARCHING TECHNIQUES – FULL SEARCH*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the authorised techniques to be used when conducting a full search

REFERENCES Searching Guide Full Search

Operating Standard 6.12, 6.13 & 6.14

FULL SEARCH

The correct procedure to use when conducting a Full Search is as follows:

‘Strip searching of a detainee will only be conducted if there are reasonable grounds of suspicion and following authorisation by the Centre Manager.’ – Operating Standard 6.12

‘Strip-searching must only be conducted by members of the same sex and out of sight of other detainees.’ – Operating Standard 6.13

‘Only female staff may search other females’ - Operating Standard 6.14

Officer 1

Officer 2

-
The officer in charge of the search. Responsible for receiving clothing and other He/she is responsible for controlling items from the subject and searching them. the search. He/she will normally He/he should return the clothing and other observe the subject from the front. items back to the subject at the direction of Officer 1. Normally observes from back or side.

Ask the subject if they have anything Search the contents of the pockets and the on them, they are not authorised to jewellery and place them to one side. Search have. Ask the detainee to empty their any bags or other items. pockets and remove any jewellery, including wristwatch, and hand over any bags or other items being carried.

Ask the detainee to remove any headgear and pass it to Officer 2 for searching.

Search the detainee's head by running your fingers through their hair and around the back of his ears.

Look around and inside his ears, nose and mouth. You may ask him/her to raise their tongue so that you can look under it.

Ask the detainee to remove the clothing from the top half of their body and pass it to Officer 2.

Ask the detainee to hold their arms up and turn around whilst you observe the upper body. Check his/her hands.

Allow him/her time to put on clothing.

Ask the detainee to remove their shoes and socks and then place shoes and socks and pass to Officer 2. them to one side.

Ask the detainee to lift each foot so the soles can be checked.

Ask the detainee to remove his/her trousers and underwear and place to trousers and underwear and pass to one side. Officer 2.

Once the clothing has been searched ask the detainee to raise the upper body clothing to their waist and observe the lower half of the body.

He/she must stand with their legs apart while the lower half of his body is observed.

Ask the detainee to step to one side to Return the clothing.
ensure he/she is not standing on anything they have dropped before or during the search.

Allow the detainee time to put on his/her clothing.

GENERAL A detainee must never be fully naked as part of a full search. A record must be kept of all full searches of detainees. Records must contain why, when and who conducted the search and whether an item was found. Records are to indicate if any additional procedures are used i.e.: a squat of the detainee and the reasoning for such a decision.

2.19 Searching-Technique- ROOM SEARCH

INSTRUCTIONS FOR *AUTHORISED SEARCHING TECHNIQUES – ROOM SEARCH*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To ensure that staff are aware of the authorised techniques to be used when conducting a room search

REFERENCES [DSO 09/2012 Searching Policy](#)

SYSTEM **ROOM SEARCHES**

The correct procedure to use when conducting a room search is as follows:

(a) Room searches will only be carried out subject to intelligence and tasking by a DCM. Room searches will not be carried out as routine. As part of the room search a level A search of all room occupants will take place. A property record check may also be conducted routinely as part of these searches if considered appropriate. Staff must consider health and safety issues in the area being searched.

- See [Detention Centre Rule 27 - Correspondence](#) for instructions on handling legally privileged mail.
- Rooms must only contain items listed in the room inventory.
- Room searches for female detainees should ideally only be carried out by female staff, however, where there is an immediate risk to the safety and security to self and others the priority is to conduct the search with staff that can be immediately available ensuring that a minimum of 1 female DCO is present.
- It is often difficult to prove that any unauthorised article found in shared living accommodation is in the possession of any detainee. Nevertheless, the discovery and confiscation of an article denies its use to the detainee, which may be just as important as bringing the detainee to account.
- Staff must always consider the potential use innocent items may have in the assembly or construction of firearms, weapons and escape equipment etc.
- Unless the detainee(s) is not available, i.e., during an intelligence-led search, tell him/her that a search of their room is to be conducted and advise them of the type of body search they will be given (depending on whether a routine or routine plus room search is conducted).
- Ask the detainee(s) if they have any unauthorised articles in their accommodation or on their person or authorised items they are not authorised to have in their possession. Even if articles are handed over, continue with the search.
- The Daly Judgement, which was ruled in the House of Lords in 2001, found that detainees must, in normal circumstances, be present when legal correspondence is searched during a room search. However, staff are not prevented from conducting a search of legal papers, without the detainee

present, on the authority of a senior manager where there is an operational emergency or intelligence which requires immediate action, irrespective of the presence of the detainee. Guidance in DC Rule 27 must always be adhered to in this instance.

- If present, detainees must be asked to identify legal documentation at the start of a room search. Staff must not read legal papers; legal papers must only be examined/checked without being read to ensure they are in fact legal documentation and that they do not contain any unauthorised articles.
- On completion of searching legal documentation the detainee must be given the option to either have their legal papers sealed whilst they are absent for the remainder of the search or to take them with them.
- Carry out the level A search of the detainee(s) either in the living accommodation or some other private area.
- Once the appropriate search of the detainee has been completed, the detainee(s) may be present if they wish to be, however they should stay directly outside of the room so as to not interfere with the room search. Any attempt by a detainee to interfere in the room search should be immediately escalated to the Duty Manager for assistance.
- Search and clear a suitable surface (e.g. bed or table) on which to place all searched items.
- Use the door as a starting point, work your way around the accommodation searching all its contents systematically and thoroughly. Include all known voids, ventilators, ceilings, floors, walls, doors, windows (inside, and where possible, outside) grilles, pipes and fixed furniture and fittings.
- If you think movable items need to be searched outside the room area, you may take them to a separate area to search them thoroughly. Such a search may be time consuming if it involves dismantling equipment such as radios, but technical equipment (i.e. hand-held metal detectors) can be used to assist.
- If you find an unauthorised article during the search you must follow the procedures concerning the preservation of evidence. Following this an incident report must be completed and submitted to the Duty Manager. Any prohibited items should be handed over to the Security Department who will ascertain whether any contents are illegal, and if so, report the matter to the Police.
- Non-prohibited items removed should be located in the Detainee's stored property with the detainee being provided with a receipt for the new stored location.
- On completion of the search staff must inform the detainee(s) of any articles that have been removed, even if they are to be returned at a later date.
- Ask for an explanation of the presence of the articles found, but do not continue questioning or take a formal statement.
- Return any authorised article removed from the accommodation as soon as possible.
- Declare any damage that may have been caused during the search.
- Leave the living accommodation tidy.
- Complete all required forms and submit as necessary.

2.20 Searching-Technique-TECHNICAL AIDS

LOCAL INSTRUCTIONS FOR *SEARCHING – TECHNICAL AIDS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE All establishments must have procedures in place for the use of technical aids and dealing with positive indications.

REFERENCES *DSO 09/2012 – SEARCHING POLICY*

X-Ray Machines

1. There are a number of different types of x-ray machines available which can be used to search baggage, clothes, goods etc. Different machines have different operating procedures – see local instructions/operating manuals.
2. X ray equipment must only be operated by staff that have been appropriately trained in the use of such equipment.
3. All incoming property, parcels and post for detainees will be subject to x ray screening prior to issue.
4. *Local arrangements must be in place to investigate and deal with suspicious items identified by the x-ray process.* This may involve asking the person to open the bag or item themselves in order to explore the source of the suspicion or asking the owner for permission for gate staff to do so in the presence of the owner. If a person refuses, they may be asked to leave the IRC. A bag may be forcibly searched where there is reasonable suspicion that it contains an item posing an immediate risk to the safety and security of staff, visitors and residents.
5. For finds, see Dealing with Evidence.

Metal Detecting Portals

The procedure set out below must be followed:

- Ask the person to empty pockets and to remove belts, watches and other metallic items before passing through the archway.
- Search the items from the pockets.
- Ask the person to proceed through the archway.
- If the warning light or alarm sounds on the archway/portal, ask the person to give an explanation for it.
- A rub-down search of the person should be carried out afterwards.
- All alarms must be explored, and the source of the alarm must be identified wherever possible. Where this is not possible, the Duty Manager must be notified to determine any further actions.

For finds, see Dealing with Evidence.

Hand-held Metal Detectors

- Hand-held metal detectors are used to detect metallic items on the person or within areas or goods/property.
- The following procedure must be followed when conducting a hand-held metal scan of a person:
 - Ask the person to stand with their arms spread out.
 - Run the detector closely along the person from head to toe.
 - If the warning light or alarm sounds, ask the person to give an explanation for it. All alarms must be explored, and the source of the alarm must be identified wherever possible. Where this is not possible, the Duty Manager must be notified to determine any further actions.

For finds, see Dealing with Evidence.

Other Searching Equipment

The following equipment may be also be used by trained staff:

- Drug detection kit.
- Fibro scopes (4-way and 2-way)
- MD4 area metal detector
- Explosives vapour detection machine

2.21 Searching-Technique-RUB DOWN LEVEL A FEMALE

LOCAL INSTRUCTIONS FOR *AUTHORISED SEARCHING TECHNIQUES – LEVEL A (FEMALE)*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the authorised techniques to be used when conducting a Level A search of a female

REFERENCES Searching Guide Rub Down Search Female

LEVEL A (FEMALE)

1. Stand facing the subject.
2. Ask her if she has anything on her that she is not authorised to have.
3. Ask her to empty her pockets and remove any jewellery including wristwatch.
4. Search the contents of pockets; jewellery and any other items, including bags
5. Ask her to remove any headgear and pass it to you for searching (please be aware of religious headwear).
6. Search the head by running your fingers through her head and round the back of her ears or asking her to shake out her hair and run her fingers through it. Unpin long hair if necessary.
7. Look around and inside her ears, nose and mouth. You may ask her to raise her tongue so that you can look under it.
8. Lift her collar; feel behind and around it and across the top of her shoulders (search any scarf or tie and ask her to remove it if necessary).
9. Ask her to raise her arms level with her shoulders. Her fingers must be apart with palms facing downwards. Search each arm by running your hands along the upper and lower sides.
10. Check between her fingers and look at the palms and back of her hands.
11. Run the flat of your hand underneath and from the shoulders to the top of the bra. At no time touch her breast.
12. Check her sides and front of abdomen from underneath breasts to and including the waistband.

13. Check her back from collar to waist, back of the waistband and seat of the trouser or skirt. You may need to ask her to turn around.

14. Check the back and sides of each leg from the crotch to the ankle.

15. Check the front and sides of each leg. (If she is wearing a skirt, it is more difficult to search the top of the legs. Run hands down both sides of each leg outside the skirt and use a metal detector).

16. Ask her to remove footwear and search thoroughly. Check the soles of the feet.

17. Look at the area around her for anything she may have dropped before or during the search.

18. Ask her to step to one side to ensure she is not standing on anything she has dropped before or during the search.

2.22 Searching-Technique-RUB DOWN LEVEL A MALE

LOCAL INSTRUCTIONS FOR *AUTHORISED SEARCHING TECHNIQUES – LEVEL A (MALE)*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the authorised techniques to be used when conducting a Level A search of a male

REFERENCES Searching Guide Rub Down Search Male

LEVEL A (MALE)

1. The correct procedure to use when conducting a Rub Down Search (Male) is as follows:

2. Stand facing the subject

3. Ask him if he has anything on him that he is not authorised to have.

4. Ask him to empty his pockets and remove any jewellery including wristwatch

5. Search the contents of pockets, jewellery and any other items, including bags, he is carrying then place them to one side.

6. Ask him to remove any headgear and pass it to you for searching (be aware of religious headwear)

7. Search the head by running your fingers through his hair and round the back of his ears or asking him to shake out his hair and run his fingers through it. Untie long hair if necessary.

8. Look around the inside of his ears, nose and mouth. You may ask him to raise his tongue so that you can look under it.

9. Lift his collar, feel behind and around it and across the top of his shoulders (search any tie and ask him to remove it if necessary)

10. Ask him to raise his arms level with his shoulders. His fingers must be apart with his palms facing downwards. Search each arm by running your hands along the upper and lower sides.

11. Check between his fingers and look at the palms and backs of his hands.

12. Check the front of his body from neck to waist, the sides, from armpits to waist and the front of the waistband

13. Check his back from collar to waist, back of the waistband and seat of the trousers. You may need to ask him to turn around
14. Check the back and sides of each leg from the crotch to the ankle.
15. Check the front of his abdomen and front and side of each leg.
16. Ask him to remove footwear and search thoroughly. Check the soles of the feet.
17. Look at the area around him for anything he may have dropped before or during the search.
18. Ask him to step to one side to ensure he is not standing on anything he has dropped before or during the search.

2.23 Searching-Technique-RUB DOWN LEVEL B FEMALE

LOCAL INSTRUCTIONS FOR *AUTHORISED SEARCHING TECHNIQUES – LEVEL B (FEMALE)*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the authorised techniques to be used when conducting a Level B search of a female

REFERENCES Searching Guide Rub Down Search Female

LEVEL B (FEMALE)

1. The correct procedure to use when conducting a Level B Rub Down (Female):
2. Stand facing the person.
3. Ask her if she has anything on her that she is not authorised to have.
4. Ask her to empty her pockets and remove any jewellery including wristwatch.
5. Search the contents of pockets, jewellery and any other items, including bags she is carrying, and then place them to one side.
6. Ask her to remove any headgear and pass it to you for searching (Please be aware of religious headwear).
7. Lift her collar; feel behind and around it and across the top of her shoulders (search any scarf or tie and ask her to remove it if necessary).
8. Ask her to raise her arms level with her shoulders. Her fingers must be apart with palms facing downwards. Search each arm by running your hands along the upper and lower sides.
9. Check between her fingers and look at the palms and back of her hands.
10. Run the flat of your hand underneath and from the shoulders to the top of the bra. At no time touch her breast.
11. Check her sides and front of abdomen from underneath breasts to and including the waistband.
12. Check her back from collar to waist, back of the waistband and seat of the trouser or skirt. You may need to ask her to turn around.
13. Check the back and sides of each leg from the crotch to the ankle.

14. Check the front and sides of each leg. (If she is wearing a skirt, it is more difficult to search the top of the legs. Run hands down both sides of each leg outside the skirt and use a metal detector).

15. Look at the area around her for anything she may have dropped before or during the search.

16. Ask her to step to one side to ensure she is not standing on anything she has dropped before or during the search.

2.24 Searching-Technique-RUB DOWN LEVEL B MALE

LOCAL INSTRUCTIONS FOR *AUTHORISED SEARCHING TECHNIQUES – LEVEL B (MALE)*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that staff are aware of the authorised techniques to be used when conducting a Level B search of a male

REFERENCES Searching Guide Rub Down Search Male

LEVEL B (MALE)

1. The correct procedure to use when conducting a Level B search is as follows:
2. Stand facing the subject
3. Ask him if he has anything on him that he is not authorised to have.
4. Ask him to empty his pockets and remove any jewellery including wristwatch.
5. Search the contents of pockets, jewellery and any other items, including bags, he is carrying then place them to one side.
6. Ask him to remove any headgear and pass it to you for searching (Please be aware of religious headwear).
7. Lift his collar, feel behind and around it and across the top of his shoulders (search any tie and ask him to remove it if necessary).
8. Ask him to raise his arms level with his shoulders. His fingers must be apart with palms facing downwards. Search each arm by running your hands along the upper and lower sides.
9. Check between his fingers and look at the palms and back of his hands.
10. Check the front of his body from neck to waist, the sides, from armpits to waist and the front of the waistband.
11. Check his back from collar to waist, back of the waistband and seat of the trouser. You may need to ask him to turn around.
12. Check the back and sides of each leg from the crotch to the ankle.
13. Check the front of his abdomen and front and side of each leg.

14. Look at the area around him for anything he may have dropped before or during the search.

15. Ask him to step to one side to ensure he is not standing on anything he has dropped before or during the search.

2.25 SEARCHING-Staff Power of Search

INSTRUCTIONS FOR *SEARCHING – STAFF POWERS OF SEARCH*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To inform staff of their authority to search.

REFERENCES *Detention Centre Rule 7*
Detention Centre Rule 55

- SYSTEM**
1. Officers of the IRC may carry out searches under Detention Centre Rule 7 (Detainees) and Detention Centre Rule 55 (all other persons).
 2. All persons seeking to enter or leave the IRC are liable to be searched. This includes detainees, staff and visitors.
 4. Any detainee refusing to be searched should be escalated to the Duty Manager for further advice and instructions.
 5. A member of staff who refuses to be searched will be subject to disciplinary procedures
 6. Any visitor who refuses to be searched, will be denied entry to the IRC

2.26 Searching-Religious or Cultural Headwear

LOCAL INSTRUCTIONS FOR

SEARCHING – RELIGIOUS OR CULTURAL HEADWEAR

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the need to treat religious or cultural headwear with respect when searching.

REFERENCES DSO 09/2012 – SEARCHING POLICY

SYSTEM

1. General
 - i) All persons can have their religious headwear searched by a hand-held metal detector.
 - ii) Such headwear is subject to searching, but care must be taken to treat it with respect.
 - iii) Detainees/Visitors/Staff should normally be allowed to wear religious/cultural headwear.
2. Removal of Headwear
 - i) Religious headwear should be required to be removed only if there is an alarm that cannot be accounted for or if there is suspicion of concealed items.
 - ii) This must be done in private and by officers of the same sex.
 - iii) An officer should not attempt to unwind or remove headwear.
 - iv) The person concerned must be given the opportunity to remove or unwind it themselves.
 - v) Some female visitors, particularly those of the Muslim faith, will wear veils or other face coverings for religious reasons.
 - vi) They must not be made to uncover their faces or hair in public or in front of a man as this could cause serious offence and distress.
 - vii) When required for security or identification purposes, the removal of the veil or face covering must be done in private with only female staff present.
 - viii) Following the removal of headwear, the person must be given the opportunity to use a mirror, and to have privacy and time to put it back on.

RELIGIOUS AND CULTURAL ARRANGEMENTS FOR SEARCHING THE PERSON

Rub-Down Searches

Detainees

1. In many faiths, a male detainee may find it unacceptable to be searched by a female member of staff. Searches of male detainees with a genuine religious or cultural objection to being searched by a female member of staff must be carried out by a male member of staff. All female detainees must be searched only by female staff.

Visitors

2. Where male visitors have a religious or cultural objection to being searched by a woman, a male member of staff must carry out the search. All female visitors must be searched by a female member of staff.

Sessional Chaplains

3. Fee paid/sessional and volunteer chaplains must be treated as official and professional visitors and may be given a level B rub-down search as a matter of routine. Refusal on their part to allow a proper search will normally mean that they are refused entry. However, the IRC chaplain should be advised and the Duty Director or a functional head (Assistant Director Security etc.) must be consulted before they are turned away.

Full Searches of Muslims

4. The Qur'an forbids the nakedness of Muslims in front of others. However, in accordance with the set procedure for a full search, no person subject to a full search will be completely naked at any time. As part of a full search, the individual will be asked to remove his/her upper clothes for an inspection of the upper body and asked to replace them before continuing with the search of the lower body. Also, full searches are allowed under Islamic law when such a search is necessary for the maintenance of security and safety of staff, visitors and detainees alike.

Searching Religious or Cultural Headwear

5. Detainees should normally be allowed to wear religious/cultural headwear, including Sikh turbans, Jewish yarmulkes, Muslim caps, Muslim women's headscarves and Rastafarian hats etc. Such headwear is subject to searching, but care must be taken to treat it with respect. All persons can have their religious headwear searched by a handheld metal detector. See [DSO 09/2012 – SEARCHING POLICY](#) for further guidance on the searching of religious headwear.

6. Some female visitors, particularly those of the Muslim faith, will wear veils or other face coverings for religious reasons. They must not be made to uncover their faces or hair in public or in front of a man as this could cause serious offence and distress. When required for security or identification purposes, the removal of the veil or face covering must be done in private with only female staff present. Following its removal, the person must be given the opportunity to use a mirror and to have privacy and time to put it back on.

2.27 SEARCHING – RELIGIOUS CONSIDERATIONS WHEN SEARCHING WITH DOGS.

INSTRUCTIONS FOR *SEARCHING – RELIGIOUS CONSIDERATIONS WHEN SEARCHING WITH DOGS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the need to ensure that dog searches are carried out with due respect for religious considerations.

REFERENCES *DSO 09/2012 – SEARCHING POLICY*

SYSTEM ROOM SEARCHES

1. In some faiths, most notably the Muslim faith, if dog hair or saliva comes in contact with an individual's clothing or religious artefact, it renders these items defiled.
2. If a dog touches such a detainee, they will wish to make ritual ablutions and change clothes. This must be allowed.
3. If dogs are used in a room search, they should not be allowed to touch holy books and artefacts. The detainee should be allowed to bring out religious artefacts from their room so that the supporting staff can search them by hand before the room is searched.
4. Bedding must be changed if the detainee feels that it has been defiled.
5. Detainees may be issued with, and allowed to cover holy books and artefacts in, a clear plastic pouch to prevent dogs touching them directly.

It is good practice to make available protective clothing for Muslim detainees, visitors and staff (to wear over their own clothing) if being searched by a passive dog to prevent the dog touching them directly.

VISITS

6. Care must be taken that drug dogs do not touch a person whose beliefs would make this offensive to them, e.g. if they are of the Muslim faith.

FRIDAY PRAYERS – MUSLIMS

7. If dogs are to be used to search Muslim detainees attending Friday Prayers, facilities must be made available to allow them to wash and change clothes quickly (i.e. if they have been touched by the dog) so that they do not miss prayers.

DOGS SEARCHING MEMBERS OF THE CHAPLAINCY TEAM

8. It should be borne in mind that Muslim Chaplains are unlikely to be able to change clothes if they consider them to be contaminated by contact with a dog; they may not therefore be able to carry out their religious duties.

2.28 Searching-Religious Books and Artefacts

LOCAL INSTRUCTIONS FOR *SEARCHING – RELIGIOUS BOOKS AND ARTEFACTS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the need to treat religious books and artefacts with respect when searching them.

REFERENCES *DSO 09/2012 – SEARCHING POLICY*

SYSTEM GENERAL

1. The Holy books and religious artefacts of any faith, while being subject to search, must be treated with respect. Dirty hands should not handle them. Gloves may be worn if an officer needs to pick up any religious artefacts. Objects should not be put on the floor or with shoes or underclothes. The detainee should be allowed to point out holy books and religious artefacts before the search. It is preferable for the detainee or chaplain to show the book or object themselves when subject to a search.
2. Detainees may be issued with, and allowed to cover holy books and artefacts in, a clear plastic pouch to prevent dogs touching them directly.

BUDDHA STATUES

3. Images of the Buddha are a key part of Buddhist religious practice and statues of the Buddha are allowed to be held in possession by Buddhist detainees. Buddha images must be handled carefully and with respect. They must not be picked up by the head and the enlightenment flame (the point on the head) must not be cut or filed.

SIKH KIRPAN (SMALL KNIFE)

4. The Sikh Chaplain appointed to the IRC may bring in his Kirpan (small knife) but this does not extend to other Sikhs visiting with him at festivals.
5. The Kirpan must be small (not more than approximately 6" or 15.5cm long, including the handle). Large Kirpans are not acceptable.
6. The Kirpan must be secured to the body under the clothing. If a Sikh Chaplain is required to remove his Kirpan as a part of the search he must be allowed to do so in private and it should not to be handled by anyone apart from the Sikh Chaplain. He should also be allowed privacy to put the Kirpan back on.
7. Gate Staff must confirm that the Kirpan is being carried when the Sikh Chaplain enters and leaves the IRC.
8. If a Sikh Chaplain is required to remove his Kirpan as a part of the search he must be allowed to do so in private and it should not to be handled by anyone

apart from the Sikh Chaplain. He should also be allowed privacy to put the Kirpan back on.

9. Apart from the Sikh Chaplain, other Sikh members of staff and Sikh visitors are not allowed to wear their Kirpan inside the IRC.
10. Sikh detainees are to be allowed to have only a representation of a Kirpan inlaid in metal on the comb (Khanga).

INCENSE

11. Incense should be allowed to be used by chaplains in group/corporate worship. In addition, detainees who practise certain religions, specified below, should also be allowed to hold incense in their rooms and use it for their private religious practice.

Buddhism

Hinduism

Chinese religions (Taoism, Confucianism, Shamanism)

Paganism

12. The amount of incense allowed in possession will be stated in the Facilities List, regardless of Incentive Level.
13. The possession and use of incense will be risk assessed on an individual basis and a record kept in the detainee's Wing Record. Searching staff will need to refer to this to determine whether any incense found is authorised.

2.29 SEARCHING OF TRANSSEXUAL DETAINEES

LOCAL INSTRUCTIONS FOR SEARCHING – SEARCHING OF TRANSSEXUAL DETAINEES

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the systems in place for the searching of transsexual detainees.

REFERENCES DSO 11/2012 – Care and Management of Transsexual Detainees

SYSTEM GENERAL

1. It is recognised that a full search of a transsexual detainee may cause some practical difficulties. A primary consideration must be to maintain the detainee's dignity although it is recognised that there is also a need to be sensitive to the dignity of staff who may not feel comfortable with searching detainees who may not have undergone surgery or may be in the process of undergoing surgery and have physical attributes of the gender opposite to that in which they are living and opposite to those of the member of staff.

Under no circumstances should a physical search or examination of a detainee be conducted for the purpose of determining their gender. Nor may a detainee be asked whether they have a UK Gender Recognition Certificate (see 5.4 below) although they may volunteer this information. Staff must ensure that the handling of any information so volunteered is consistent with the confidentiality requirements of the Data Protection Act 1998 and Gender Recognition Act 2004 (see sections 5.3 and 5.4 below).

Full Searches

3. This section explains how to ensure that searches are conducted in an appropriate way. Examples of how to search are given, but they are not exhaustive, and each case must be treated sensitively on its individual merits.

Legally and fully physically one sex, but transitioning to the other

Detainees transitioning from male to female, but who are currently legally and fully physically male, would be full searched by male officers and detainees transitioning from female to male, but are currently legally and fully physically female, would be full searched by female officers.

Searches should be carried out with proper regard to the sensitivity and vulnerability of the detainee concerned and every reasonable effort made to secure their co-operation and to minimise embarrassment. The detainee, in these circumstances, has no right to insist on being searched by staff who are of the opposite sex. Staff should bear in mind that receipt of treatment may not

be evident – any claim in such circumstances must be considered before a reasonable decision is reached

Legally one gender, physically the other

For detainees who have completed surgery and treatment who, whilst legally of one gender, are in all or most other respects physically identical to the opposite sex, it may be appropriate for staff who are the same gender as the detainee's acquired gender to search the detainee despite the lack of legal recognition. This will need to be decided on a case by case basis and reference made to the care plan where one is in place. In these instances, a male to female transsexual detainee with female genitalia can be asked to agree to be full searched by female officers and female to male transsexual detainees with male genitalia can be asked to agree to be full searched by male staff.

In cases where the detainee and centre staff are not able to reach agreement on the gender of the staff member to undertake the search, the centre has the right to require whatever searching arrangements are considered to be the most appropriate in order to provide an effective searching strategy.

Proper consideration must be given to the wishes of the detainee and these should be respected unless there are good grounds to provide for different arrangements.

The decision taken and the factors considered in making the decision must be documented.

Rub down searches

Rub-down searches are categorised as either level A or level B. Neither level involves removal of clothes and the rub-down process does not involve contact with genital or breast areas. In this type of search, the main issue is not physical appearance and genitalia but the potential vulnerability of the detainee and whether he or she would feel the same vulnerabilities as, say, a woman might have if she were to be rub-down searched by a man.

Male staff may only carry out rub-down searches of transsexual detainees, following a full assessment and agreement of a care plan, taking into account the potential vulnerability of the detainee, in circumstances in which this is deemed by the IRC/STHF to be most appropriate and seemly for the detainee.

Female staff are allowed to carry out rub-down searches on all detainees irrespective of their gender (except for male detainees with a religious or cultural objection to being searched by a female member of staff). There are therefore no restrictions on female staff carrying out rub-down searches of transsexual detainees.

Transsexual people of some faiths may find it unacceptable to be subject to a search by a member of the opposite sex, even if other factors indicate this might

be necessary. So, for example, where a male to female transsexual person, irrespective of their legal gender or surgery, has a religious or cultural objection to being searched by a female member of staff, the detainee should be searched by a male member of staff.

2.30 Searching-Gender Considerations

LOCAL INSTRUCTIONS FOR *SEARCHING – GENDER CONSIDERATIONS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the need to consider gender issues when searching.

REFERENCES *DSO 09/2012 – SEARCHING POLICY*

SYSTEM Full searches can only be carried out by two officers of the same sex as the person being searched and away from the view of any other person.

Female Staff

Trained female staff may carry out rub down searches on men, women and children.

A female member of staff must search all female detainees, staff and visitors.

Male Staff

Trained male staff may carry out rub down searches on men predominantly, but may also search children and babies only as noted in *DSO 09/2012 – SEARCHING POLICY* section 51 and 52.

Children (Visitors at all IRCs and minors accommodated at Gatwick IRC PDA)

For full guidance on the searching of children at the Gatwick IRC PDA please refer to *DSO 09/2012 – SEARCHING POLICY* section 50-54.

Searching of children should be undertaken using a metal detecting wand or with the child being asked to walk through a metal detector archway first. Only where a risk assessment indicates that it is necessary or if the wand/archway alarm is set off may a child be given a level B rub down search. In the first instance, the child or parent should be asked to remove the item setting off the alarm. If they refuse, the officer should endeavour to verbally persuade them to cooperate. If they continue to refuse, the child should be given a level B rub down search by two officers of the same sex as the child. Where practicable, a parent/carer should be present during the search.

Babies should only be searched in exceptional circumstances and by officers of the gender preferred by the parent. Any such search will require managers authority and the reason for the search must be recorded for audit purposes. A parent/carer should be present during the search unless inappropriate to do so.

Staff must ensure, as far as practicable, that children understand the reason for the search, which must be explained in a language and in age appropriate terms that they understand. Where practicable, a parent/carer should be asked to assist in giving the explanation. Children should be reassured before and throughout the search.

Where male visitors and staff have a religious or cultural objection to being searched by a woman, a male member of staff must carry out the search.

Please refer to SISS 2.29 for guidance on searching of transsexual detainees.

2.31 Searching-Authorised Techniques

LOCAL INSTRUCTIONS FOR *SEARCHING – AUTHORISED TECHNIQUES*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the correct searching techniques for each of the searches they conduct

REFERENCES Religious and Cultural Index

Dealing with Evidence Index

Searching Guide Full Search Male

Searching Guide Rub Down Search Male

DSO 09/2012 – SEARCHING POLICY

SYSTEM 1. The appropriate staff, in accordance with the Searching Strategy, will conduct the following searches:

- Accommodation Fabric Check
- Minors entering the IRC/PDA Entering the IRC On Visits
- Buildings
- Room Search
- Level A Rub Down Search (Female)
- Level B Rub Down Search (Female)
- Level A Rub Down Search (Male)
- Level B Rub Down Search (Male)
- Handheld Metal Detector Search
- Outside Areas
- Perimeter Checks
- Rub Down Search Wheelchair User Female
- Rub Down Search Wheelchair User Male
- Full Search
- Vehicles

2.32 SEARCHING – AREAS FOR CORPORATE WORSHIP

LOCAL INSTRUCTIONS FOR *SEARCHING – AREAS USED FOR CORPORATE WORSHIP*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the need to treat areas used for corporate worship with respect when searching them.

REFERENCES *DSO 09/2012 – SEARCHING POLICY*

SYSTEM 1. All areas used for corporate worship must be treated with respect

2. It is disrespectful to walk on prayer mats and officers should avoid doing so unless essential, e.g. to deal with a security incident.

3. Incense, candles and oil lamps are allowed for group worship in the chapel or multi faith room. Oil lamps may be subject to further examination. Oil candles are not permitted in any circumstances.

4. Particular care must be taken IF dogs are used to search areas used for corporate worship.

2.33 SEARCHING OF PEOPLE WITH INJURIES or DISABILITIES

LOCAL INSTRUCTIONS FOR *SEARCHING – SEARCHING PEOPLE WITH INJURIES OR DISABILITIES*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the systems in place for the searching and dealing of a person with an injury or disability.

REFERENCES *DSO 09/2012 – SEARCHING POLICY*

SYSTEM

1. The SMT must ensure that they adhere to the Disability Discrimination Act by making reasonable adjustments for people with injuries and disabilities and in allowing uninhibited access within the establishment.
2. There may be a requirement to adjust the normal routine searching procedure and this may need to be varied according to the particular injury/disability of the person, this will be decided on the day of the visit.
3. It has been decided at the establishments that we will not move people being searched into a sterile wheelchair due to the further requirement for lifting aids that may not be available at all establishments. Please follow searching in a wheelchair searching technique card.
4. If a person is wearing a pacemaker, they must not be subjected to the metal detector portal or handheld metal detector.
5. Before undertaking the search, ask the person if they are in any pain and consider taking advice from a Healthcare professional.
6. When conducting a routine search, do so in a seemly manner with due regard to the person's disposition.
7. If a detainee has an artificial limb, bandage, plaster cast, etc, and this impedes the search and/or there is suspicion or intelligence that it is being used to conceal an unauthorised item, the searching officer may seek advice from healthcare staff where this is practical on removal of the item. However, healthcare staff are not obliged to become involved in security matters and will not divulge medical in-confidence material. The detainee may be asked to remove the article impeding the search where this is feasible, out of sight of others.
8. Healthcare staff must not assist with searches of visitors or staff. In the circumstances outlined above, searching staff must seek authorisation for such a search from the Duty Director to call the police to assist us with a search of the visitor.

9. Elderly people, or those with relevant disabilities, must be allowed to sit down for as much as possible during the search.
10. If the person is seriously ill or still recovering from major injury or recent surgery, searching procedures must be modified to ensure the least discomfort or intrusion consistent with a reasonable chance of finding anything that might be concealed. They must be offered the chance to sit down during the search, particularly when dressing/undressing in the case of a full search should this be necessary. Any part of the search procedure that is clinically unacceptable following medical advice must not be carried out. The medical advice must be recorded and be readily available. Please seek guidance from the security manager.

2.34 SEARCHING TECHNIQUE – LEVEL A OR B RUB DOWN SEARCH OF A FEMALE WHEELCHAIR USER

LOCAL INSTRUCTIONS FOR *SEARCHING TECHNIQUE – LEVEL A OR B RUB DOWN SEARCH OF A FEMALE WHEELCHAIR USER*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the correct procedure to use when conducting a Level A or B Rub Down Search of a Female Wheelchair User.

REFERENCES Authorised Searching Techniques

- SYSTEM**
1. The correct procedure to use when conducting a Level A or B Rub Down Search of a Female Wheelchair User is as follows:
 2. Ask her if she is in any pain and consider taking advice if she is.
 3. Ask her if she has anything on her that she is not authorised to have.
 4. Ask her to remove any overcoat/blanket covering her and search it.
 5. Ask her to empty her pockets and remove any jewellery including wristwatch.
 6. Search the contents of pockets; jewellery and any other items including bags she is carrying then place them to one side.
 7. Ask her to remove any headgear and pass it to you for searching (please consider religious headwear).
 8. **Level A only:** Search her head by running your fingers through her hair and round the back of her ears.
 9. **Level A only:** Look around and inside her ears, nose and mouth.
 10. Lift her collar; feel behind and around it and across the top of her shoulders (search her scarf, tie etc, removing if necessary).
 11. Ask her to raise her arms. Her fingers must be apart with palms facing downwards. Search each arm by running your open hands along the upper and lower sides.
 12. Check between her fingers and look at the palms and backs of her hands.
 13. Check the front half of her body nearest to you from neck to waist. Search the front of the waistband.
 14. Check the front half of the abdomen nearest to you and then as far around the nearest leg as possible.
 15. **Level A only:** Ask her to remove footwear and search thoroughly. Check the sole of the foot.
 16. Repeat the process for the other half of the body.
 17. Ask her to lean forward and search the back, waistband and buttocks.

18. Look at the area around her for anything she may have dropped before and during the search.
19. Move the wheelchair to one side to ensure it is not over anything she may have dropped.
20. Search the wheelchair and any attachments, unless an IRC issue wheelchair is supplied.

2.35 SEARCHING TECHNIQUE – LEVEL A OR B RUB DOWN SEARCH OF A MALE WHEELCHAIR USER

LOCAL INSTRUCTIONS FOR *SEARCHING TECHNIQUE – LEVEL A OR B RUB DOWN SEARCH
OF A MALE WHEELCHAIR USER*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the correct procedure to use when conducting a Level A or B Rub Down Search of a Male Wheelchair User.

REFERENCES Authorised Searching Techniques

- SYSTEM**
1. The correct procedure to use when conducting a Level A or B Rub Down Search of a Male Wheelchair User is as follows:
 2. Ask him if he is in any pain and consider taking advice if he is.
 3. Ask him if he has anything on him that he is not authorised to have.
 4. Ask him to remove any overcoat/blanket covering him and search it.
 5. Ask him to empty his pockets and remove any jewellery including wristwatch.
 6. Search the contents of pockets; jewellery and any other items including bags he is carrying then place them to one side.
 7. Ask him to remove any headgear and pass it to you for searching (Please consider religious headwear).
 8. **Level A only:** Search his head by running your fingers through his hair and round the back of his ears.
 9. **Level A only:** Look around and inside his ears, nose and mouth.
 10. Lift his collar; feel behind and around it and across the top of his shoulders (search any tie, removing if necessary).
 11. Ask him to raise his arms. His fingers must be apart with palms facing downwards. Search each arm by running your open hands along the upper and lower sides.
 12. Check between his fingers and look at the palms and backs of his hands.

13. Check the front half of his body nearest to you from neck to waist. Search the front of the waistband
14. Check the front half of the abdomen nearest to you and then as far around the nearest leg as possible.
15. **Level A only:** Ask him to remove footwear and search thoroughly. Check the sole of the foot.
16. Repeat the process for the other half of the body.
17. Ask him to lean forward and search the back, waistband and buttocks.
18. Look at the area around him for anything he may have dropped before and during the search.
19. Move the wheelchair to one side to ensure it is not over anything he may have dropped.
20. Search the wheelchair and any attachments, unless an IRC issue wheelchair is supplied.

2.36 EVIDENCE – AVOIDING CONTAMINATION

LOCAL INSTRUCTIONS FOR *EVIDENCE – AVOIDANCE OF CONTAMINATION AND CROSS CONTAMINATION*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To inform staff about the procedures to follow to avoid contaminating evidence.

REFERENCES SISS – EVIDENCE – CONTINUITY OF EVIDENCE

SISS – EVIDENCE – EXPLOSIVE DEVICES

SISS – EVIDENCE – PACKAGING OF EVIDENCE

SISS – EVIDENCE – PRESERVATION OF EVIDENCE

SISS – EVIDENCE – WEAPONS AND FIREARMS

SYSTEM 1. Evidence must not be touched or moved if the police are to be involved. Instead, the area where the find was discovered must be sealed pending their arrival. Areas and rooms must also be sealed following a death in custody pending arrival of the police. Either restrict access to the scene, place a cordon around it, or lock the door until an outcome is decided. It will not normally be appropriate to video or photograph the scene. This must only be done if the officer is confident that the scene will not be contaminated as a result.

The security department can provide updates and will act as the liaison for the police (SOCO) and will notify the responsible manager of the incident area when it can return to normal.

AVOIDANCE OF CROSS CONTAMINATION

2. The same officer must not deal with both the suspect and the victim or with more than one suspect. Suspects and victims must be dealt with in different areas of the IRC.

3. Staff must not return to the scene after dealing with a suspect or victim.

4. If cross contamination is unavoidable, inform IRC management (Assistant Director Security or the Security DCM) and the Police and the Forensic Science Service (if they carry out the analysis).

2.37 EVIDENCE – CONTINUITY OF EVIDENCE

LOCAL INSTRUCTIONS FOR *EVIDENCE – CONTINUITY OF EVIDENCE*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To inform staff about the procedures to ensure continuity of evidence.

REFERENCES

- SYSTEM**
1. Evidence will be packaged following Preservation of Evidence
 2. All evidence must be handed either to the Duty Manager or Security Department Team Member in person. It is imperative that the evidence is handed over in person and not left in unoccupied locations to ensure that the continuity of evidence is maintained at all times.
 3. This will be recorded in the Evidence Log in each area (Security Intel Office or the Responsible Managers Office in Reception).
 4. When the evidence is collected, the name and signature of the person taking the evidence should be recorded in the Evidence Log.
 5. The last signatory in the Evidence Log remains responsible for the evidence until it is handed over to the investigating body.
 6. After the investigation, the Assistant Director Security will decide what to do with the evidence thereafter.
 7. The following process must be followed to ensure continuity:
 - Lock the evidence away in a designated cupboard.
 - Check and sign for the evidence each time the key changes hands. Establishments must create a log for this purpose which can be used as an audit trail.
 - Record the date and time, name and signature of the officer who removes the evidence from the secure cabinet for collection.
 - The officer collecting the evidence remains responsible for it until it is handed over to the investigating body. The officer must record the name of the person who receives it (who must also sign for it), in addition to the date and time it is handed over.

A record must be made in the log of the disposal and/or destruction of the evidence (if applicable).

There *are* no powers to destroy a detainee's property other than in the following circumstances:

- The possession of the item would give rise to a criminal offence on the part of the member of staff/Director (i.e. holding controlled drugs);

- The item is inherently dangerous (e.g. primed explosive) and could not, therefore, be safely stored;
- The storage of the item would present a proven health hazard (e.g. hazardous liquid).

Unless the item meets one or more of the above tests, and assuming that ownership of the item is not disputed, the item may only be temporarily confiscated and must be returned to the detainee on removal/release.

GENERAL For information on the appropriate packaging for evidence, refer to Packaging of Evidence

All evidence must be preserved separately.

For preserving Weapons and Firearms as evidence, refer to Weapons and Firearms

For preserving Explosive Devices as evidence, refer to Explosive Devices

2.38 EVIDENCE – EXPLOSIVE DEVICES

LOCAL INSTRUCTIONS FOR *EVIDENCE – EXPLOSIVE DEVICES*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To inform staff how to deal with explosive devices when discovered in the IRC.

REFERENCES Packaging of Evidence

- SYSTEM**
- Preservation of Evidence
1. Report any discovery of explosive devices to the Police immediately and follow the contingency plan.
 2. Do not touch, try and confirm what the device is by sight.
 3. Do not use radios, light switches etc.
 4. Immediately report and discovery of explosive devices to the police.
 5. Evacuate and withdraw from the area.
 6. Mark the route and seal off the area.
 7. Inform the Security DCM who will be the IRC Search Co-ordinator.
 8. Control access to the area – only police / ammunitions technical officers must have access to the incident area.
 9. Make a full description of the device, including the following:
 - i) What Full description of the device
 - Size, shape and colour
 - Any markings
 - If the device was moved
 - ii) Where Exact location
 - Access points
 - Route to location
 - Any obstructions
 - iii) Who Who found the device
 - iv) When When it was found
 - v) Why Has there been a phone call or local intelligence to indicate its presence

10. Under no circumstances are staff to risk their safety and the safety of others in the pursuit of securing evidence.
11. Only the Police or ATO (ammunition technical officer) will have access to the area at all times.

2.39 EVIDENCE – PACKAGING OF EVIDENCE

INSTRUCTIONS FOR	EVIDENCE – PACKAGING OF EVIDENCE
RESPONSIBLE MANAGER	ASSISTANT DIRECTOR SECURITY
PURPOSE	To make staff aware of the types of packaging available and which type to use when preserving evidence.
REFERENCES	Explosive Devices Preservation of Evidence Weapons and Firearms
SYSTEM	<ol style="list-style-type: none"> 1. Wherever possible, secure the evidence as soon as possible to prevent its destruction. 2. If there is a scene of crime, the aim should be to secure the area, leaving all evidence in place until the arrival of the police. 3. Evidence that contains body fluids should be placed in a paper bag. 4. Evidence that holds fingerprints should be placed in A sealed plastic bag. 5. Weapons (such as knives) should be placed in screw plastic containers (these can be obtained from Security). 6. Substances such as drugs should be placed in a sealed plastic bag. 7. All items of evidence should be labelled appropriately and handed to the Security Department.
GENERAL	<p>For information on the preserving of evidence, refer to Preservation of Evidence</p> <p>All evidence must be packaged separately.</p> <p>For preserving Weapons and Firearms as evidence, refer to Weapons and Firearms</p> <p>For preserving Explosive Devices as evidence, refer to Explosive Devices</p>

2.40 EVIDENCE – PRESERVATION OF EVIDENCE

LOCAL INSTRUCTIONS FOR *EVIDENCE – PRESERVATION OF EVIDENCE*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the procedure to follow when preserving evidence.

REFERENCES Explosive Devices
Packaging of Evidence

Weapons and Firearms

SYSTEM

1. During the early stages of an incident/inquiry it may not be apparent as to what constitutes evidence. It may be some time later that the evidential use of an article becomes apparent. As such, it is important that any article/document is treated with caution from the outset.
2. Suspected explosive devices must never be touched and firearms must only be touched in exceptional circumstances, where there is a risk to life. Other items must only be handled if absolutely necessary and then with considerable care so as not to destroy or contaminate any secondary evidence present e.g. fingerprints, DNA etc. Failure to effectively protect the evidence can have potentially grave consequences for subsequent criminal investigations and prosecutions. If evidence is handled then a note must be made as to what was handled, by whom and why.
3. If evidence is deemed appropriate to handle, then suitable protection must be worn (such as latex gloves) to avoid cross contamination. Each individual item found must be packaged in separate bags and passed to the security department. The chain of continuity of the handling of any exhibit/evidence must be maintained. It may be necessary at a later date to evidence this process so accurate audit trails must be kept.

Each bag must be labelled with the following information:

- A brief description of the find

Name of person on whom it was found (and CID number) if applicable

- Date and location of find
- Who found it?
- Staff present when item found
- Any other person present when item found

• Name of person securing the evidence in the bag if different to finder.

- Date, time and name of person it was handed to in security department.

An individual reference number for each item of evidence/bag – this should normally be the initials of the officer securing the evidence in the bag and a sequential exhibit number allocated locally.

4. Any item of clothing removed from any person involved in an incident must be individually packaged and labelled as above.
5. When sealing evidence bags, staples or any other form of closure which may pierce the bag must never be used.
6. If there were witnesses present, a record must be made of their movements prior to and after the incident and what they saw.
7. In the case of a suspected explosive device, see the guidance at paragraph 2.18. In particular, do not touch or move the device unless you are sure that it is safe to do so. The following information must be recorded and handed to the Ammunitions Technical Officer and/or Police:
 - A full description of the device
 - How it is marked
 - If evidence has been altered – e.g. moved for any reason
 - Who found it?
 - When it was found
 - Any intelligence relating to the find
 - The exact location, including access points, routes and any obstructions
8. For guidance on reporting serious incidents, please refer to the Incident Manual.

Evidence – Drugs

9. Drugs/suspected drugs must not be removed from any packaging they may have been found in. For evidential purposes drug packaging, including cling film, self-sealing polythene bags and silver foil, will be incidental to the weight of the drug inside.
10. An appropriately sized evidence bag should be used. For example, small amounts of loose powdered drugs/suspected drugs should not be placed in a large plastic bag; the powder should be well contained.
11. Evidence bags containing drugs/suspected drugs must clearly be labelled Bio-Hazard if the contents have been internally concealed or have come into contact with blood or other bodily fluids.
12. Liquids must be placed in leak proof containers. MDT sample kits and Sterile plastic containers (which may be available in Healthcare) are suitable for liquids.
13. Damp items placed into polythene bags may lead to decomposition of the exhibit before analysis can take place, i.e. fresh herbal cannabis. If

decomposition is a concern, the items should be packaged in heavy-duty envelopes, double-sealed with tape.

Evidence – Mobile Phones

14. When dealing with mobile phones, do not turn the phone on or remove the SIM card as doing so may result in:

- loss of valuable data
- commission of a criminal offence by unlawfully intercepting data
- allegations of tampering which could have a detrimental affect on any prosecution

15. Mobile phones must be handled carefully, bearing in mind that the phone may have been held in unsanitary conditions, such as being “plugged” internally.

16. No one within the IRC must attempt to clean mobile phones before them being forwarding to NDTSG. Where exhibits are heavily contaminated with faecal matter the following procedure applies:

- Heavily contaminated items should be sent to NDTSG but will not be analysed unless there is an overriding security imperative. Contact should be made with NDTSG for advice before posting.
- Package in exhibit bag and mark the bag with biohazard tape.
- Seal the exhibit bag in an envelope and mark the envelope as a biohazard i.e. double bag, the exhibit.

Seal the exhibit in a further packet for posting

Search and Seizure

18. The IRC is not a sanctuary to evade the course of justice. If in connection with any criminal proceedings or investigation a request is received from the police or the prosecution, the police may be permitted to search property which is in a detainee’s possession or which is being held in store. The most common circumstances for the request will be where there are reasonable grounds to believe either:

- i. That an article in the detainee’s possession or in the detainee’s stored property is stolen property; or
- ii. That an offence has been committed and that there is material in the detainee’s possession or in the detainee’s stored property which is likely to be of substantial value (whether by itself or together with other material) to the investigation or prosecution of the offence.

19. If the police have been permitted to conduct a search, they may be permitted to seize an article found in a detainee’s possession or in his or her stored

property. The most common circumstances in which a request will be made to seize an article will be where there are reasonable grounds to believe either:

i. That it is stolen property; or

ii. That it has been obtained in consequence of the commission of an offence; or that it is evidence in relation to an offence; and that it is necessary to seize the article in order to prevent it being concealed, lost, damaged, altered or destroyed.

20. Any request for search and seizure of a letter or other document must be referred to the Director for approval.

21. The Police will often put in a request for DCOs to search a room and retrieve items on their behalf. If the police wish to search the room themselves, then this should be co-ordinated with the approval of the Home Office and under the supervision of an experienced designated team member. The IRC officer concerned must record, in the normal way, any item seized and any item that has been broken as part of the search or any other illicit item found. Any illicit item found that is not of interest to the police must be removed by the IRC officer.

GENERAL

For information on the appropriate packaging for evidence, refer to Packaging of Evidence

All evidence must be preserved separately.

For preserving Weapons and Firearms as evidence, refer to Weapons and Firearms

For preserving Explosive Devices as evidence, refer to Explosive Devices

2.41 COVERT TESTING

INSTRUCTIONS FOR

COVERT TESTING

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE Covert testing is the planned, managed, realistic but unannounced test of security processes and procedures, equipment and the ability of staff to deliver such things to the required level.

REFERENCES Covert Testing Policy

SYSTEM

1. The main purpose of the covert testing policy is to:

- test delivery of processes and procedures designed to maintain security and prevent escape;
- test technical aids designed to maintain security and prevent escape;
- prevent the entry of unauthorised items;
- identify vulnerable areas / inadequate equipment;
- identify management and system inadequacies that need reinforcing;
- reward and recognise good practice;
- respond and test identified intelligence and/or risk assessment concerns;
- identify training needs;
- identify failings and ensure they are addressed appropriately;
- Offer assurance on our ability to deliver core security responsibilities.

Any escape from the establishment will damage our corporate confidence and reputation. Covert testing is seen as a way of building on the well-established audit arrangements to a more dynamic and realistic test of our security arrangements.

2. Management of Covert Tests

Management is a crucial element to any covert testing programme. Our aim is to improve security procedures, operator skills, awareness, and confidence and to ensure continuous learning.

The following elements are essential:

- Planning including risk assessment
- Confidentiality
- Selection of participants
- Type of test
- Clear instructions to staff involved in covert testing
- Appropriate management oversight
- Meaningful debrief

- Follow-up action plan

An appropriate person will be nominated to manage the Covert Testing Programme. This will be no less than DCM Level. Operational responsibility for the delivery of the Covert Testing Programme will sit with the Assistant Director Security.

Covert Testing management responsibilities should be recorded in Job Descriptions and be included in SPDR assessments.

Function 3

Intelligence

SISS No. SISS Title

- 3.01 SECURITY MANAGER – ROLE
- 3.02 SECURITY DEPARTMENT – MANAGEMENT AND ROLE
- 3.03 SECURITY COMMITTEE – ROLE
- 3.04 STRATEGIC THREAT RISK ASSESSMENTS
- 3.05 SECURITY – SECURITY INFORMATION REPORTS
- 3.06 SECURITY – GATHERING AND EVALUATING INFORMATION
- 3.07 SECURITY – PERSONAL RESPONSIBILITIES OF ALL STAFF
- 3.08 SECURITY – SECURITY AND YOUR RESPONSIBILITY
- 3.09 SECURITY – INTELLIGENCE & OBJECTIVES
- 3.10 SECURITY – STORAGE OF INFORMATION
- 3.11 SECURITY – SHARING OF OFFICIAL SENSITIVE INFORMATION
- 3.12 DETAINEES’ CORRESPONDENCE – GENERAL INFORMATION

- 3.13 CORRESPONDENCE – ILLICIT ENCLOSURES
- 3.14 DISCLOSURE TO DETAINEES OR THRID PARTIES UNDER GDPR.
- 3.15 COVERT HUMAN INTELLIGENCE SOURCES – GENERAL INFORMATION
- 3.16 MOBILE PHONES, INTERNET ENABLED DEVICES AND CAMERAS
- 3.17 DIRECTED SURVEILLANCE OPERATIONS
- 3.18 PROTECTED INTELLIGENCE REPORTS
- 3.19 DISSEMINATING SECURITY INFORMATION
- 3.20 INTELLIGENCE & RIPA

3.01 SECURITY MANAGER – ROLE

INSTRUCTIONS FOR	SECURITY MANAGER – ROLE
RESPONSIBLE MANAGER	ASSISTANT DIRECTOR SECURITY

PURPOSE To explain the role of the Security Manager.

REFERENCES SISS – Security Department Management and Role

SISS – Security Committee Role

SISS – Security Intel and Objectives

All references to the Security Manager refer to the Detention Custody Manager(s) with departmental responsibility for the Security Department.

- SYSTEM*
1. The Security DCM will be accountable to the Assistant Director Security.
 2. The Security Manager will be responsible for the day to day running of the Security Department.
 3. There will be a Job Description that sets out the detail of the Security Manager's responsibilities and accountabilities.
 4. The Security Manager will oversee the work of the Security Department.

3.02 SECURITY DEPARTMENT – MANAGEMENT AND ROLE

LOCAL INSTRUCTIONS FOR

SECURITY DEPARTMENT – MANAGEMENT AND ROLE

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To explain the management and role of the Security Department.

REFERENCES SISS – Security Manager – Role

SISS – Security Committee Meeting – Role

SISS – Search Strategy

Directors Rule – Management of Security

SYSTEM

1. The Security Manager DCM will manage the Security Department.
2. The Security Manager will report to the Assistant Director Security
3. The role of the Security Department will include the following:
 - i) The collation, analysis and evaluation of information derived from incident reports and security information reports.
 - ii) The production of intelligence based on that process.
 - iii) The dissemination of intelligence.
 - iv) The production of security information for other agencies under the relevant regulations.
 - iv) The production of risk assessments for escorts.
 - v) Oversight of the Searching Strategy, including quality control.
 - vi) The delivery of staff searching.
 - vi) Briefing of staff and appropriate others on security matters.
 - vii) Inputs to the training of new staff, and refresher training of existing staff, on security matters.
 - viii) Key training.
 - ix) The production of reports for, and the coordination of, Security Committee Meetings.

5. Secure sending of security information – Security information, including detainee's security files, must be sent by recorded delivery, when being sent by post.

The address must not contain reference to the Security Department but must be addressed to a named person in the Security Department at the receiving establishment.

3.03 SECURITY COMMITTEE – ROLE

INSTRUCTIONS FOR *SECURITY COMMITTEE – ROLE*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To explain the role of the Security Committee Meeting.*

REFERENCES

SYSTEM **1. ROLE**

The role of the Security Committee Meeting is to advise and make recommendations to the Contract Director and stakeholders on all aspects of Physical, Procedural and Dynamic Security. The Committee will also inform the work of the Security Department.

The roles of the Assistant Director Security and Security DCM are critical to the smooth delivery of this model. The Security Manager will be the first point of contact for staff and key partners who require intelligence support or advice. They will be required to prioritise according to threat, risk, harm and opportunity.

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

3.05 SECURITY – SECURITY INFORMATION REPORTS

LOCAL INSTRUCTIONS FOR *SECURITY – SECURITY INFORMATION REPORTS*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE *To make staff aware of the systems in place for the secure gathering and dissemination of information and the need for confidentiality.*

REFERENCES SISS – Security Intelligence and objectives

SISS – Security Storage of information / Intelligence Strategy

Directors Rule – Security Intelligence

DSO 11/2014 – Security Information Reports

- SYSTEM**
1. The Security Department will collect and analyse information that is of relevance to the maintenance of the IRCs overall security objectives – security, good order and control. It will operate a system of Security Information Reports (SIRs) generated through the internal Incident Reporting system. The Security Department will also manage information gathering whereby management is informed of any reasonable suspicion, security intelligence or concern that any member of staff may have.
 2. The type of information to be communicated in an SIR may include unusual associations on exercise; conversations with detainees, or overheard between detainees; unusual occurrences on an escort; hoarding of canteen goods or clothing; a detainee's actions which are out of character; and other matters.
 3. It is vital that confidentiality if information is observed. It must not be passed to any inappropriate individual or group.
 4. SIRs should be completed immediately, and intelligence shared as annotated within the SIR priority scoring.
 5. Urgent SIRs should be brought to the attention of the Security Manager or the Duty Manager immediately.
 6. The Security Department will analyse, and evaluate the quality and status of the information, consider whether an immediate response is needed, and consider also whether there are any wider implications. The 3 x 5 x 2 system of evaluation will be used. By these means, information is turned into intelligence.
 7. Where the information in an SIR is graded for “**immediate**” action, it will be dealt with as priority Intelligence Report, and the information brought to the

immediate attention of the Assistant Director Security and the Duty Director if required.

8. The information, once evaluated, will be transferred to an Intelligence Assessment in the Mercury intelligence software system (if write access is available to the IRC), for the detainees concerned.
9. All SIRs will be acknowledged via the automatic acknowledgement service generated by an SIR submission.
10. Once the SIR is fully completed (all sections are complete) then it will be linked to the detainee's CMS profile within CMS Security. All associated detainees identified in the SIR will also be linked in the same format.

Dynamic Security

11. Dynamic Security is used to establish positive relationships between staff and detainees to assist with the security and control of an IRC.
12. The information obtained will help to increase the knowledge and understanding of the IRC and its detainees.
13. SIR's are used to analyse the information gained and help effectively maintain the stability of the IRC and act upon intelligence in a positive pro-active

Dissemination of Intelligence

14. Only the following staff can access every full SIR:

- Contract Director
- Home Office Contract Monitor
- Deputy Director (if applicable)
- Deputy Home Office Contract Monitor (if applicable)
- Local Corruption Prevention Manager (if applicable)
- Police Liaison Officer
- Intelligence Staff

Further roles within the Security department have been risk assessed as requiring full access to SIRs:

Assistant Director Security

Security Manager (DCM)

Security/Intelligence Collators

Security/Intelligence Administrators

Police Liaison Officer

- 15 Access by other staff to SIRs must be made in writing to the Assistant Director Security; if a request is not granted then appeals can be made in writing to the Contract Director.
- 16 Any other request to access SIRs (sanitised) will be considered on its merits and may be for particular individuals. These internal departments may include:
 - Security Committee
 - Probation Service
 - Offender Management Unit
 - DEPMU
 - Safer Custody
- 17 External agencies such as police or other law enforcement or investigative agencies may make applications for information accompanied by the appropriate OPT form requesting disclosure.

GENERAL Staff will be informed of their responsibilities to use the SIR system on initial training / induction / refresher training.

3.06 SECURITY – GATHERING AND EVALUATING INFORMATION

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE *To inform staff of how the Security department will collect information and evaluate it in accordance with the Intelligence Cycle.*

REFERENCE DSO 11/2014 – Security Information Reports
S

SISS – Security Information Reports

SYSTEM 1 Staff at the establishment and in particular the Security Intelligence Unit will be responsible for collecting information that can be used as intelligence in order to ensure the good order of the establishment and maintain a safe living and working environment for all.

2 The different sources of information that will be used to gather intelligence include;

- Security Information Reports (SIRs)
- Mail Monitoring (subject to individual risk assessment)
- Security file – previous intelligence
- Covert Human Intelligence Source (CHIS)
- Police Liaison Officer (PLO), Law Enforcement Agencies and other Prisons/IRCs and Prison/IRC security files
- Observations using CCTV
- Open sources i.e. Internet, data records and bank details

3 All information received will be evaluated using the 3x5x2 evaluation codes as listed in the Security Information Report, these are as follows

Source Evaluation Codes		Information Evaluation Codes	Handling Codes
1	Reliable	A Known Directly	P Lawful sharing permitte
2	Untested	B Known indirectly but corroborated	C Lawful sharing permitte with conditions
3	Not reliable	C Known indirectly	
		D Not known	
		E Suspected to be false	

3.07 SECURITY – PERSONAL RESPONSIBILITIES OF ALL STAFF

LOCAL INSTRUCTIONS FOR	<i>SECURITY – PERSONAL RESPONSIBILITIES OF ALL STAFF</i>
RESPONSIBLE MANAGER	ASSISTANT DIRECTOR SECURITY
<i>PURPOSE</i>	To make staff aware of the security responsibilities everyone has.
<i>REFERENCES</i>	SISS Security Information Reports
<i>SYSTEM</i>	<ol style="list-style-type: none"> 1. All members of the establishment staff, irrespective of rank or function, have a responsibility for the maintenance of security. 2. IRC security is made up of systems which are comprised of: <ol style="list-style-type: none"> i) Physical security – i.e. the fabric of the buildings, locks, keys, gates, rooms, bars, the perimeter fences and wall. Technological Aids – CCTV, electronic locks, flood lights. Staff with responsibilities to check and use these should do so diligently. ii) Procedural security – i.e. as specified in the Local Security Strategy, Director’s Rules and Detention Service Orders. The effectiveness of procedures is dependent upon people operating them correctly. iii) Dynamic security – “Knowing what’s going on.” Rests upon positive and professional relationships with detainees, leading to stability and providing a context in which intelligence is obtained. All staff should communicate information, which may be of relevance to security to the Security Department, using the Security Information Report system. 3. A comprehensive set of instructions in the Local Security Strategy, in Director’s Rules, and in Detention Service Orders. They specify ways in which work should be carried out and provide essential contextual information. All members of staff must be familiar with all these instructions. They must operate in accordance with them at all times. 4. If any member of staff believes that an instruction is unhelpful or can be improved in any way, he/she should bring his/her views to the attention of his/her line manager. 5. It is good practice that all staff and regular visitors to the IRC i.e. members of the IMB, education, volunteers etc receive regular security awareness training so all understand the role they have in maintaining the security and control of the IRC. 6. This programme of training will be co-ordinated by the Security department and the Training department.

GENERAL Staff will be informed of their responsibilities for security during initial, induction, and refresher training. All employees at the establishment will receive annual mandatory training in Security Awareness and Corruption Prevention.

3.08 SECURITY – SECURITY AND YOUR RESPONSIBILITY

LOCAL INSTRUCTIONS FOR *SECURITY ADVICE – SECURITY & YOUR RESPONSIBILITIES*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the systems in place as individuals we all have a responsibility to protect National or Company secrets of which we may become aware for any reason.

SYSTEM

1. Serco as a company (the establishment) has the responsibility to ensure that the staff who are directly or indirectly employed with them are aware of the Security and your booklet which will be refreshed annually by the security team at The establishment.
2. This booklet covers various subjects about Security including: What is Security, why is Security Important, where do we all fit in, and the Security Department as a whole.
3. The three main key areas within the Security Department are: Personnel Security, Asset Protection, and Infosec.
4. **Serco Protective Marking System**

There are four levels of protective markings: Serco Business, Serco Restricted & Sensitive, Official, and Official Sensitive.

GENERAL These policies will be reviewed annually by the Security Department.

3.09 SECURITY – INTELLIGENCE & OBJECTIVES

LOCAL INSTRUCTIONS FOR *SECURITY – INTELLIGENCE & OBJECTIVES*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To describe the relationship between intelligence and objectives.

REFERENCES SISS – Security Information Reports

Intelligence Strategy

National Intelligence Model

SYSTEM 1. Written intelligence assessments will be produced monthly, and normally presented to the Security Committee. When necessary, they may be presented to the Director for his/her consideration.

2. Assessments will include conclusions drawn from intelligence.

3. Assessments will lead to further intelligence objectives.

4. Assessments will identify a strategy to address emerging issues

5. Assessments will be subject to challenge by competitive analysis.

6. Intelligence objectives will:

Aim to eradicate or reduce the IRC site threat risks identified in the Strategic Threat Risk Assessment. The STRA will provide the basis detail on the current control measures and short and mid-term objectives improve these further.

Take account of known deficiencies in security, good order or discipline

Take account of known deficiencies in intelligence and opportunities for improvement

Be supported by an intelligence assessment evidencing ongoing issues or new emerging issues.

Be communicated by the Security Manager to staff who are in a position to gather any relevant information.

7. The Contract Director may set objectives.

8. The Security Committee Meeting additional short-term objectives, in the light of intelligence.

3.10 SECURITY – STORAGE OF INFORMATION

LOCAL INSTRUCTIONS FOR

SECURITY – STORAGE OF INFORMATION

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the way in which information in the Security Department is held.

REFERENCES SISS – Security – Security Information Reports

SYSTEM

1. Security Information will be entered on CMS in accordance with the 3 X 5 X 2 evaluation system.
2. Information relating to detainees will be reported via the electronic SIR system will be recorded on CMS Security, reducing the risk of hard copy data loss.
3. CMS Security has a “search” function whereby all intelligence received at the establishment (i.e. recorded on an SIR) concerning any topic (e.g. “escape”, “concerted indiscipline”, “weapons” etc.) will be selectively presented. The information presented will include the identity of the detainee(s) concerned, and the reference of the source SIR.
5. Hard copies of information, including detainee’s security files, will be stored in lockable cabinets and held under GDPR classification and will be dealt with in line with the Serco Divisional Policy, this ensure that no unsecure data is breached in any way. You are only authorised to have out on your working desk, the marked document or documents that you are currently working with, all other information must be locked away if not being used by you at this time. This also applies to your desk, in that when you leave your office or desk to go home, you must ensure that you follow the clear desk policy, and nothing is left out nor unattended and in no way can be breached.
6. Access to the Security Department will be managed by the Security Department, ensuring that any confidential data or intelligence is not accessible to staff that do not work in the department unless the Assistant Director Security states otherwise.

GENERAL All staff are responsible to be in date with the Serco GDPR/Think Privacy Training.

3.11 SECURITY – SHARING OFFICIAL SENSITIVE INFORMATION

LOCAL INSTRUCTIONS FOR *USE OF CJSJ/SECURE EMAIL OR ENCRYPTED DEVICES*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To inform all staff of the authorised methods for sharing official sensitive documents

REFERENCES

SYSTEM All official sensitive communications and documents must only be shared via secure email. Within the IRC estate this will take place by direct Mercury File transfers through the mercury system (when available), or by sending official sensitive information via CJSJ email only.

3.12 DETAINEE CORRESPONDENCE – GENERAL INFORMATION

LOCAL INSTRUCTIONS FOR DETAINEE CORRESPONDENCE – GENERAL INFORMATION

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of general information relating to detainees' correspondence.

REFERENCES Detention Centre Rule 27 - Correspondence

- SYSTEM**
1. Correspondence is an important means by which detainees may maintain meaningful relationships with family, friends, and other parties in the community.
 2. Therefore, detainees will be permitted to correspond with family, friends, officials, and other significant community contacts with minimum interference.
 3. Detainees' outgoing mail will show the official address of the IRC as well as the detainee's name and CID number.
 4. No letter or other communication to or from a detained person may be opened, read or stopped save where the manager has reasonable cause to believe that its contents may endanger the security of the detention centre or the safety of others or are otherwise of a criminal nature or where it is not possible to determine the addressee or sender without opening the correspondence.
 5. Detained persons will be given the opportunity of being present when any correspondence is opened or read and shall be given reasons in advance if any correspondence is to be opened, read or stopped under paragraph 4.
- xvi) *If the person or authority with primary responsibility for the care of a child (i.e. a person under 18 years of age) requests that calls/letters from a detainee to that child be stopped, the detainee must not be allowed to contact the child.*
5. *Persons not wishing to be contacted by a detainee can make a request in writing, by email or verbally. If a request is made verbally, a record must be maintained of this request.*

In all cases, an audit trail must be kept, and this must form part of the risk assessment on whether monitoring is required.

3.13 CORRESPONDENCE – ILLICIT ENCLOSURES

INSTRUCTIONS FOR *CORRESPONDENCE – ILLICIT ENCLOSURES*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the procedures to follow when dealing with illicit enclosures.

REFERENCES *Detention Centre Rule 27 - Correspondence*

SYSTEM 1. The Director or an appropriate Deputy / Assistant Director grade may authorise the opening of mail where there is reasonable cause to believe that its contents may endanger the safety or security of staff, visitors, detainees or the IRC. Letters opened for these purposes will not be read unless for example an illicit enclosure is found.

3.14 DISCLOSURE TO DETAINEES OR THIRD PARTIES UNDER GDPR

LOCAL INSTRUCTIONS FOR DISCLOSURE TO DETAINEES UNDER GDPR

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To explain the procedures for responding to a request from a detainee/third party for disclosure of security and intelligence data.

SYSTEM

1. Subjects have the right of access to information held on them.
2. This right includes security and intelligence information submitted on a Mercury Intelligence Report and includes CCTV footage.
3. Any request for any such information must be referred to the Home Office Data Protection Unit where HOIE are the data owners.
4. Upon approval of the request by the HOIE Data Protection Unit all agreed information will be shared by the Governance Department with any agreed necessary redactions made to protect the rights of other detainees, visitors, staff members or members of the public.

3.15 COVERT HUMAN INTELLIGENCE SOURCES – GENERAL INFORMATION

LOCAL INSTRUCTIONS FOR *COVERT HUMAN INTELLIGENCE SOURCES – GENERAL INFORMATION*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To provide general information on Covert Human Intelligence Sources.

REFERENCES Covert Human Intelligence Sources – General Information on Authorisation for Tasking A Covert Source

Human Intelligence Sources – Tasking a C.H.I.S.

- SYSTEM**
1. Covert Human Intelligence Sources (Covert Sources) are a subset of Human Intelligence Sources. Their use is regulated by the Regulation of Investigatory Powers Act 2000 (RIPA). It may be that most Sources will be Covert Sources, and this may include those who were previously treated as contacts rather than informants. There are stringent procedures to be followed before a Covert Source can be used.
 2. A Covert Source is a Detainee who meets one or more of the following criteria:
 - i) Covertly discloses information obtained by the use of personal or other relationship or as a consequence of such relationship
 - ii) Covertly uses a personal or other relationship to obtain information or to provide access to information to another person
 - iii) Establishes or maintains a personal or other relationship for the covert purpose of facilitating anything covered by i or ii.
 3. Information is disclosed covertly if, and only if, it is disclosed in a manner calculated to ensure that one of the parties to the relationship is unaware of the disclosure.
 4. A relationship is used covertly if, and only if, it is conducted in a manner calculated to ensure that the subject is unaware of its purpose.
 5. A Covert Source may be asked, induced or assisted to carry out any actions in accordance with Human Intelligence Sources – Tasking a C.H.I.S. however, the use of a Covert Source must first have been authorised with Covert Human Intelligence Sources – General Information on Authorisation for Tasking A Covert Source.

3.16 MOBILE PHONES, INTERNET ENABLED DEVICES AND CAMERAS

LOCAL INSTRUCTIONS FOR *MOBILE PHONES, INTERNET ENABLED DEVICES AND CAMERAS*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

REFERENCES *MOBILE PHONES, INTERNET ENABLED DEVICES AND CAMERAS
DSO*

PURPOSE To inform staff of the circumstances in which mobile phones, internet enabled devices and cameras may be permitted in the IRC.

Below is a simple summary of who may have mobile phones, internet enabled devices or cameras in a centre and the type of phone they may have:

SYSTEM

Group	Are allowed
Detainees	<ul style="list-style-type: none"> - access to a mobile phone without recording/internet facilities (subject to restrictions explained later in this instruction); - no access to a camera or internet enabled devices.
HM Inspectorate of Prisons' staff	<ul style="list-style-type: none"> - access to a mobile phone or internet enabled device with recording/internet facilities in areas not frequented by detainees; - access to a mobile phone without recording/internet facilities in areas frequented by detainees; - to take a camera, without access to the internet, into the establishment.
Legal advisers	<ul style="list-style-type: none"> - access to a mobile phone (or camera) with recording/internet facilities in designated visits areas.
Official visitors	<ul style="list-style-type: none"> - access to a mobile phone, camera or internet enabled device with recording/internet facilities in areas not frequented by detainees; - access to a mobile phone without recording/internet facilities in areas frequented by detainees;
Social visitors	<ul style="list-style-type: none"> - no access to a mobile phone, internet enabled device or camera of any sort within any part of the centre.
Service provider staff (including IMB members)	<ul style="list-style-type: none"> - no access to a mobile phone, internet enabled device or camera of any sort within

	any part of the centre without authorisation by the centre manager.
Home Office staff	<ul style="list-style-type: none"> - access to a mobile phone or internet enabled device with recording/internet facilities in areas not frequented by detainees; - access to a mobile phone without recording/internet facilities in areas frequented by detainees. - with the permission of the centre manager, access to a mobile phone (or camera) with recording facilities or internet enabled device in official interview rooms frequented by detainees.
Home Office auditors, security team or other Home Office staff attending centres on pre-arranged official visits	- To take a camera, without access to the internet, into the establishment if necessary, for monitoring or audit purposes and where authorised by the centre manager. See paragraph 38,
Visiting medical practitioners	<ul style="list-style-type: none"> - access to a mobile phone which takes photos but without internet access in consultation areas; - access to a camera, without access to the internet, in consultation areas if that is their preference for taking photos; - access to a mobile phone which does not take photos and without recording/internet facilities in areas with free detainee access;

Following a risk assessment, provision of a mobile phone in the following circumstances may be denied for detainees:

a) Current disruptive or threatening behaviour provides reasonable grounds to believe that the detainee will misuse the mobile phone; and/or

There are specific risks to the public confirmed by a public protection arrangement such as MAPPA; and/or

c) There are reasonable grounds to believe that the detainee will use the mobile phone to cause harm to be done to him or herself or another person.

Where a detainee is not allowed a mobile phone in accordance with the above, members of staff must ensure that this does not prevent the detainee's access to justice by enabling access to suitable alternative methods to speak to their legal representatives or to contact a court. Their mobile phone must be stored securely for the time they are not permitted to retain one.

Supplier centre managers are responsible for ensuring a record is kept of all mobile phones in the possession of detainees, including:

- the name of the detainee;
- IMEI number; and
- a record of the phone numbers issued, if any.

When a detainee is found to have three or more SIM cards in possession, this should be investigated by the centre's security team. In accordance with DSO 11-2014, a Security Information Report must be completed with the details of this find and sent to the local Compliance Team Manager and the Detention Services Intelligence Team.

3.17 DIRECTED SURVEILLANCE – IRC INITIATED DIRECTED SURVEILLANCE

LOCAL INSTRUCTIONS FOR	<i>DIRECTED SURVEILLANCE – IRC INITIATED DIRECTED SURVEILLANCE</i>
RESPONSIBLE MANAGER	<i>ASSISTANT DIRECTOR SECURITY</i>
PURPOSE	To explain the procedure for the authorisation of IRC initiated Directed Surveillance.
REFERENCES	<i>SURVEILLANCE CAMERA SYSTEMS DSO</i>
SYSTEM	<p>1. Directed surveillance by the IRC for its own purposes may be authorised when this is necessary for one of the following purposes:</p> <ul style="list-style-type: none"> i) Preventing and detecting crime or preventing disorder. ii) In the interests of public safety. <p>2. The Authorising Officer will be Home Office DEST.</p> <p>3. Such an operation will not be authorised unless the authorising officer is satisfied that the information sought:</p> <ul style="list-style-type: none"> i) Is necessary for one of the interests set out in paragraph 1. ii) Could not reasonably be obtained by less intrusive means, taking into account not only the interference in the private and family life of the target but also the collateral intrusion into the privacy of others who may be observed during the surveillance operation. <p>4. Authorisation must be given in writing via an SV1 application and placed on a file where it can easily be retrieved for oversight purposes. The operation can only go ahead after written approval from the HOIE DES Contract Monitor for the time stipulated in the approval.</p>

3.18 PROTECTED INTELLIGENCE REPORTS

INSTRUCTIONS FOR *PROTECTED INTELLIGENCE REPORTS*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the systems in place for the secure gathering and dissemination of information and the need for confidentiality.

SYSTEM

1. An SIR/IR becomes 'protected' when it contains:
 - A 'Staff Corruption' matter (i.e. intelligence about staff)
 - Information from a Covert Human Intelligence Source (CHIS)
 - Matters relating to national security
2. Any SIR/IR regarding staff corruption submitted on Corruption Prevention Report through the IRC Mercury system when in place.
3. Any IR relating to national security must be shared with the PIO, Operational Partnership Team (OPT).
4. All Corruption Prevention Reports are restricted and as such can only be accessed by the Local Corruption Prevention Manager and Corruption Prevention Analyst.

3.19 DISSEMINATING SECURITY INFORMATION

INSTRUCTIONS FOR

DISSEMINATING SECURITY INFORMATION

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the systems in place for the secure gathering and dissemination of information and the need for confidentiality.

- SYSTEM**
1. It is vital that intelligence is shared with those outside security with a need to know it. In doing so, however, the source of the information must be protected.
 2. Intelligence will be regularly disseminated/shared to key departments and staff on a need to know basis, and may take the form of:
 - Monthly Intelligence Briefings
 - Security Bulletins (for immediate or emergency security information)
 - Prominent Nominals Information Board
 - Written briefings / Notices to staff
 3. The Assistant Director Security must authorise dissemination to other parties and the Security Intelligence office will maintain an audit trail for every application/dissemination
 4. Security staff will use the Disseminating Information Form for this purpose.
 5. Police and other LEA must use national OPT forms as appropriate. Particular attention must be paid when making voluntary disclosure (also known as ad hoc disclosure) including any handling conditions
 6. Dissemination within the IRC must be subject to an audit trail where the Assistant Director Security is satisfied that an individual/group has a need to see the information. Handling conditions (such as secure destruction of SIRs/IRs after a meeting) may also be imposed provided that they are sensible and do not undermine the sharing of information to those who need access to it. The Security DCM will deputise for the Assistant Director Security in their absence.

3.20 INTELLIGENCE – REGULATION OF INVESTIGATORY POWERS ACT

INSTRUCTIONS FOR *INTELLIGENCE – REGULATION OF INVESTIGATORY POWERS ACT, OPEN SOURCE RESEARCH ON THE INTERNET AND SOCIAL NETWORKING SITES*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE Open Source Research on the Internet and Social Networking Sites

REFERENCES Regulation of Investigatory Powers Act 2000 (RIPA) DSO National Security Framework

SYSTEM Open source research is the name given to law enforcement and public authorities' capacity to view, collect, process and analyse personal information stored on the internet. This information can be invaluable for Security Management when assessing whether intelligence or allegations have any substance and require further investigation. Quite often, open source research is the least intrusive and essential first step in an intelligence gathering investigation and can either prove or refute allegations at the outset.

It is necessary for Home Office and SERCO to carry out investigations to, amongst other things, prevent and detect crime, to maintain security and control, on the grounds of protecting the public, or with regard to corruption or disciplinary matters.

All investigations will be in accordance with the law, justified and appropriately authorised.

The product of any open source investigations will be securely stored as evidence.

1.Types of Open Source:

The following list is not exhaustive but will include the following:

- Facebook/other Social Network Site (SNS) identification - detainees
- Facebook/other Social Network Site (SNS) identification – staff, where they may be at risk or they have posted inappropriate information on their profile page
- Research on staff who otherwise pose a threat to security or involvement in criminality
- Research on the criminal associates of staff
- Researching usernames or gaming tags or other online identifiers including on-line activities (e.g.: purchases on eBay)

2. Application Process:

Applications can be made from a range of staff such as investigating officers, security/intelligence staff, or directors.

All applications should be completed on the appropriate Annex C – Open Source Request Form

There are different levels of application:

- Level 1: Immediate response

This is a case which is time critical and is research that is being conducted immediately as a response to intelligence received or an incident and it is believed that personal information held on the internet will assist. The sorts of operational management issues include preventing an assault, preventing an escape, preventing a crime in IRCs, stopping serious self-harm or a self-inflicted death. It may be that information has been received on a Security Intelligence Report (SIR) and it is recommended that open search research be undertaken; alternatively, the establishment may have its Command Suite opened and a decision is taken to carry out open source research.

- Level 2: Information is openly available

This is information that is available on the Internet and does not require the researcher to have a SNS profile, account, or password to access it.

- Level 3: Information is held in Social Network Sites (SNS)

It is important to be aware that possible repeated searching of a subject's SNS profile could constitute directed surveillance in a similar way as set out above regarding level 2. It may be that over a period of time, the amount of information posted on SNS is so detailed that the right to privacy is engaged and a directed surveillance authorisation sought. The same may apply where information from one or more social networking sites is put together with other information, we hold to form a more detailed profile.

- Level 4: Ghost Account
- Level 5: CHIS

3.Regulation of Investigatory Powers Act (RIPA) Directed Surveillance

The definition of directed surveillance is:

Directed Surveillance is defined in section 26(2) of the 2000 Act as surveillance which is covert, but not intrusive, and undertaken:

- for the purposes of a specific investigation or specific operation;
- in such a manner as is likely to result in the obtaining of private information about a person (whether or not one specifically identified for the purposes of the investigation or operation); and
- otherwise than by way of an immediate response to events or circumstances the nature of which is such that it would not be reasonably practicable for an authorisation under Part II of the 2000 Act to be sought for the carrying out of the surveillance.

Covert Human Intelligence Sources (CHIS)

A person is a CHIS under Section 26(8) of RIPA if: –

- a. he establishes or maintains a personal or other relationship with a person for the covert purpose of facilitating the doing of anything falling within paragraph (b) or (c);
- b. he covertly uses such a relationship to obtain information or to provide access to any information to another person; or
- c. he covertly discloses information obtained by the use of such a relationship or as a consequence of the existence of such a relationship.

4.Retention Periods

All applications, authorisations, and material gathered must be retained for six years from the date of authorisation. This is the standard retention period for the retention of intelligence. Information must be recorded, retained, and processed consistent with GDPR, and in line with PSI 24/2014. If the material is shared with the Police for the purposes of a criminal investigation, the material will be managed in accordance with the Criminal Procedure and Investigations Act (CPIA).

GENERAL

It is essential that at all times, Applicants and Authorising Officers must take into account collateral intrusion and do not use open source research as an opportunity to look up information that forms no part of the investigation. Measures must be taken to minimise interference with the private and family life of those not subject of the investigation and decisions documented. Collateral intrusion that occurs must be documented and a plan set out for dealing with it.

Function 4

CONTROL OF INTERNAL MOVEMENT

SISS No. SISS Title

- 4.01 ROLL CHECKS
- 4.02 MAINTAINING AN ACCURATE ROLL
- 4.03 GATE – SECURE EXIT AND ENTRY OF DETAINEES
- 4.04 CONTRACTORS – SECURE MANAGEMENT OF CONTRACTORS
- 4.05 MAIN CONTROL ROOM & GATELODGE _ RESTRICTED ACCESS
- 4.06 RADIO ALLOCATION
- 4.07 RADIOS – USE OF RADIOS
- 4.08 RADIO CALL SIGNS
- 4.09 RADIO TEST CALLS
- 4.10 PERIMETER SECURITY & FENCE CHECKS
- 4.11 GATE – CONTROL OF ITEMS ENTERING AND LEAVING
- 4.12 GATE – ACCEPTABLE FORMS OF IDENTIFICATION
- 4.13 GATE – IDENTIFICATION OF STAFF
- 4.14 GATE – SECURE ENTRY AND EXIT OF STAFF
- 4.15 GATE – SECURE ENTRY AND EXIT OF VISITORS TO THE IRC
- 4.16 GATE – SECURE ENTRY AND EXIT OF VEHICLES
- 4.17 VEHICLE ESCORTS

4.01 ROLL CHECKS

INSTRUCTIONS FOR

ROLL CHECKS

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To ensure that all detainees, residents and service users are accounted for.

REFERENCES SISS – Maintaining an Accurate Roll

SYSTEM

1. A minimum of two physical roll counts will be made each day.
2. The Control Room officer will check with the Gatehouse officer as to the total number of detainees in the IRC against control room roll boards, gatehouse roll boards and the CMS system. Gatehouse and Control Room officers will assure themselves that midnight roll and inbound/outbound movement figures are accurate. The current total roll figure will be recorded on the Roll Count Record as the “target figure”.
3. 5 minutes before the roll check is due, the Control Room will broadcast the following message:

“ATTENTION ALL STATIONS. DETAINEE MOVEMENT WILL BE FROZEN IN 5 MINUTES. I SAY AGAIN, DETAINEE MOVEMENT WILL BE FROZEN IN 5 MINUTES”
4. The Duty Manager/DCM will be responsible for the execution of the roll check and will be present in the Control Room whilst it is being done. He/she will sign the roll count sheet on completion of the count and will record whether or not the roll was correct.
5. On hearing the warning broadcast by the Control Room 5 minutes before the freeze on movement, all staff will ensure that whatever movement of detainees is necessary is completed *before* the freeze.
6. At the Roll Check times, the Main Control Room will announce over this over the net.
7. The CONTROL ROOM Clerk will instruct the Gate officer(s) to halt movements of escort vehicles through the Gate/s. This restriction will obtain until rescinded on the instruction of either the Duty Manager or Duty Director.
8. On the freeze being broadcast, all detainees will return to their Units and will be locked in their rooms (Brook House IRC and CSU Units only). Those in other areas will be held in the locations that they are in.
9. Staff should follow the procedure for counting as detailed in the Directors Rules / SISS and most importantly, a full roll count will be on the basis of each detainee being physically seen by the officer undertaking the count, as

opposed to using information previously recorded or from a third party or on the basis of assumptions.

COUNTING RESIDENTIAL UNITS AND IN THE CARE & SEPARATION UNIT (CSU)

10. The members of staff responsible for the unit will take a Roll Sheet and check every room on the wing by opening the room door. The number of detainees counted will be recorded on the roll sheet, and all the numbers added up and submitted to the CONTROL ROOM.
11. If it is decided that the counted figure is wrong, then the Duty Manager/DCM or Duty Director must be informed, and the detainees must be counted again.
12. The Control Room will then be contacted by telephone and given the count.

COUNTING IN OTHER AREAS

15. The officer responsible for the area will take a blank piece of paper and check all parts of their area. The number of detainees counted in the area will be recorded on the paper. This will be the result of the count
16. The result of the count will then be compared with the number of detainees expected to be in the area recorded on the roll board, and any discrepancy investigated. If it is decided that the counted figure is wrong, then the Duty Manager or Duty Director must be informed, and the detainees must be counted again.
17. The Control Room will then be contacted by telephone, and given the following details:
 - a) The **COUNTED** number of detainees in the area,
 - b) The unit location of the detainees in the area,

ACTION BY THE CONTROL ROOM Officer

18. The CONTROL ROOM Officer will record the unit and area counts on the Roll Count Record proforma and compute the total. He/she will then inform the Duty Manager or Duty Director of the result.
19. The Duty Manager or Duty Director will interrogate any discrepancies.

If there is any discrepancy in the count, the Responsible Duty Manager/DCM or Duty Director will instruct the unit staff, via the Duty Manager/DCM, to investigate and report back.

If the total number of detainees counted in a non-accommodation area is not the same as the total of the detainees stated to be in that area by the various wings, then the Duty Manager/DCM or Duty Director will ask the staff in that

area to state where the detainees are from. With this information, he/she should be able to find which areas are incorrect.

20. The Duty Manager/DCM or Duty Director will sign the Roll Check Record as Correct / Incorrect.
21. If the total number of detainees counted does not equal the target figure, and the Duty Manager/DCM or Duty Director is unable to identify the source of the error within a reasonable time period, then he/she should call for a re-count.
22. A re-count should be done using new Roll Check Record forms and should be carried out in the same way as the original count. The re-count may be immediate, or the Duty Manager/DCM or Duty Director may decide to defer it for operational reasons. In such a case, he/she should give regard to the possibility of restricting movement into/out of the IRC in the interim.
23. The Duty Director must be informed if a re-count is necessary, although it does not require his/her permission.
24. If, on recount, the roll is still incorrect, the relevant contingency plan will be activated.
25. When the roll count is correct, the Duty Manager/DCM or Duty Director will instruct the CONTROL ROOM officer to broadcast the following message:

“ALL STATIONS, THE ROLL IS CORRECT. I SAY AGAIN, THE ROLL IS CORRECT, RESUME NORMAL DUTIES”
26. Completed roll check documentation will be kept for a minimum of 3 months.
27. CONTROL ROOM will record the count from all activity areas following mass movement. See CSS – Maintaining an Accurate Roll.

Incorrect Roll

28. The response to an incorrect roll is in proportion to the risk to security but must be challenged and rectified and failure to identify all detainees must activate the contingency plan.

4.02 MAINTAINING AN ACCURATE ROLL

INSTRUCTIONS FOR

MAINTAINING AN ACCURATE ROLL

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To ensure that an accurate running roll of the IRC may be obtained at any time

REFERENCES Roll Counts Risk Assessment

SYSTEM 1. The Control Room will maintain a constant record of the establishment roll including the management of all movements, whether internal or external.

No movement will be conducted without the permission of the CONTROL ROOM who will document each movement.

Full IRC roll counts are conducted at key points throughout each day on at least 2 or more occasions.

It is the responsibility of the IRC staff conducting movements to maintain accurate detainee numbers and have the ability to gain knowledge of each specific detainee identity by the use of either identification cards or local IT systems.

2. The CONTROL ROOM must reconcile the IRC roll at roll check periods using local methods and CMS roll count tools.

The Duty Manager must certify the completion of all roll checks.

Detainee Custody Officers in charge of detainees must have a knowledge of the detainees in their area of work (Wing, Gym, HCC) whether on or off the unit with the use of roll boards, occurrence/observation books, or verbal handovers.

Other IRCs (including teachers, nurses, counsellors and any other staff members) having charge of a detainee or group of detainees must also have knowledge of their detainees in their area of work.

3. A nominal roll will be maintained in each area

4. Whereby discrepancies occur that simply cannot be reconciled, the local contingency plan will be activated. This plan includes the use of stand fast roll checks, full lock up and roll count, deployment of fixed post perimeter officers, and room by room searching and identification of detainees

4.03 GATE – SECURE EXIT AND ENTRY OF DETAINEES

LOCAL INSTRUCTIONS FOR

GATE – SECURE EXIT AND ENTRY OF DETAINEES

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the procedures for the movement of Detainees through the gate.

REFERENCES

SYSTEM 1. All movement of detainees will be recorded in the Gate and Reception Logbooks.

2. If there is any doubt what-so-ever concerning the identity and authorisation for discharge of a detainee presented at the gate, the gate officer will ensure that the detainee is not released and will freeze all movement in that area and will contact the Duty Manager and the Duty Director

3. All detainee movements, whether exit or entry, and whether on foot or in a vehicle, will be suspended, until the detainee is in a controlled detainee area, and the Duty Director unfreezes movement.

DISCHARGE OF A DETAINEE (RELEASE)

4. The appropriate manager will identify the detainee using the biometrics and CMS system's in Reception and sign a Gate Pass authorising the release of the detainee.

5. The detainee will be escorted to the appropriate IRC exit point, the Satellite Gate (Brook House IRC) and Reception Gate (Tinsley House IRC)

6. The escorting officer will hand over the Gate Pass to a member of the gate staff in the designated location.

7. The gate officer will check the Gate Pass and the detainee's identity using the photograph affixed to the Gate Pass.

8. The appropriate manager will fully identify the detainee in reception using the IS91, release orders and biometrics with questioning.

Once fully satisfied that the final check is complete the appropriate manager will hand the signed gate pass to the escorting officer to present to the gate house to authorise the gate clerk to release the detainee.

The gate clerk will then request movement of vehicle gates through the control room.

DISCHARGE OF A DETAINEE (Escort or Transfer)

9. The officers in charge of the Detainee and escort will refer to the escorting risk assessment for instructions on handcuffing arrangements (if applicable).
10. The appropriate manager will identify the detainee using the biometrics and CMS system's in Reception and sign a Gate Pass authorising the release of the detainee.
11. The detainee escort will be escorted to the vehicle lock by a reception DCO, who will use the intercom/radio to ask the CONTROL ROOM to approve the opening of the Vehicle Gate.
12. The escorting officer will hand over the Gate Pass to a member of the gate staff in the vehicle lock.
13. The detainee details will be checked against the PER document before approval to release the escort from the IRC.

4.04 CONTRACTORS – SECURE MANAGEMENT OF CONTRACTORS

LOCAL INSTRUCTIONS FOR *CONTRACTORS – SECURE MANAGEMENT OF CONTRACTORS*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of how to ensure the risk presented by contractors visiting the IRC is minimized

- SYSTEM**
1. Before a contractor enters the establishment, discussion will occur between the Assistant Director Security, Facilities Manager and the Project Manager to discuss security implications for the establishment as a whole.
 2. All Contractors to the establishment require acceptable proof of identification. No identification will normally result in entry to the establishment being refused, however, the Security Detention Custody Manager/Assistant Director Security will make the final decision on allowing entry or not.
 3. Contractors will be photographed at the Gatehouse (where this facility exists) and be required to wear a visitors pass for the duration of their visit and will be issued with a wrist band to make easy identification, they will also be escorted and supervised at all times whilst in the IRC.
 4. Contractors will be informed that they must comply with the “Contractors’ Conditions”, found in the gatehouse.
 5. All the contractor’s employees will be the subject of security checks before allowed into the IRC.
 6. Before a building project begins, special instructions dedicated to each contract to address security concerns will be generated and issued. These will include the salient points of escort staff briefings, to ensure supervision is effective in minimising risk.
 7. Contractors will be subject to a basic regime of tool control as SCSS – Tools – Contractors’ tools.
 8. Only those enabling tools (and equipment) agreed by the Facilities Manager/Assistant Director Security will be transported into the IRC.
 9. As part of the conditions of contract the Contractors will transport enabling tools in lockable boxes and be in possession of a tool inventory.
 10. Machine tools and other large items of equipment need not have identification marks but must be described on the tool inventory list. Wherever possible all large items of equipment should be secured in a lockable container.

11. The contractor will be subject to an enabling tool security check, against the inventory, by gate staff (or designated member of staff), on each entry and departure from the IRC.
12. Only staff who are deemed competent will escort contractors in the establishment. The following staff have received the appropriate security awareness training and are deemed competent:
 - Detention Custody Officers
 - Facilities Management

When moving contractors throughout the establishment, the escorting member of staff will seek permission from the communications room, prior to moving them and when permission is granted and the move has taken place, will notify the communications room that they have arrived at their destination.

13. When tools are removed from secure toolboxes, and in locations where access to the tools by detainees may be possible, the escorting officer and the contractor will ensure that appropriate precautions are taken at all times to prevent theft of the tools.
14. After a contract is completed the area used will be thoroughly searched before detainees have access to it.

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

4.11 GATE – CONTROL OF ITEMS ENTERING AND LEAVING

LOCAL INSTRUCTIONS FOR	<i>GATE – CONTROL OF ITEMS ENTERING AND LEAVING</i>
RESPONSIBLE MANAGER	<i>ASSISTANT DIRECTOR SECURITY</i>
PURPOSE	To make gate staff aware of the need to control all items entering and leaving the IRC
REFERENCES	<p>SISS – Control of access to items that could be used in an escape or to undermine security</p> <p>SISS – Prohibited or controlled items</p>
SYSTEM	<ol style="list-style-type: none"> 1. The Gate Officer will retain those goods not being delivered to specific departments by vehicle. 2. All goods entering the IRC must be X-rayed / manually searched, before being delivered to relevant departments. 3. Detainee parcels must not come into contact with detainees until searched. Outgoing goods must be kept away from detainees after they have been searched to prevent illicit items being smuggled in or out of the establishment. 4. Detainees must never step on to a vehicle to load or unload. They are permitted to use a pallet truck to remove pallets from the rear of the vehicle, when the pallet has been removed from the vehicle by the driver. Detainees in vehicle loading areas will always be supervised by a member of site staff. 5. Items of property for detainees must be entered on property records on CMS. 6. If there is any doubt relating to the authority to allow an item in or out of the IRC, the Assistant Director of Security will be consulted and in his/her absence the Deputy Director.

4.12 GATE – ACCEPTABLE FORMS OF IDENTIFICATION

INSTRUCTIONS FOR

GATE – ACCEPTABLE FORMS OF IDENTIFICATION

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

SYSTEM **1. Social visitors** (personal visitors to detainees) must provide **one** of the following:

- A passport (current or if expired within 5 years of expiry date). This can include foreign passports and travel documents recognised by HM Government.

- European Community identity card.
- Photographic driving licence.

Or **two** of the following:

- Birth certificate
- Marriage certificate
- Rail or bus pass with photograph
- Employer's ID card or NUS student card
- Young person's proof of age card
- Trade union membership card
- Senior citizen travel pass issued by a local authority
- Home Office ARC card (asylum support application registration card)
- Benefits book

Note: Due to the very nature of the centres and their population, once individuals are released from detention, they may wish to visit the centre in the future. Often the documents prescribed above are not available to them due to their pending immigration cases. If the centre staff can verify the identity of the individual by way of archived data and if he or she can produce a release order containing photographic evidence, e.g. form IS96, their identity is considered confirmed and access to visits should be granted

2. Home Office officials, other government officials or official visitors invited by the

Secretary of State in such capacity when accompanied by a Home Office Official, must provide an ID card containing a photograph (such as an Immigration Enforcement warrant card, or recognised pass to a government building).

3. IMB members and HMIP inspectors have a statutory right of access to an immigration removal centre. They must provide their IMB ID card containing a photograph.

4. Representatives of non-governmental organisations are treated as social visitors for the purposes of this DSO.

5. **Medical practitioners** must provide an ID card issued by their Primary Care Trust, NHS or equivalent. Independent medical practitioners may provide identification as per the requirements for social visitors at paragraph 4. In addition, establishments have the right to check independent medical practitioners are registered with the General Medical Council (GMC) and/or the General Dental Council and our expectation is that they hold indemnity insurance cover as required by the GMC and/or GDC. It is possible to check a medical practitioner's status at the GMC website: <http://www.gmc-uk.org/doctors/register/LRMP.asp> and to check a dentist's status at the GDC website: <http://www.gdc-uk.org/Pages/SearchRegisters.aspx>.

6. Legal representatives wishing to visit detainees must make an appointment with the

IRC. On arrival, legal representatives must provide:

- Any photographic ID, as described in point 1 above;
- Identity card issued by their firm or chambers, or business card;
- Be able to identify the detainee(s) to be visited by providing

4.13 GATE – IDENTIFICATION OF STAFF & STAKEHOLDERS

**INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*GATE – IDENTIFICATION OF STAFF & STAKEHOLDERS
ASSISTANT DIRECTOR SECURITY*

PURPOSE *To enable staff to know the correct process for the identification for members of staff members*

REFERENCES

SYSTEM All staff can be identified with a Serco ID card (or the relevant stakeholder ID) that should be on display at all times. The ID card will display a photograph and name of the member of staff in question. Staff ID cards are clearly identified with the word staff displayed on them.

Stakeholders that do not have a photographic ID from their respective agency will be provided with a photographic Serco Visitor ID badge subject to Assistant Director Security approval and showing the Security Department a valid driving licence or passport, and a written letter from the respective agency confirming their employment.

Site contractors that are approved by Assistant Director Security to work within the establishment on an ongoing basis will be provided with a photographic Serco Visitor ID Badge, subject to showing the Security Department a valid driving licence or passport, and a written letter from the respective agency confirming their employment.

Ad-hoc site contractors or visitors reporting to staff working at an IRC must provide a valid driving licence, passport or company ID. They will be issued with a temporary site ID badge and be recorded on the IRC fire register, confirming when they arrive and leave the IRC.

Sensitive/Irrelevant

Sensitive/Irrelevant

4.15 GATE – SECURE ENTRY & EXIT OF VISITORS TO THE IRC/PDA

INSTRUCTIONS FOR *GATE – SECURE ENTRY & EXIT OF VISITORS TO THE IRC/PDA*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To ensure that staff are aware of the procedure concerning the entry & exit of visitors to the IRC/PDA.*

REFERENCES

SYSTEM The names of all persons entering the IRC/PDA in either a Social/domestic or Official capacity will be recorded on CMS together with the times of arrival and departure. At least one sliding door of the respective pedestrian lock (staff or visitors' entrance) will be secure when people enter or leave the IRC/PDA.

AUTHORITY TO ENTER THE IRC/PDA

Gate staff must confirm the identity of any person seeking to enter or leave the IRC/PDA.

Refer to SISS 5.17 Gate – Acceptable forms of ID for acceptable forms of identification.

Official visitors to the IRC/PDA will normally have made an appointment and the gatehouse informed of that, with a record on the list of expected visitors.

Certain visitors have a statutory right of entry to an IRC/PDA. Refer to SISS Visitors with statutory right of entry. Additionally, certain people have "prior authority" to visit. These are:

- HM Inspectorate of Prisons
- Members of Parliament (who have taken the oath of allegiance)
- Judges of the High Court
- The High Sheriff of the local District

Visitors who do not have a statutory right of entry, nor prior authority, and who do not have an appointment will only be admitted with the authority of the Duty Manager.

VIDEO IMAGING OF VISITORS

Subject to certain exceptions, visitors will have a facial image taken; their fingerprint recorded on CMS and be fitted with a security wrist band with the serial number being recorded prior to entry.

The exceptions are:

- Serco Home Affairs personnel or other (contracted) individuals who show a Serco ID card.
- Home Office personnel who show a Home Office ID.
- Members of the Independent Monitoring Board.
- Staff of approved Escort contractors who show an approved company ID card.
- Other exemptions may be made by the Duty Manager or Duty Senior Manager.

VISITORS EXITING THE IRC/PDA

NO person will be permitted to leave the IRC/PDA until their identity has been confirmed.

Any visitor attempting to leave the IRC who does not have Serco, Home Office or stakeholder company ID will be required to confirm their identity against the previously recorded facial image and biometric print. The previously issued security wrist band will also be removed at this point and serial number checked against the issue register held by visits staff at the entry/exit point from the IRC/PDA.

If staff are unable to confirm the identity of the visitor through the use of the facial image, biometric print and security wrist band; refer the matter to the Security Manager, Duty Manager and/or the Duty Senior Manager immediately for further guidance.

On **NO** account must the visitor be permitted to leave the IRC/PDA until their identity has been satisfactorily confirmed.

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

4.17 VEHICLE ESCORTS

INSTRUCTIONS FOR

VEHICLE ESCORTS

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To describe the requirements of vehicle escort duties.

REFERENCES SISS – Gate – Secure entry and exit of vehicles

Unescorted Vehicles Risk Assessment

Through the Gate Risk Assessment

SYSTEM

1. Vehicles entering or leaving the establishment may only do so on the authority of the Control Room.
2. All vehicles will be searched upon entering the establishment.
3. Vehicles should remain within the establishment for the least possible time.
4. All vehicles will be escorted whilst inside the establishment. (But see 9 below)
5. Only staff deemed competent will escort vehicles.
6. Staff performing escort duties will be equipped with a radio.
7. Once the incoming vehicle has been searched the escorting officer will seek permission from the Control Room to move the vehicle.
8. When the vehicle is en-route to its destination, the escorting officer will ensure that:
 - i) They position themselves in such a way that they may observe anyone leaving or entering the vehicle.
 - ii) The driver or operator does not have any significant contact with detainees/residents.
 - iii) Detainees/residents are monitored at all times to ensure that they do not board or tamper with the vehicle in any way.
9. If the vehicle driver or operator needs to be escorted around the establishment, the escorting officer will ensure that the vehicle is secured, and the keys are located in the gatehouse until leaving site.
10. If a vehicle has been loading or unloading in an area accessible to residents (Kitchen etc), the detainee roll for that area must be checked before the vehicle leaves. It is the responsibility of the Control Room

to commission such a roll from the DCO or member of staff responsible for supervising the area concerned.

11. If a vehicle enters any other part of the establishment (i.e. Residential, Healthcare, or Gym), detainee movement will be restricted until the vehicle is secure or leaves the area. The escorting officer in charge of the vehicle escort will request this via the main control room.
12. The Control Room will only authorise the vehicle movement when the area is satisfied as secure.
13. In the case of container or skip movements from the Industries compound, these will only occur when the establishment roll is known to be correct.
14. If anything, suspicious is encountered, the escorting officer will inform the Duty Manager/DCM via the Control Room.

Function 5

Security Management

SISS No. SISS Title

- 5.01 SISS MANAGEMENT
- 5.02 DUTY DIRECTOR – ROLE & CONTACT
- 5.03 ACCOMMODATION AREA/WING SECURITY – GENERIC
- 5.04 ACCOMMODATION AREA/WING SECURITY – PATROLS & SUPERVISION
- 5.05 COURTYARD SECURITY
- 5.06 COURTYARD SUPERVISION (GATWICK ONLY)
- 5.07 MATERIALS – CONTROL OF CLEANING MATERIALS
- 5.08 BRIEFINGS – BRIEFING STAFF STARTING DUTY
- 5.09 PROHIBITED/CONTROLLED ARTICLES
- 5.10 CONTROL OF ACCESS TO ITEMS THAT COULD BE USED IN AN ESCAPE OR TO UNDERMINE SECURITY
- 5.11 ESCAPE RISK DETAINEES – INITIAL IDENTIFICATION
- 5.12 ESCAPE RISK DETAINEES – CRITERIA & PROCEDURE FOR REGISTRATION
- 5.13 ESCAPE RISK DETAINEES – LOCATION
- 5.14 ESCAPE RISK DETAINEES – POSSESSIONS AND SEARCHING
- 5.15 ESCAPE RISK DETAINEES – ACTIVITY PARTICIPATION
- 5.16 ESCAPE RISK DETAINEES – TELEPHONE CALLS & CORRESPONDENCE
- 5.17 HEALTHCARE – RECEIPT AND STORAGE OF DRUGS
- 5.18 HEALTHCARE – DISPENSING OF PRESCRIPTION DRUGS
- 5.19 SECURITY STORAGE CONTROL & DISPOSAL DRUGS
- 5.20 LOCKS – STRATEGY AND LOCKING SCHEDULE
- 5.21 LOCKS – REPAIRS

- 5.22 LOCKS – CONTROL OF CLASS 1, 2 AND 3 LOCKS
- 5.23 KEYS – PROCUREMENT, STORAGE, DISPOSAL OF BROKEN KEYS
- 5.24 KEYS – AUTHORITY TO ISSUE KEYS
- 5.25 KEYS – KEYS AUTHORISED TO LEAVE THE IRC
- 5.26 INCIDENT REPORTING
- 5.27 KEYS – SECURE USE AND ISSUE
- 5.28 KEYS – KEY CHECKS
- 5.29 KEYS – KEY INVENTORY
- 5.30 KEY/LOCK COMPROMISES
- 5.31 HANDCUFFS – SECURE STORAGE
- 5.32 DRUG & ALCOHOL TESTING
- 5.33 STAFF UNIFORM POLICY
- 5.34 REPORTING A CRIME

5.01 SISS MANAGMENT

INSTRUCTIONS FOR *SISS MANAGMENT*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY (Locally)*
SECURITY ASSISTANT DIRECOR FORUM (Nationally)

PURPOSE To describe how SISS will be managed.

REFERENCES

SYSTEM Management of the SISS will take place within the remit of the Serco Security Assistant Director Forum.

Local arrangements for required updates will fall within the responsibility of the relevant Assistant Director Security.

Any updates made will require sending to all other users of the SISS for updating their own document. Where this update does not fall within their requirements will be necessary to submit a SISS deviation sheet.

GENERAL

Any changes made to the document locally will also require a SISS deviation sheet.

5.02 DUTY DIRECTOR – ROLE & CONTACT

RESPONSIBLE MANAGER *CONTRACT DIRECTOR*

RESPONSIBLE MANAGER *CONTRACT DIRECTOR*

PURPOSE

REFERENCES

SYSTEM

1. There will be a roster of Duty Directors that provides full 24-hour cover
2. Each period of duty will last for 24 hours, commencing and terminating at 08:00 hrs.
3. The name of the Duty Director will be displayed in the Control Room.
4. Upon arrival at the IRC/PDA, the Duty Director will draw a radio and sign on as Victor 2, thereby informing the Main Control Room of his/her arrival.
5. He/she will remain contactable by radio throughout the period of their attendance at the IRC.
6. When leaving the IRC, the Control Room will be informed by the Duty Director signing off the radio net.
7. Outside of the IRC the Duty Director will be contactable by telephone.
8. A list of contact numbers for Duty Senior Manager grades will be kept in the Main Control Room. It remains the responsibility of those carrying out Duty Director duties to inform of changes to these numbers.
9. The Control Room will be informed if any change to the published duty roster is made.
10. The Duty Director will acquaint themselves with the current situation in the IRC at the beginning of the period of duty by reading the Duty Manager journal/log and by receiving a briefing from the outgoing Duty Director at the daily (weekday) morning management meeting.
11. The Duty Director will be informed of every reportable incident.
12. The Duty Director will attend the IRC/PDA whenever it is necessary and will be consulted (where possible) prior to separation in CSU of any detainees/residents and where the Use of Force require staff to wear protective equipment.
13. It will be the Duty Director's decision to call in the Contract Director or to call in extra staff if he/she considers it necessary.
14. The Duty Director will visit all areas of the IRC daily, including the CSU and all detainees residing there. The Duty Director will host daily MDT reviews for all CSU detainees.
15. The Duty Director will assume responsibility of managing any serious incident until such time as the Contract Director or Deputy Director are present.

General

The title Duty Director is sometimes referred to and documented as Duty Senior manager

5.03 ACCOMMODATION/WING SECURITY – GENERIC

INSTRUCTIONS FOR *ACCOMMODATION/WING SECURITY - GENERIC*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To describe the generic security arrangements appertaining to accommodation areas.*

REFERENCES

- SYSTEM*
1. Security and control within the accommodation areas will be monitored by CCTV and maintained physically by the presence of Detainee Custody Officers (DCOs) at IRCs, and Family Care Officers (FCOs) at the PDA.
 2. DCOs will patrol the accommodation areas in an irregular pattern ensuring that all areas are visited. FCOs will carry out frequent, but non-intrusive patrols of the PDA.
 3. **Brook House IRC only** - Detainees will not be allowed access or egress to or from other wings except where they reside without authorisation / escort by a member of staff.
 4. Residents/detainees have keys to their own rooms, however, on request a DCO/FCO will assist.

Sensitive/Irrelevant

Sensitive/Irrelevant

5.06 COURTYARD SUPERVISION

INSTRUCTIONS FOR *COURTYARD SUPERVISION*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To describe how supervision of the courtyards will take place

REFERENCES

SYSTEM The courtyard will be searched prior to any activity taking place, the integrity of the fence and any possible “throw overs” being of paramount concern.

Whilst any activity is taking place on the courtyard, detainees will be supervised by at least 1 DCO with a radio signed onto the net.

Detainees should always be visible at all times to the DCO and staff will regularly move about the area.

Detainees from CSU will be searched prior to entering and leaving the CSU courtyard.

5.07 MATERIALS – CONTROL OF CLEANING MATERIALS

LOCAL INSTRUCTIONS FOR MATERIALS – CONTROL OF CLEANING MATERIALS
RESPONSIBLE MANAGER ASSISTANT DIRECTOR RESIDENTIAL

PURPOSE To ensure that materials are used for the appropriate purpose and that unused or waste materials are not abused.

- SYSTEM**
1. All cleaning materials that are used by detainees will be monitored by an appropriate staff member. Some examples are cleaning equipment, substances, solvents, adhesives, chemicals, and must be controlled in accordance with (COSHH) regulations to ensure that they have not been misused or taken.
 2. The monitoring will ensure that unused or waste cleaning materials are not being abused and that the right amounts of cleaning materials are being used correctly during paid activities and not misused by detainees in any way.
 3. The monitoring of cleaning materials on the residential areas will be the responsibility of wing/accommodation staff.
 4. Cleaning materials and liquids will be secured and accounted for in a secure location and accounted for by an inventory detailing all materials held within that location, which will be accessed by approved key holders only (The establishment Staff).

ISSUE AND RETURN

5. Staff will access the cleaning cupboard to issue the cleaning materials required for the job task, working to the cleaning detail.
6. Staff will issue cleaning kits to the detainee. A kit will typically include; brushes, mops and buckets, toilet cleaner, cleaning fluids and floor cleaner.
7. Cleaning fluid required will be measured and issued to the detainee directly by the residential staff, this will normally be in a small pot container or poured directly into the mop bucket by the officer. Sprays will be issued as required.
8. Once the equipment and material has been issued, the officer will secure the cupboard door and remind the detainee to return all equipment issued at the end of the day. During the working day, all materials and equipment will be stored securely in the wing cupboards when not in use.
9. On return of the issued equipment and materials, they will be secured back into the secure location and accounted for by staff. Any missing items will be reported to an appropriate Manager/DCM.

5.08 HANDCUFFS – SECURE USE

INSTRUCTIONS FOR *HANDCUFFS – SECURE USE*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the secure use of handcuffs

REFERENCES

- SYSTEM**
1. If and how an individual detainee is to be restrained will vary according to the outcome of risk assessment.
 2. Detainees requiring handcuffs on risk assessment will ordinarily be handcuffed using standard escort handcuffs (D Cuffs). Handcuffs used for C&R purposes will be standard handcuffs. HMPPS plan to make changes to this with the implementation of rigid bar handcuffs in the future. Guidance on the application of rigid bar handcuffs will apply at that time.
 3. Handcuffs must be securely applied above the wrist bone and below the elbow. They must be applied as tightly as possible without pinching the flesh or affecting the detainee's circulation. Inserts should be used if necessary; these come in three sizes and are readily available.
 4. Extra-large handcuffs, known as "Brutus", handcuffs, are also available if required.
 5. Detainees may 'pump up' the thickness of their wrists or to apply creams or lotions to assist the slipping of cuffs. If this is suspected, the Officer should ensure that the Detainee washes his hands and wrists and unclenches his fist during handcuffing.
 6. Detainees will be handcuffed to an officer. Where there is reason to believe that a detainee may try to escape during an escort or may have a weapon concealed, the Duty Director should be notified immediately to review the risk assessment and necessity of the escort.
 7. When a detainee is handcuffed to an officer, the keys should be held by an officer who is not handcuffed to any detainee. This officer will generally be referred to as the Officer in Charge of the escort (OIC).
 8. The officer should always be handcuffed first – this avoids the risk of the detainee using the handcuffs as a weapon.
 9. Detainees will not be "double cuffed" unless there are exceptional reasons for doing so that are recorded on the escorting/planned relocation risk assessment.
 10. In double cuffing, the set of handcuffs attaching the detainee to the officer will be fitted above (i.e. furthest from the hand) the first set.
 11. Handcuffs should be checked regularly throughout an escort and special attention paid to any red marks or scuffing of the wrist which may appear as a result of attempting to 'slip' the cuffs.
 12. An escort chain must be carried on all escorts in which a restraint is used or may be used.

13. Escorting staff must use the escort chain whenever some form of restraint is needed but the situation makes handcuffs inappropriate, e.g. when the detainee is on crutches or needs to use the lavatory. (Lavatory cubicles must be searched, and windows checked before the detainee enters.)
14. If an escort chain is to be used, it must be fitted before the standard cuffs are removed.
15. If an escort chain is used in public, the length of chain to which the Officer is attached should be kept as short as possible so that its use is inconspicuous.
16. All escorts leaving the IRC, staffed by Serco staff, must be inspected by the Duty Manager (or equivalent grade) who will ascertain, by demonstration, the competence of the escorting staff in the use of handcuffs. If necessary, they will re-deploy staff.

5.08 BRIEFINGS – BRIEFING STAFF STARTING DUTY

INSTRUCTIONS FOR *BRIEFINGS - BRIEFING STAFF STARTING DUTY*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR GOVERNANCE*

PURPOSE *To describe the various systems used for briefing staff starting duty.*

REFERENCES

SYSTEM *GATEHOUSE/STAFF ENTRY BRIEFINGS*

1. The display monitor in the gatehouse informs oncoming staff of:
 - i. The IRC roll.
 - ii. The security state.
 - iii. The identity of the Duty Director, and the Duty Managers.
2. A dedicated notice board informs staff of security concerns by displaying recent finds and hiding places and the monthly intelligence assessment and objectives.
3. Any detainee placed on the escape risk or of notable interest will have their picture and location displayed on Security Department notice boards.

STAFF INTRANET

Intranet briefings, updated daily, include the following information:

- Meetings minutes, including RIAC, Health and Safety and Reducing Re-offending.
- A dedicated link informs staff of the identity and location of any detainees who are the subject to ACDT procedures.

OPERATIONAL HANDOVER DOCUMENTS

These include:

1. The Daily Operations Report.
2. The Duty Managers' journal.
3. Handover books in departments.

5.09 PROHIBITED/CONTROLLED ARTICLES

LOCAL INSTRUCTIONS FOR PROHIBITED OR CONTROLLED ITEMS

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of what articles are prohibited or controlled.

REFERENCES SISS – Control of access to items that could be used in an escape or to undermine security

SYSTEM Prohibited items are graded according to their seriousness and perceived threat to security and safety within an IRC or PDA, and are classified in general as List A, List B or List C items, as set out below:

- **List A items** – drugs, explosives, firearms or ammunition and any other offensive weapon
- **List B items** – are alcohol, mobile telephones*, cameras, sound recording devices (or constituent part of the latter three items)
- **List C items** – any tobacco, money, clothing, food, drink, letters, paper, books, tools, information technology equipment.

*Mobile devices with internet, camera, voice recording capability and mass storage. See [DSO 05/2018](#) for details.

Each IRC will operate its own Prohibited/Permitted items list and publish this as a local Director's Notice in line with any local population variances.

There will be strict control of the IT equipment listed above and authorisation for allowing entry of any of the items will only come from the Contract Director or an Assistant Director.

On the occasion that a Police Officer is visiting the establishment and is carrying a controlled substance i.e. CS Gas they will place the item in a secure locker, the Police Officer will retain the key. On leaving the establishment, they will collect the items and leave the key with the locker.

Handling and Interrogating Unauthorised Mobile Phones
Social Visitors must be advised that mobile phones are amongst the items not allowed to be taken into a visit. If a visitor is found to be in possession of a mobile phone, the visitor will be asked to turn the phone off, the phone will be confiscated and sealed in a bag. Staff will contact the Duty Director for further guidance

If a member of staff is found in possession of a mobile phone during a search, the member of staff must be allowed to switch off the phone, and the phone should

then be placed in a sealed evidence bag. The Security DCM will then contact the Duty Director and seek further advice. If no further action is to be taken then the Security DCM will conduct an initial interview (on first occasion), together with appropriate words of advice. A copy of the interview must be signed by both the member of staff and manager present and will be held by the Security DCM. Following this, an Incident Report must be submitted, detailing the incident and actions taken.

It is at the discretion of local management if they wish to seek alternative disciplinary resolution. Under no circumstances should any phone found in the possession of either a member of staff, visitor or detainee be investigated locally. Staff must always be alert to the Health and Safety issues associated with the handling of mobile telephones.

If the Contract Director intends to undertake any further examination of the member of staff's phone, they must first seek advice from the Central Authorities Bureau on DPA

Whenever an unauthorised mobile phone / sim card, battery charger or accessory is recovered from a detainee and interrogation is not required, or has been previously completed, the Disposal of an unauthorised mobile phone belonging to a detainee form is to be used as a record that the detainee was informed that he/she has 12 months to apply to the Assistant Director Security for the article/s to be handed or posted out. The Assistant Director Security must be satisfied that there is an acceptable reason to allow the items to be posted or handed out.

There are obvious potential Health and Safety considerations regarding the disposal of mobile phones and statutory obligations concerning waste management for these articles.

Mobile phones and SIM cards must not be destroyed or disposed of locally under any circumstance, this includes recycling. Aside from the potential Health and Safety concerns, it is always possible that there may be remnants of sensitive and inappropriate personal data stored on such devices.

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5.13 ESCAPE RISK DETAINEES – LOCATION

LOCAL INSTRUCTIONS FOR

ESCAPE RISK DETAINEES – LOCATION

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the way in which Escape Risk Detainees will be located and the procedures for changing the location.

REFERENCES SISS – Escape Risk – Initial identification

SISS – Escorts – Escape Risk Detainees

SISS – Escape Risk Detainees – Criteria and procedure for registration

SISS – Escape Risk Detainees – Identification

SISS – Escape Risk Detainees – Supervision at night

SISS – Escape Risk Detainees – Movement control

SISS – Escape Risk Detainees – Possessions and searching

SISS – Escape Risk Detainees – Activity participation

SISS – Escape Risk Detainees – Telephone calls

SYSTEM

1. Escape Risk Detainees will be in single room occupancy unless doubling is authorised by Assistant Director Security and/or Deputy Director (e.g. because the healthcare or suicide prevention staff have identified the detainee as on an open, post closure, or recently closed ACDT who would benefit from company of a roommate). Where doubling is considered, an assessment must consider any additional security risks and identify action to mitigate the risk.
2. Accommodation must be changed at least once per 28 days. This will be coordinated by the Security DCM and will take place irregularly and without notice, this will be recorded in the detainees CMS record and via Mercury System (where possible).
3. Escape Risk Standard/Heightened detainees must be held in the most secure accommodation available, unless individual circumstances dictate otherwise (for example, the detainee being held in medical isolation or in a safer room due to an ACDT assessment or contagious illness).
4. Suitable accommodation for Escape Risk Standard/Heightened detainees must be designated locally by each respective IRC.

5. Low wattage lighting must be fitted and used to aid irregular observation of Escape Risk Standard/Heightened detainees during the Night State. It should not be switched on permanently. As a minimum, the room should NOT be:

Facing the perimeter, on the ground floor and on the end of a wing/accommodation area.

6. Escape Risk Detainees must only be located in Care & Separation Units when formally separated in accordance with normal Detention Centre Rule 40/42 legislation and [DSO 02/2017](#).

7. The Control Room will be informed of any room changes immediately.

5.14 ESCAPE RISK DETAINEES – POSSESSIONS AND SEARCHING

INSTRUCTIONS FOR

ESCAPE RISK DETAINEES – POSSESSIONS AND SEARCHING

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To describe the restrictions appertaining to in-possession property and the searching requirement.

REFERENCES

- SYSTEM**
1. Escape Risk Standard/Heightened detainees in room possessions must be authorised by IRC Management on the advice of the Security Department and subject to any individual personal circumstances such as an open ACDT/ACRT. Any further introduction of possessions must be recorded on the CMS property record. Detainees must receive a written explanation as to why any possessions have not been authorised.
 2. Audio systems including Radio/ Radio Cassette Player, digital radios, CD players, mini disks & CDs must be thoroughly searched and security sealed. Systems that have the capability of memory storage, internet connectivity, or a camera are not permitted under any circumstances (these items will be risk assessed by the security department).
 3. Detainees will not be subject to clothing which identifies them as an escape risk under any circumstances.
 4. Any items removed from the detainee's room must be stored securely with a justifiable reason. Items removed from a detainees room must fall in line with the risk assessment and review periods stipulated within [DSO 02/2017](#) and returned at the earliest opportunity, staff must also ensure that these items are searched.
 5. Escape Risk Standard/Heightened Detainees and their rooms will be searched by the Security DCM and appropriate staff at least once a fortnight.

5.15 ESCAPE RISK DETAINEES – ACTIVITY PARTICIPATION

LOCAL INSTRUCTIONS FOR

ESCAPE RISK DETAINEES – ACTIVITY PARTICIPATION

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To outline the procedure for assessing the risk in Escape Risk Standard / Heightened detainee participation in activities.

REFERENCES

- SYSTEM**
1. Detainees will be closely supervised during all activities by a responsible staff member.
 2. E-List Standard/Heightened detainees may take part in activities, including paid activity subject to the normal application risk assessments and on the basis that appropriate supervision is in place.
 3. Whilst on courtyards, the Escape Risk Standard/Heightened detainee must be supervised by a DCO grade.
 4. On visits, Escape Risk Detainees will be seated in an area of the visits hall where supervision is direct and continuous, while ensuring that there is allowance for privacy in line with [DC Rule 28](#).

5.16 ESCAPE RISK DETAINEES – TELEPHONES & CORRESPONDENCE

LOCAL INSTRUCTIONS FOR	<i>ESCAPE RISK DETAINEES – TELEPHONES & CORRESPONDENCE</i>
RESPONSIBLE MANAGER	ASSISTANT DIRECTOR SECURITY

PURPOSE To describe the restrictions that may apply to Escape Risk Detainees’ telephone and correspondence arrangements.

REFERENCES

SYSTEM **TELEPHONE CALLS**

1. Escape risk detainees will have access to a mobile phone while in IRC detention. Restriction of access to a mobile phone may only apply as per [DSO 05/2018](#).

MAIL

2. All correspondence, both incoming and outgoing, may be subject to “mail monitoring” restrictions subject to a risk assessment justifying any restriction made by the Assistant Director Security. Detainees must be informed of any restrictions, the reasons, and ability to appeal the decision in writing. The searching of mail must not take place as standard except where “mail monitoring” restrictions applied can demonstrate compliance with [DC Rule 27](#).

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5.19 SECURITY STORAGE CONTROL & DISPOSAL DRUGS

LOCAL INSTRUCTIONS FOR	<i>SECURITY STORAGE CONTROL AND DISPOSAL OF DRUGS</i>
RESPONSIBLE MANAGER	ASSISTANT DIRECTOR SECURITY

- | | |
|---------------|---|
| <i>SYSTEM</i> | <ol style="list-style-type: none"> 1. The Security DCM is responsible for the security of all drugs held within the Security Department of the establishment. 2. All drugs intercepted in detainee's mail or discovered within the IRC, either in buildings or in IRC grounds will be taken to the Security Department immediately on discovery. 3. Drugs found will be referred to the local Police Service for collection, investigation and disposal. 4. All drug finds will be documented in the local Police Referral Log, and in a <i>Drug Inventory Log</i>, which is kept in the Evidence Safe within the Security Managers office. 5. All drugs are to be kept secure within the drug safe in the security manager's office until such time as they are signed for and handed over to the local Police Force. 6. The Security DCM is to arrange with the Police Liaison Officer the collection and disposal of drugs when required to clear confiscated or intercepted drugs from the safe. 7. The Police Intelligence Officer is to record the receipt of all drugs in the <i>Drug Inventory Log</i> and to ensure that all confiscated or intercepted drugs correspond with entries made in the book and with the items being received by the Police. |
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5.32 DRUG & ALCOHOL TESTING

INSTRUCTIONS FOR *DRUG & ALCOHOL TESTING*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To make staff aware of the policy for drug/alcohol testing*

REFERENCES

SYSTEM MDT SAMPLES

Drug and alcohol testing will take place for staff on a monthly basis. A CMS report will randomise the staff members that will be subject to drug and alcohol testing on the day agreed by the Contract Director and Assistant Director Security. CMS reports will be printed and signed by both the Contract Director and Assistant Director Security to confirm that the report was generated at random.

A separate Drug & Alcohol Policy will be in place for each respective IRC giving further details on test percentages, frequencies and tolerances for pass/fail and support measures in place for staff in respect of these.

All positive MDT samples are sent to Alere Toxicology for confirmation in the event that a positive result occurs. Test results are sent back by email and staff where any further actions such as mail monitoring or closed visit applications may be considered in line with the relevant procedure.

Voluntary drug tests may be requested for detainees where intelligence suggests that a detainee may be intoxicated. Mandatory drug testing cannot be enforced in the IRC estate. Detainee drug tests will only be carried out by the local Health provider.

DRUG FINDS

Drug finds will be tested on the local Rapiscan machine (if present) and through drug test kits by the Security Department. Any further analysis can be sought through Alere Toxicology if required.

5.33 STAFF UNIFORM POLICY

INSTRUCTIONS FOR *STAFF UNIFORM POLICY*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To make staff aware of the correct process for disposing of uniform*

REFERENCES

- SYSTEM**
1. All uniform is only to be disposed of by returning it to the establishment for correct disposal, domestic or work bins or any other means of disposal is not to be used.
 2. Stores will be responsible for ensuring any identifiable logos or markings are removed from uniform and destroyed before disposal.
 3. All staff ID badges, name badges, Serco ID badges or any other official documentation or identification that may cause a breach of security is to be returned to the Security Department for secure destruction.

5.34 REPORTING A CRIME

INSTRUCTIONS FOR *STAFF UNIFORM POLICY*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the correct process for reporting a crime

REFERENCES

SYSTEM 1. In some circumstances there will be a requirement for incidents/Security concerns/resident issues to be reported to the Police where an alleged crime may have been committed.

On occasions where an incident/Security concern within the establishment has occurred and there is a requirement for the Police to be contacted coming from the incident, the Security Department will notify the Police of the alleged criminal offence. The Security Department will record why the Police were contacted as well as the crime reference number given for the incident for auditing purposes.

On occasions where a resident discloses to a member of staff that she wishes to contact the Police regarding an alleged crime, the staff member should get as much detail as they can as to what the alleged criminal offence is to ascertain if an alleged offence may have occurred. The staff member should then assist the resident in contacting the Police using the Police non-emergency contact telephone number (101). The staff member should then complete a Security Information Report (SIR) and submit this to the Security Department.

Only in **emergency** circumstances will the Police be contacted via 999.

Function 6

EXTERNAL MOVEMENT

SISS No. SISS Title

- 6.01 RECEPTION – IDENTIFICATION OF DETAINEES AT RISK OF SELF HARM OR SUICIDE
- 6.02 RECEPTION – IDENTIFICATION OF DANGEROUS OFFENDERS
- 6.03 RECEPTION – RECEIVING DETAINEES >FROM COURT, POLICE OR INTER-IRC TRANSFER
- 6.04 RECEPTION – RECEIVING DETAINEES FROM ESCORT (IF NOT CONTINUED DETENTION)
- 6.05 RECEPTION – DISCHARGING DETAINEES
- 6.06 ESCORTS – MANAGEMENT RESPONSIBILITIES
- 6.07 ESCORTS – RISK ASSESSMENTS
- 6.08 ESCORTS – CONDUCT OF BEDWATCHES
- 6.09 ESCORTS – CONDUCT OF A MEDICAL EMERGENCY ESCORT

- 6.10 ESCORTS – CONDUCT OF FUNERALS
- 6.11 ESCORTS – ESCAPE RISK DETAINEES
- 6.12 ESCORTS – PREPARATION OF DOCUMENTATION
- 6.13 ESCORTS – DISPATCHING
- 6.14 ESCORTS – DCO I/C – PREPARATION & DESPATCH
- 6.15 ESCORTS – ESCAPE PACKS
- 6.16 ESCORTS – INSTRUCTIONS TO FOLLOW IN THE EVENT OF AN ESCAPE
- 6.17 ESCORTS – INSTRUCTIONS TO FOLLOW IN THE EVENT OF AN INCIDENT

6.01 RECEPTION – IDENTIFICATION OF DETAINEES AT RISK OF SELF HARM OR SUICIDE

INSTRUCTIONS FOR *RECEPTION – IDENTIFICATION OF DETAINEES AT RISK OF SELF HARM OR SUICIDE*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SAFEGUARDING

PURPOSE To make staff aware of the correct procedure to follow when identifying detainees at risk of self-harm or suicide on reception.

REFERENCES DSO 06/2008 – Assessment Care in Detention and Teamwork

- SYSTEM**
1. The Officer in Reception will review the movement order, PER form, any Suicide/Self Harm Warning Form, any previous ACDT/ACRTs, and other documentation. He/she will interview the detainee/resident. Any member of reception staff or staff in reception may open an ACDT/ACRT form.
 2. The Nurse in Reception will review relevant documentation (as 1 above, but also including system one) and address any concerns raised by the Reception Officer. He/she may open an ACDT/ACRT.
 3. If the Reception Officer and/or the nurse are not available, the Duty Manager will ensure these assessments take place.

PROCEDURE

4. If there is evidence of the detainee/resident having self-harmed/attempted suicide, an ACDT/ACRT should always be opened. Detainees/residents arriving with a suicide / self-harm warning form will automatically have an ACDT/ACRT document opened.
5. If a detainee arrives on an open ACDT/ACRT plan, an assessment and case review will take place within 24 hours of his/her reception. This will highlight the detainee's current needs upon arrival.

Refer to the local Standard Operating Procedure for ACDT/ACRT for further instructions.

6.02 RECEPTION – IDENTIFICATION OF DANGEROUS EX-OFFENDERS

LOCAL INSTRUCTIONS FOR *RECEPTION – IDENTIFICATION OF DANGEROUS EX-OFFENDERS*
RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To highlight detainees on reception that may be subject to Public Protection, Child Protection or Harassment procedures. It should be noted that IRCs will predominantly only receive MAPPA Levels 1 and 2. Level 1 and 2 cases will be manageable without significant need for additional measures. MAPPA Level 3 detainees pose a higher risk due to the nature of their previous crimes, and the large number of agencies involved.

REFERENCES Public protection manual

SYSTEM 1. All detainees subject to Public Protection measures should be identified in Reception upon arrival.

2. The Residential Unit should be informed immediately so that procedures are in place to effectively manage the risk posed by the detainee.

3. Detainees subject to the Public Protection Manual are either those who are charged or convicted of a sexual offence against children or those sentenced under the protection from harassment act 1997.

PROCEDURE

4. If information found contains details of the detainee being subject to Child Protection, Public Protection or Harassment procedures then this will be recorded on the First Night Log.
5. All First Night Logs will be emailed to the following Departments;
 - Security
 - Safer Custody
 - Healthcare
 - All Managers
 - Chaplaincy
 - Home Office
6. The Departments listed above will then take the relevant action if the detainee has been highlighted as subject to Child Protection, Public Protection or Harassment. The Security Department will raise any significant concerns on the weekly Excessive Disruptive Behaviours call lead by the Home Office.

6.03 RECEPTION – RECEIVING DETAINEES FROM COURT, POLICE OR IRC ESTATE TRANSFER

LOCAL INSTRUCTIONS FOR *RECEPTION – RECEIVING DETAINEES FROM COURT, POLICE OR IRC ESTATE TRANSFER*
RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the correct procedure to follow when receiving detainees.

REFERENCES SISS – Reception-Receiving Detainees from Temporary Release or escort

SISS -Escape Risk Detainees – Criteria and procedure for registration

DSO 01/2019 – Detainee Escort Records

SYSTEM 1. Receiving the detainee from escorts, and IRC transfers: Identify the Detainee/Resident using personal data in the core file (PER, DTD, IS91, Movement Order) – photograph, height, distinctive marks / tattoos, other distinguishing information etc.

Receiving the detainee from court: Identify the detainee using CMS biometrics, PER document, or any other personal documentation.

Receiving the detainee from Police: Identify the detainee in the same manner as from Escorting Contractors.

2. Search the detainee as per the SISS Searching section.
3. Check property seals against the PER form.
4. Offer the detainee refreshments.
5. Check that all appropriate paperwork from the transferring agency has been received, e.g.

ACDT/ACRT

Prison File (if applicable)

Room Sharing Risk Assessment

PER & Movement Order

DTD & IS91

6. Ensure relevant personal data that facilitates the future identification of the detainee is recorded. (See 1. above but also ensure fingerprints are taken and also that the detainee is photographed.)
7. Check to see if there are any special security measures that need to be imposed, such as Child Protection and / or Protection from Harassment Act 1997, or those applying to Dangerous Ex-Offenders.
8. Where risk indicators are identified, refer to the PER form.
9. Check whether the detainee has current warnings as an Escape Risk Detainee. Where such status does apply, implement the appropriate procedures.
10. Check and list all property and valuables. Valuable property will be placed in Secure Store. Property to be retained in possession will be searched.
11. Ensure the detainee signs the CMS property receipts to confirm stored possessions and items kept on person. They will receive a copy.
12. Check and sign for monies along with the detainee and provide a receipt confirming the currency and amount is correct. Cash that is £1000+ must adhere to the instructions within DSO
13. Issue the detainee/resident with an emergency clothing pack (if required) and the Induction Pack.
14. Take a photograph of the Detainee as per Passport Agency standards and issue I.D. card.
15. Enter detainee information onto CMS, including a photograph of the detainee, height, size and the position of any distinctive marks or tattoos (upon the change of the detainee's appearance at any stage a photograph will be retaken by the reception staff and the photo changed entered into a record book held in reception).
18. Issue the detainee with a mobile phone.
19. Interview/assessment by Reception Officer.
20. Interview/assessment by Nurse. The requirements of the (Reception Standard) & (Healthcare Standard) will be complied with.
21. The Reception Officer will complete the Room Sharing Risk Assessment.

6.04 RECEPTION – RECEIVING DETAINEES FROM ESCORT (IF NOT CONTINUED SERCO DETENTION)

LOCAL INSTRUCTIONS FOR

RECEPTION – RECEIVING DETAINEES FROM ESCORT

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the procedure to follow when receiving on return from escort where detention did not remain with Serco while off IRC premises.

REFERENCES

- SYSTEM*
1. Receive the detainee into Reception and check his/her identity, using the images (CMS & Core File) and other personal information available.
 2. Conduct a search of the detainee in line with the SISS Searching section on entering reception and ask the reception amnesty questions then searched using security equipment if required.
 3. Once completed and satisfied that the detainee is not in possession of any unauthorised articles, the detainee can return to their location.
 4. If any unauthorised articles are found, then the correct procedures must apply to manage the safety and security of the detainee concerned, other detainees and staff. Incidents should be reported to the Duty Manager for further guidance.

6.05 RECEPTION – DISCHARGING DETAINEES

LOCAL INSTRUCTIONS FOR *RECEPTION – DISCHARGING DETAINEES*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE General instructions in managing security elements to discharging a detainee from the establishment. Local Standard Operating Procedures (SOPs) should be referred to for full instructions.

REFERENCES SOP Admission & Discharge

SYSTEM Refer to local Admission & Discharge SOP for detailed instructions.

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Function 7

NIGHTS

SISS No. SISS Title

- 7.01 NIGHTS – STATUTORY RIGHT OF ENTRY
- 7.02 NIGHTS – SUPERVISORY DUTIES OF THE DUTY MANAGER
- 7.03 NIGHTS – HOUSING & SEGREGATION ROUTINES
- 7.04 NIGHTS – MAIN CONTROL ROOM ROUTINES
- 7.05 NIGHTS – NIGHT SEARCHERS’ ROUTINES
- 7.06 NIGHTS – OPENING ROOMS
- 7.07 NIGHTS – ISSUING MEDICATIONS
- 7.08 NIGHTS – DISCOVERY OF A FIRE
- 7.09 NIGHTS – DEATH IN CUSTODY / SUSPECTED DEATH IN CUSTODY
- 7.10 NIGHTS – ESCAPE / ATTEMPTED ESCAPE
- 7.11 NIGHTS – INCIDENTS (IMMEDIATE RESPONSE)
- 7.12 NIGHTS – CONTACTING THE DUTY DIRECTOR
- 7.13 NIGHTS – NIGHT VISITS BY DIRECTOR GRADES
- 7.14 NIGHTS – ADMISSION OF VISITORS
- 7.15 NIGHTS – ISSUE OF KEYS AND LOCKING PROCEDURES
- 7.16 NIGHTS – PROCEDURE TO OVERRIDE NIGHT STATE

7.01 VISITORS WITH STATUTORY RIGHT OF ENTRY

INSTRUCTIONS FOR

VISITORS WITH A STATUTORY RIGHT OF ENTRY

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To ensure that gate staff are aware of the people who have a statutory right of entry to the IRC.

REFERENCES SISS – Gate – Secure entry and exit of visitors to the IRC
 SISS – Nights-Admission of Visitors
 SISS – Nights-Night Visits by Director Grades

SYSTEM

1. Some people have a statutory right of entry into an IRC at any time, day or night. These people are:
 - i) Members of the Independent Monitoring Board.
 - ii) Health & Safety Inspectors of the Health & Safety Executive (HSE) enforcing Health & Safety Legislation.
 - iii) Local Authority Environmental Health Officers enforcing the 1990 Food Act of Food Safety (General Food Hygiene) Regulations 1995.
 - iv) Members of the European Committee for the Prevention of Torture.
 - v) HOIE Senior Compliance Manager
 - vi) Her Majesty's Chief Inspectorate of Prisons (HMCIP)
2. SISS – Gate – Secure entry and exit of visitors to the IRC and SISS – Nights-Admission of Visitors for the admission procedure.
3. The establishment Director grades may also visit at night. Refer to SISS – Nights-Night Visits by Director Grades

GENERAL Others might have need to enter at night but do not have a statutory right to do so, e.g. the Doctor or Chaplain. If such individuals visit, the Duty Manager will inform the Duty Director, who will determine whether it is appropriate to admit them.

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7.07 NIGHTS – ISSUING MEDICATION

INSTRUCTIONS FOR *NIGHTS – ISSUING MEDICATION*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To make staff aware of the procedure for the issuing of medications to detainees at night.*

REFERENCES

SYSTEM Routinely medication will not be issued during night state however in the event of an emergency where it is necessary to do so then the following will occur:

1. Under normal circumstances all medication should be dispensed during the daytime. Breaching night security to dispense medication should be an extreme exception and not normal practice.
2. The Duty Manager and the nurse should be satisfied that no alternative is available.
3. The Duty Director must be made aware.
4. The Control Room must be informed of the intention to unlock a room (if applicable) with the location, room number and reason.
5. The Duty Manager and two other officers will be present for the unlocking of a single occupancy room (Brook House). A further officer must be present for a double room.
6. The Duty Manager and the two officers will move onto the relevant wing, and the wing door will be secured closed.
7. Control Room will monitor the accommodation areas in question, by direct vision and/or CCTV. The Control Room officer will monitor via CCTV.
8. The Duty Manager will unlock the appropriate room door.
9. Staff will position themselves to ensure that the detainee is unable to exit the room (Brook House only).
10. The nurse will dispense medication from the room door.
11. The Duty Manager will relock the room door.
12. The Control Room will then be informed when the process is complete.

7.08 NIGHTS – DISCOVERY OF A FIRE

INSTRUCTIONS FOR

NIGHTS – DISCOVERY OF A FIRE

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To outline the procedures to follow on discovery of a fire at night.

REFERENCES SISS – Nights – Duty Manager

SISS – Nights – Opening rooms

SISS – Nights – Death in custody

SISS – Nights – Escape or Attempted Escape

SISS – Nights – Immediate response to incidents

SISS – Nights – Control Room Duties

SYSTEM

1. Raise the alarm, by fire alarm, or radio, general alarm or by telephone to the control room.
2. Give the following information to the Control Room:
 - i) The location of the fire
 - ii) The type of the fire
 - iii) The severity of the fire
 - iv) Whether any persons are at risk
3. (Tinsley House) Fight the fire if possible. Do **not** do so if it is too dangerous. (Brook House) collect inundation equipment from locker and bring to the scene of the fire. Don RPE and begin inundation of the room.
4. Await instructions from the Night Duty Manager.

7.09 NIGHTS – DEATH IN CUSTODY / SUSPECTED DEATH IN CUSTODY

INSTRUCTIONS FOR *NIGHTS – DEATH IN CUSTODY / SUSPECTED DEATH IN CUSTODY*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To outline the procedures to follow in the event of an actual or suspected death in custody at night.

REFERENCES SISS – Nights – Duty Manager

 SISS – Nights – Opening rooms

 SISS – Nights – Incidents (Immediate response)

 SISS – Nights – Contacting the Duty Director

 SISS – Nights – CONTROL ROOM routines

SYSTEM Refer to local Contingency Plan for Death in Custody and action as per the grab sheet instructions.

7.10 NIGHTS – ESCAPE / ATTEMPTED ESCAPE

INSTRUCTIONS FOR

NIGHTS – ESCAPE / ATTEMPTED ESCAPE

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

SYSTEM

Refer to local Contingency Plan for Death in Custody and action as per the grab sheet instructions.

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Function 8

RISK ASSESSMENTS AND MANAGEMENT OF TOOLS

SISS No. SISS Title

- 8.01 WORK ALLOCATION – RISK ASSESSMENTS
- 8.02 ACTIVITIES – SUPERVISION OF DETAINEES
- 8.03 TOOLS – GENERIC
- 8.04 TOOLS – STORAGE OF UNWANTED TOOLS PRIOR TO REMOVAL FROM THE IRC
- 8.05 TOOLS – ACCOMMODATION AREAS
- 8.06 TOOLS – HOUSING ACCOUNTABILITY OF RECREATION EQUIPMENT
- 8.07 TOOLS – FACILITIES DEPARTMENT
- 8.08 TOOLS – CONTRACTORS’ TOOLS
- 8.09 TOOLS – HEALTHCARE – CONTROL OF TOOLS AND SHARP IMPLEMENTS
- 8.10 TOOLS – KITCHEN – KNIVES
- 8.11 TOOLS – KITCHEN – LARGE ITEMS OF EQUIPMENT
- 8.12 TOOLS – GYM
- 8.13 TOOLS – LOSS OF TOOLS
- 8.14 TOOLS – EXCHANGE OR DISPOSAL OF BROKEN OR DAMAGED TOOLS
- 8.15 TOOLS – RISK ASSESSMENT OF TOOLS AND EQUIPMENT
- 8.16 TOOLS – SECURITY AUDIT OF TOOLS
- 8.17 TOOLS – CUT DOWN TOOLS
- 8.18 ROOM SHARING RISK ASSESSMENTS

8.01 PAID ACTIVITY ALLOCATION – RISK ASSESSMENTS

LOCAL INSTRUCTIONS FOR *WORK ALLOCATION – RISK ASSESSMENTS*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the need to undertake a Risk Assessment before allocating a detainee to a paid activity.

REFERENCES Local Paid Activity SOP

DSO 01/2013 – Paid Activities

- SYSTEM**
1. When assigning any detainee to a particular type of work, and when deciding levels of supervision, a risk assessment must be undertaken by the security dept, health provider and the Home Office. Any final approval on suitability for paid activity will be made by the Home Office.
 2. Healthcare will assess suitability for paid activity and make recommendations as to the type of paid activity which will be possible from a medical perspective.
 3. Security will advise on the detainee's security risk assessment, which will include details of SIRs, Incident Reports, Rule 40/42 history and general observations by IRC DCOs. An assessment will be made as to whether the detainee poses increased risk in a paid activity role, and whether any recommendations can be made to roles that reduce the risk while offering the opportunity for paid activity, or not. Any previous offences with weapons or violent conduct would generally not be considered appropriate for roles where tools and sharp objects are used (Kitchens etc.).
 4. The manager of the relevant employment activity / area will signify whether they approve the detainee for that paid activity.

8.02 ACTIVITIES – SUPERVISION OF DETAINEES

**INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*ACTIVITIES – SUPERVISION OF DETAINEES
ASSISTANT DIRECTOR SECURITY*

PURPOSE To describe the process for supervising detainees for paid activity sessions.

REFERENCES

SYSTEM

1. At least one member of staff in each work area will have a radio (and have joined the net) or immediate access to a telephone.
2. During the paid activity sessions detainees should, as far as possible, be observable. Staff will regularly move about the work area to exercise supervision of detainees.
3. Escape Risk detainees will be supervised in accordance with Escape Risk protocols
4. Detainees carrying out paid activity in areas where tools are present will be searched at the end of activity session.
5. Detailed instructions about activity supervision is available in area specific local standard operating procedures.

8.03 TOOLS – GENERIC

INSTRUCTIONS FOR *TOOLS – GENERIC*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of how to manage tools and equipment.

REFERENCES SISS – Tools – Lost Tools

SISS – Tools – Exchange or Disposal of Broken or Damaged Tools

SISS – Tools – Housing – Accountability of Recreational Equipment

SISS – Tools – Industries – Storage of Unwanted Tools Prior to Removal from the IRC

SISS – Tools- Security Audit of Tools

SYSTEM

1. Staff must never bring any sort of tools or equipment into the IRC without prior authority from the Assistant Director Security.
2. The minimum tools required for the completion of work will be held.

ENGRAVING OF TOOLS

3. Tools will be engraved and the engraving will not be erasable and this will be recorded on the main tool inventory (Tools that have been risk assessed as requiring to be etched or not etched will be documented and stated on the actual tool risk assessment for that specific tool). The following information will be engraved:
 - i) A specific code to signify the establishment.
 - ii) A code to signify the relevant department or area – e.g. “K001” for a kitchen knife/tool.
 - iii) An item number within that department or area corresponding with the total number of tools to be accounted for.

STORAGE OF TOOLS

4. Each area must have a set of tool ID tallies that correspond with the tool identification number, etched in the tool itself. A second tag, also corresponding to the tool’s identification number of the tool, will be permanently affixed to the tool shadow board. This will identify which tool belongs on that shadow.

Detainees loaning items from accommodation offices will leave their ID card for the tool in place of a tally. All tools must be returned by lockdown.

5. All tools must be stored on a shadow board with the tool's number marked clearly on the shadow and visible when the tool is hanging up. If the item is too bulky for this, it must be stored in a numbered space in a lockable cupboard or cabinet, with its description. No tool will be stored in a desk or other unsecure location.
6. Tools, which are in kit form, may be stored together on a small shadow board or toolbox. The toolbox must be given a number and each tool contained in it must be clearly etched with that tool number and the area number where practical. This toolbox must be recorded on the area's tool inventory.
7. Every shadow board, cupboard or toolbox will have its own tool check records sheet. This sheet will list each of the tools individually and will be signed by the member of staff checking the tools, showing the time the tools are checked. All shadow boards/cabinets storing high risk tools must remain locked when not in use.

TOOL INVENTORIES

8. All tools will be accounted for in departmental inventories. The Security Manager will hold a copy of the inventory in the department or area, and the master copy.
9. No additions or deletions will be applied to the inventory without the authority of the Security Manager.

TOOL ISSUE AND RETURN (1)

10. Detainees will never issue tools, nor will they be responsible for the return of tools from other detainees.
11. Tools and equipment will be stored, issued and returned, in accordance with the relevant department instruction.

TOOL ISSUE AND RETURN (2)

Tools will always be issued and received by a member of staff who has received security training. They will never be issued or received by detainees.

A detainee will be permitted only the amount of tools required to complete their allocated work task.

When a tool is issued to a detainee, their ID card will be placed on the corresponding hook for the tool.

When the tools are returned, they will be returned individually to the shadow board or cabinet immediately and the detainee's ID card returned to the shadow board with the tool.

Detainees will be searched before leaving any paid activity area where tools are utilised. A handheld metal detecting wand must be used as part of the search.

The responsible staff member for the responsible tool area will sign for satisfactory tool checks at the beginning and end of each session on the tool check sheet and will report to the work area manager or designated officer that the tools in his/her unit are correct. This will be reported to the Control Room prior to detainee movement.

The supervising member of staff, after locking and checking, will return his/her key to the key safe in the area of work at the end of each working day, and then sign the key log for its return.

TOOL CHECKS

12. All tools will be accounted for in the following situations:
 - i) Roll checks
 - ii) If any detainee leaves the location for any reason
 - iii) If any tools are missing
 - iv) Before the start of work sessions and before the end of work sessions.
 - v) Whenever required by a manager
13. The procedure described in SISS Tools – Security Audit of Tools will be followed.

8.04 TOOLS – STORAGE OF UNWANTED TOOLS PRIOR TO REMOVAL FROM THE ESTABLISHMENT

INSTRUCTIONS FOR

TOOLS – STORAGE OF UNWANTED TOOLS PRIOR TO REMOVAL FROM THE ESTABLISHMENT

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make Industries staff aware of how to store unwanted tools prior to their removal from the IRC.

REFERENCES SISS – Tools – Generic

SISS – Tools – Exchange or Disposal of Broken or Damaged Tools

SISS – Tools – Loss of Tools

SISS – Tools – Industries

- SYSTEM**
1. Tools which are no longer required, and which are to be removed from the establishment will be handled as follows:
 - i) The relevant department manager will provide the Security Manager with an inventory of the tools intended for removal from the establishment.
 - ii) The tools will be taken to the Security department where they will be held, until being taken to the facilities department to have the establishment enterprise code removed and the item (if large enough) cut into 2 pieces.
 - Tools that are removed and taken to Security Department will have a corresponding tally detailing “Security Department” to ensure that this is clearly accounted for on an imminent tool check.
 - iii)
 2. The Security manager will then ensure that the master inventory is updated, and the tool disposed outside of the IRC. The procedure from the tool being brought to security must be completed within 72hours.
 3. The Security Manager will retain a copy of the disposal inventory for audit purposes.

8.05 TOOLS – ACCOMMODATION AREAS

INSTRUCTIONS FOR

TOOLS - HOUSING

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE *To make staff aware of how to manage tools in accommodation areas.*

REFERENCES

- SYSTEM**
- 1 The only tools needed in the Residential Units/accommodation areas for use by detainees will be those required for the handling of food and general cleaning tools such as Mops & Buckets, Brushes, and Buffers.
 - 2 All servery tools will be indelibly stamped showing the location in which they are to be used. General cleaning tools will be marked showing the location they are to be used in. Where possible, plastic serving tools will be utilised to reduce security concerns in the event of a missing servery tool.
 - 3 No additions or deletions to tool inventories may be made without the written authority of the Security Manager.

STORAGE OF TOOLS - SERVERY

1. Tools and Tally Boards will be held in a lockable, polycarbonate fronted cabinet, located in the wing servery.
2. The cabinet will contain the following:
 1. A shadow board with a position for each tool.
 2. An inventory of all tools held.
 3. The key for the cabinet will be retained by the wing custody officer throughout their period of duty.

STORAGE OF TOOLS – GENERAL CLEANING EQUIPMENT

1. Tools and Tool Boards will be held in a lockable cleaning room on the unit/accommodation area.
2. Detainees will exchange their ID card for 1 tool at a time.

ISSUE & RETURN OF TOOLS – SERVERY

1. The detainee servery workers' ID cards are to be placed in the tool cabinet.
2. The supervising member of staff will issue the correct tools for service to the detainee servery workers. Servery tools will be signed out in the tool inventory and signed back in once returned.
3. Detainees must never be allowed to issue tools.
4. The supervising member of staff will unlock the cabinet prior to the serving of meals

5. The detainee servery workers' ID cards are to be placed in the tool cabinet.
6. The supervising member of staff will issue the correct tools for service to the detainee servery workers. Servery tools will be signed out in the tool inventory and signed back in once returned.
7. The supervising member of staff is to lock the tool cabinet once all tools have been issued.
8. The supervising member of staff will retain the key in their possession.
9. When serving is completed the supervising member of staff will supervise the cleaning of the tools and will return them to the cabinet. The detainee ID cards will be returned to them.
10. The supervising member of staff will conduct a full tool check before allowing the detainees to leave the servery.
11. When the check shows that all the tools are present and correct, the supervising member of staff will lock the cabinet and retain the key in their possession. The supervising member of staff will then sign the tool logbook to certify that all tools are correct.
12. On completion the tool cabinet key will remain in the respective department mini keypress.
13. The night patrol officer is responsible for ensuring the servery cabinet key is handed to the on-coming day staff.
14. The issue of cleaning tools from the cleaning store will be controlled as described above for High Risk tools

ISSUE & RETURN OF TOOLS – GENERAL CLEANING EQUIPMENT

1. Detainees must never be allowed to issue tools.
2. The supervising member of staff will unlock the cleaning storeroom.
3. The detainee requesting a tool will hand over their I.D. card for the tool, this will be placed on the tool tally board against the corresponding tool's.
4. The supervising member of staff is to lock the cleaning storeroom once all tools have been issued.
5. When the detainee has completed their task, they will return the tool to the supervising member of staff at the cleaning storeroom. The tallies will then be replaced on the relevant tools tally hook. The detainee's ID cards will be returned to them.
6. At the completion of each paid activity all tools are to be accounted for by the accommodation area/unit officer.

8.06 TOOLS – HOUSING ACCOUNTABILITY OF RECREATION EQUIPMENT

INSTRUCTIONS FOR

TOOLS – RESIDENTIAL – ACCOUNTABILITY OF RECREATION EQUIPMENT

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR RESIDENTIAL/REGIMES

PURPOSE To make staff aware of how to manage recreation equipment in Housing.

REFERENCES SISS – Tools – Generic

SISS – Tools – Exchange or Disposal of Broken or Damaged Tools

SISS – Tools – Loss of Tools

SYSTEM

1. Pool cues, snooker cues, table tennis bats and balls are to be accounted for and when not issued to detainees will be stored in the designated accommodation area store.
2. Recreational equipment will be issued to detainees by the wing / accommodation staff during the AM session and they will be returned prior to lunchtime lock up to the wing / unit officer, this procedure will be repeated for the afternoon and evening sessions. Once all items have been returned after each session, staff will account for each piece of equipment on an inventory.
3. The equipment will then be placed in the designated store until the following day.
4. At each and every roll check the equipment is to be accounted for by the accommodation/wing officer, any damage or loss is to be reported immediately to the Department DCM.
5. Any loss will be reported to the Duty Manager, who will assess its significance and determine the appropriate action.

8.07 TOOLS – FACILITIES DEPARTMENT

INSTRUCTIONS FOR *TOOLS – FACILITIES*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make Facilities staff aware of how to manage their tools and equipment.

REFERENCES

SYSTEM

1. The tally system will be operated in the Facilities department.
2. Tradespersons must keep careful account of their tools.
3. It is their sole responsibility to know where their tools are at all times.
4. There will be a system of regular tools checks to account for such tools.
5. All tools within the tool kits and in the Facilities Department will be engraved (or marked with indelible pen where it is not possible to engrave), with an identity code which will be unique to a particular member of the department thus identifying who is responsible for that tool.
6. All Facilities Department tools will be listed on an auditable inventory.
7. Centrally held Facilities tools will be issued against the tally system.
8. Centrally held Facilities tools will be stored, when not in use, on a shadow board.
9. Facilities workshops will be locked when not occupied.
10. When working inside the IRC, tradespersons must take with them only the tools required for the immediate task at hand. The tools carried must be in a secured tool bag and an inventory must be checked on entering and leaving the IRC as well as the place of work.
11. The Facilities Manager will be responsible for conducting ad-hoc audit checks at least once every six months of all tools held and retained by tradespersons, and of tools stored securely within the Facilities Department.
12. Facilities Department tools will not be issued to detainees.

DAILY TOOL CHECKS

1. Purpose made logbooks and registers will be used and secured when not in use.
2. The tradespersons will, at the beginning and end of each working day check their tool cabinet, and when leaving a work area within the IRC, check the contents of their tool bag. Facilities
3. Department tools will also be checked at these times by the tradesperson responsible for the locker or the tool bag.
4. If a member of the facilities department is absent on annual leave or long-term sick their tool cabinet will be sealed and locked. If the seal is removed a full tool check of the cabinet will be conducted and recorded.

5. The results of these checks will be recorded by the inspecting tradesperson on the tool sheet;

Should any tools become broken, damaged or past their effective working life, the disposal of any tool must be recorded in the Tool Destruction log.

WEEKLY TOOL CHECKS

1. The Facilities Manager (or delegate) will complete a weekly audit of the tradespersons' tool sheet and record the results of that inspection on the tool sheet by the Facilities Manager.
2. All tradespersons will receive periodic training on the security of tools and the storing of tools, at intervals not exceeding six months.

8.08 TOOLS – CONTRACTORS’ TOOLS

LOCAL INSTRUCTIONS FOR *TOOLS – CONTRACTORS’ TOOLS*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of how to deal with contractors’ tools.

REFERENCES SISS – Tools – Generic

SISS – Tools – Loss of Tools

- SYSTEM**
1. A member of staff will always escort all outside contractors when inside the IRC.
 2. Only the tools needed for the immediate task will be allowed into the IRC.
 3. Tools must be carried in a lockable box and be listed on an inventory, which must be checked by the gatehouse/front reception officer in the escorting officer’s presence:
 - i) Before the contractor enters the IRC
 - ii) When the contractor leaves the place of work
 - iii) When the contractor leaves the IRC
 4. The escort must always have the tools and the toolbox in his / her sight.
 5. Contractors’ tools will not be issued to detainees at any time.
 6. Contractors’ assessed to require a large amount of tools would be authorised to use their van as a toolbox providing that all tools are recorded on a tool inventory checklist and only the tools required to the immediate task may be authorised to enter and the IRC and the van must be able to be secured. The following procedure will be applied.
 7. Staff will always escort the contractors’ van. The escort will secure the van and hold the keys.
 8. On completion of the task, the escort will check the contractors’ tools back into the van as per the tool inventory form ensuring that all tools that were used are accounted for and placed back into the van before the van can leave the immediate area.
 9. Once all the tools are accounted for and placed back in the van, the contractor will be escorted to the gate and allowed to exit the establishment.
- Loss of a Tool**
10. The procedure in SISS – Tools – Loss of Tools will be followed.

8.09 TOOLS – HEALTHCARE – CONTROL OF TOOLS AND SHARP IMPLEMENTS

INSTRUCTIONS FOR *TOOLS – HEALTHCARE – CONTROL OF TOOLS AND SHARP IMPLEMENTS*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make Healthcare staff aware of how to control tools sharp implements.

REFERENCES

- SYSTEM**
1. Tools and equipment used by healthcare staff will be secured in locked cabinets.
 2. Such tools and equipment will not be issued to detainees.
 3. Small items such as needles, syringes, and scalpels are classed as sharp implements. Although not engraved and regarded as “tools” in the formal sense, care must be taken in their control.
 4. Checks must be carried out to maintain control of these items as follows:
 1. At start of work each day.
 2. At shift hand over.
 3. When called for by the Serco Health Contract Manager or the Duty Manager.
 5. On each of the above occasions a record of the check must be recorded in the Daily Sharps Count Register by the person carrying out the check.
 6. The Health Care Centre will maintain the Daily Sharps Count Register, which will be their accountability for all sharp implement checks.
 7. **Dentist Tools**
 1. Dentist tool checks will be carried out as follows:
 1. The Dentist will carry out a full tool and equipment check at the start of each working session and at the end of each working session.
 2. When the dentist is not in attendance healthcare staff will check that all cabinets in the dentist room are secure as part of their daily sharps count.

8.10 TOOLS – KITCHEN – KNIVES

INSTRUCTIONS FOR

TOOLS – KITCHEN – KNIVES

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE *To make staff aware of how to manage knives in the Kitchen.*

REFERENCES

SYSTEM

Issue of Knives in the Main Kitchen

1. A Staff Chef will unlock the shadow board cabinet. The keys for all shadow boards cabinets are located in the key safe in the Catering office.
2. The knife and the tally will be removed from the shadow board cabinet, the cabinet re-locked and the key replaced in the key safe. Detainee ID cards will be in place of staff tallies for any knife that is in their possession in the kitchen.
3. The Staff Chef issuing the knife will make an entry in the main kitchen log in the designated section. It will record:
 1. The name of the person issued with the knife.
 2. The tally number of the knife.
 3. The time the knife was issued.
4. When all the above information has been completed, the knife will be issued to the person requiring it.
5. Under no circumstances are detainees to be allowed to issue knives.
6. Knives will be accounted for at intervals of thirty minutes and the checks recorded in the main kitchen log.

Issuing Knives in the Cultural Kitchen

The Cultural Kitchen Officer will follow the same procedure as the main kitchen for issuing/returning knives during cultural kitchen activity sessions.

Return of Knives in the Main Kitchen

1. The Staff Chef receiving the knife will check the main kitchen log for the relevant issue entry and note the time of return.
2. After unlocking the shadow board cabinet, the Staff Chef will replace the knife onto the corresponding shadow.

The Staff Chef will then remove the corresponding knife tally from the tally board and recite the tally on top of the knife. The shadow board cabinet will then be locked, and the key returned to the key safe. Detainees will have exchanged their ID card for a knife, and so the ID card will be returned once the knife has been returned. If a knife is unaccounted for, follow the ***Tool Loss Contingency Plan***.

8.11 TOOLS – KITCHEN – LARGE ITEMS OF EQUIPMENT

INSTRUCTIONS FOR *TOOLS – KITCHEN – LARGE ITEMS OF EQUIPMENT*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE *To make staff aware of how to manage large items of equipment in the Kitchen.*

REFERENCES

SYSTEM **Storage of Large Items of Equipment**

1. All the equipment will be kept in a lockable cupboard on a shadow.
2. The key for the cupboard will be kept in the key safe in the Catering Office.

Return of Large Items of Equipment

1. The Staff Chef receiving the piece of equipment will check the kitchen log for the record of issue and note the time of return.
2. He/she will then remove the corresponding tally from the tally board.
3. He/she will take the cupboard key from the key safe in the Catering office.
4. After unlocking the cupboard, he/she will replace the piece of equipment onto its corresponding shadow and then replace the tally on top.
5. The cupboard will then be re-locked, and the key replaced in the key safe.

8.12 TOOLS – GYM

INSTRUCTIONS FOR *TOOLS – GYM*
 RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of how to manage GYM tools and equipment.

REFERENCES

- SYSTEM**
1. The Gym DCO within the Activities Team will maintain a Gym Tools and Equipment log.
 2. At the end of each lesson, all tools and equipment will be returned either to the cabinet or designated storage area:
 1. racquets and associated items will be placed in the sports hall storeroom.
 2. free weights will be replaced onto the relevant weights tree.
 3. collars will be placed onto the relevant shadow board.
 4. Tools for maintenance will be placed onto a shadow board within a snap on cabinet.
 3. At the end of each session, the Gym DCO will conduct a check of all tools and equipment. He/she will sign the log to certify that this has happened.
 4. The Activities DCM will conduct at least 1 ad hoc tool check per month. He/she will sign the tool log to certify that this has happened.
 5. At the end of each working week the Activities DCM will collate the tool and equipment check sheets and deliver them to the Security Department (Intelligence Office).

Football Nets

1. Football nets are to be located in the main IRC gym store when not in use.
2. Football nets will only be used subject to a risk assessment by the Activities DCM justifying their use and mitigating the potential use as an escape aid.
3. One hour prior to the kick-off, the nets are to be erected by Activities staff only. Under no circumstances are detainees to be allowed to undertake this task. Nets are to be secured using plastic pegs specifically provided for this purpose and kept with the nets. 10 pegs are used on each goal and for the purposes of accountability are numbered 1-20.
4. At the end of the game a visual inspection will be carried out by Gym DCO to ensure all pegs are present and correct.
5. Immediately after the regime period has finished, the nets are to be taken down by Gym DCO and pegs accounted for. All pegs and nets will be returned to the secure store in the outside storeroom.

8.13 TOOLS – LOSS OF TOOLS

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of what to do if a tool is lost.

SYSTEM 1. In the event that a tool cannot be accounted for, activate the Tool Loss contingency plan and follow the grab sheets accordingly,

8.14 TOOLS – EXCHANGE OR DISPOSAL OF BROKEN OR DAMAGED TOOLS

INSTRUCTIONS FOR

*TOOLS – EXCHANGE OR DISPOSAL OF BROKEN
OR DAMAGED TOOLS*

RESPONSIBLE MANAGER

ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of what to do when tools are broken or damaged.

- SYSTEM**
1. Damaged or unwanted tools must be disposed of safely and quickly.
 2. Tools will only be exchanged on a strict one-for-one basis.
 3. All pieces of the broken or damaged or unwanted tool should be present. If any part of a broken tool cannot be accounted for, the procedure for SISS Tools – Lost Tools will be followed.
 4. The relevant department manager will be made aware of any tools for disposal.
 5. All damaged or unwanted tools along with a destruction certificate will be taken to the Security Manager, who will issue a red tally labelled “Security” which will be placed on the shadow board or storage location (in the event of a large tool) and record the removal of the tool on the master inventory.
 6. The receiving Security Manager and the member of staff handing the tool over will sign the tool destruction certificate.
 7. The red tally will remain in place to indicate that a broken tool has been removed until a replacement is provided.
 8. Once the red tally has been issued the tool will be stored in the Security Department before being taken to the facilities department to have the unique code removed and where large enough, broken down into 2 pieces (Security Dept can also remove any unique enterprise code for fast and urgent disposal). It can then be removed from the IRC. It is the responsibility of the Security Manager or designates to ensure prompt disposal of the tool outside of the IRC.
 9. When a replacement is obtained, the Security Manager will be informed, and he/she will check that the new tool has been correctly recorded and etched before removing the red tally.
 10. The Security Manager will keep a record of the disposal of damaged or broken tools and will detail the manner of their disposal, for audit purposes.

8.15 TOOLS – RISK ASSESSMENT OF TOOLS AND EQUIPMENT

LOCAL INSTRUCTIONS FOR *TOOLS – RISK ASSESSMENT OF TOOLS AND EQUIPMENT*
RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of what needs to be considered when carrying out risk assessments in relation to areas and tools.

REFERENCES

- SYSTEM**
1. Risk assessments will be completed on individual areas of the IRC where tools are used.
 2. The area itself and the use made of it will be described, in terms of its fabric, fittings, furniture, facilities, windows and entrances, function, and staffing arrangements to identify risks to the maintenance of security.
 3. The tools used in the area will be risk assessed, and those, which are considered to pose the most risk to the maintenance of security, will be highlighted.
 4. New tools entering the establishment will be taken to the Security Manager for recording, etching, updating tool registers and issuing.
 5. It should be noted, however, that all tools except consumable items will be engraved, stored securely, and accounted for, thus minimizing any opportunity of them being taken by detainees. All tools that have been authorised to be classed as tools will be engraved as per the tool risk assessment, and a list kept up to date in our Master Tool inventory held by the Security Manager. Equipment that is not on our master tool inventory and therefore is not required to be engraved, will be held in each area that is applicable and an auditable control book in place to account for these items by the responsible staff member.

8.16 TOOLS – SECURITY AUDIT OF TOOLS

INSTRUCTIONS FOR TOOLS – SECURITY AUDIT OF TOOLS
RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of independent security audits of tools.

REFERENCES

- SYSTEM**
1. Security staff will conduct independent audits of tools in areas accessible to detainees using a rolling programme; each area will be checked a minimum of once every three months.
 2. The Security Manager will issue a copy of the master inventory to the auditing staff prior to the tool audit commencing.
 3. Security staff will carry out the audit by checking:
 1. All tools are engraved as detailed on the master inventory.
 2. Shadow boards are correctly marked, and tools are stored in the correct place on the board.
 3. All tool tallies are correct and in the correct place.
 4. All tool cabinets and lockers are secure.
 4. Security staff will submit a report of all findings of compliance or non-compliance to the Security Manager.
 5. The Security Manager will inform the manager of the relevant area of any non-compliance and inform them of any action required.

8.17 TOOLS – CUT DOWN TOOLS

**INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

**TOOLS – CUT DOWN TOOLS
ASSISTANT DIRECTOR SECURITY**

PURPOSE To brief staff on the policy for the control of personal issue cut down tools.

REFERENCES

SYSTEM

1. All DCO/DCM staff within the IRC/PDA will be issued with and carry on duty their own personal issue cut down tool.
2. The cut down tool used at Serco IRCs will be the Big Fish type, this will be procured through stores on the authority of the Suicide Prevention Coordinator.
3. Overall responsibility for the issuing, storing and training in the use of the cut down tool is that of the Security Department.
4. The handles of all issued cut down tools will be etched with the establishment enterprise code. E.g. LG001/LG002 etc.
5. On being issued with a cut down tool each member of staff will sign next to the corresponding tool reference number to confirm that:
 - They have been issued with a cut down tool and understand how to use it.
 - They agree to carry the tool securely whilst on duty and that they will contact the Duty Manager immediately if it cannot be accounted for.
 - They have been informed that checks will be carried out to ensure the security of the tool.
 - They understand that the cut down tool is for the sole purpose of cutting ligatures and must not be used for any other purpose, as this could reduce its effectiveness in the event of it being required to cut a ligature.
 - They understand what action to take in the event of having used the tool.
6. In the event of a member of staff losing a cut down tool on duty, they must report it immediately to the Duty Manager. The Duty Manager will then report it to the Duty Senior Manager and activate the contingency plan for "Tool Loss".
7. In the event a member of staff discovers that the cut down tool is missing away from the establishment they must contact the Duty Manager as soon as possible with details of where and when they discovered the cut down tool missing.
8. If a cut down tool is used the blade must be checked as soon as possible after the incident and replaced if necessary, but certainly before the member of staff resumes duty.

9. Cut down tools must be bagged and tagged if they are used in an incident that is likely to require a police and /or Prisons and Probation Ombudsman investigation. The Security Manager or Duty Manager will advise staff if this is the case at the scene.
10. Random checks of cut down tools will be carried out by departmental line managers and by the Security Manager during staff search.

8.18 ROOM SHARING RISK ASSESMENTS

**INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*ROOM SHARING RISK ASSESSMENTS
ASSISTANT DIRECTOR SECURITY*

PURPOSE *To brief staff on the policy for the management of room sharing risk assessments*

REFERENCES *DSO 01/2012 – Room Sharing Risk Assessments*

SYSTEM To provide instruction and guidance to staff working at the establishment on how to identify and assess the risk one detainee poses of killing, seriously assaulting or causing mental or physical harm to another detainee when locked in a shared area. The RSRA is intended to:

- help staff with the assessment of risk (to an individual or by an individual);
- draw together information and knowledge about the predictive risk factors regarding an individual;
- make best use of documentary evidence about the level of risk posed by an individual;
- support staff judgement about allocation to rooms and risk management;
- record additional operational precautionary measures for a detainee identified as a potential risk, where sharing is unavoidable;
- provide a record about risk of harm to others as a detainee moves between units/centres;
- enable early identification of violent detainees or detainees who may bully others, which may include bullying on the grounds of race, religion, sexual orientation or disability;
- ensure that other procedures to protect potential victims are followed;
- provide a system for risk factors to be considered either systematically where factors have been identified or on an adhoc basis, as and when circumstances change;

The RSRA process **does not**:

- replace staff judgement but allows staff judgement to be recorded effectively;
- provide a risk score; or
- rule out room sharing by detainees identified as posing a risk.

Definitions of Risk can be found in **DSO 12/2012 Room Sharing Risk Assessment**

Room Sharing Risk Assessment (RSRA) Form 1

The RSRA form 1 will be completed by reception staff on every new Resident that comes into the Centre. Once all the relevant sections have been completed by a member of staff and once Healthcare has filled in their section after the

initial assessment, this document will then be photocopied once. The original will be kept inside the residents DTD along with their IS91 and the copy will be put in with the resident's Reception file. The decision will also be highlighted on the CMS system.

In the event that a Resident has no custodial history their original RSRA will be sent to the induction unit for the purposes of a second day assessment. This is to be completed at the point of induction ensuring that a more considered decision on RSRA needs can be made following interaction with a Resident.

Whilst checking information on a new resident i.e. movement order or a prison file and you come across some information stating that the resident was violent or disruptive whilst they were in prison or whilst they were being arrested for example, it does not necessarily make them a High Risk when they arrive at the establishment.

The officer booking in the resident will read and assess the information provided and should also speak to the resident to assess whether or not that resident causes any concerns or poses a threat or risk to anybody else. The following evidence should be considered as a minimum by centre supplier staff when making an operational assessment, and recorded on the RSRA form:

- Previous convictions
- Room sharing risk assessment (if transferred from a prison)
- Known vulnerabilities for an individual identified as an 'adult at risk' (DSO 08/2106 refers)
- Previous room sharing risk assessment and any review forms (if transferred from an IRC or STHF)
- Prison file including list of any adjudications (where a resident has transferred to the centre without a prison file, the Security Department will make contact with the Prison for the file to be sent to the establishment.
- Detainee Transferable Document (DTD)
- Person Escort Record (PER)
- Records of instances of Rule 40 and Rule 42 (if transferred from an IRC or STHF)
- Assessment Care in Detention and Teamwork (ACDT) **(see DSO 06/2008)**
- IS91– checking PNC result and any history of violence
- Movement Order
- Healthcare Assessment as part of the risk assessment
- Intelligence (detention intelligence team)

If any evidence is found to suggest increased risk, a manager is to consider this, make the decision of a high risk or standard risk resident and sign off the form. If there is evidence or strong suspicion that any of the following risk factors exist, the detainee must be assessed as mandatory 'High Risk' and located in a single room. Consideration should be given in these circumstances to the threat of harm to others and whether it is appropriate to remove the individual from association (rule 40).

- Life threatening assault, murder or manslaughter of another prisoner/detainee or assisting a suicide while in custody.
- Sexual assault with same sex adult victim either in the community or in prison/IRC.

Where no evidence has been found, the form can be signed off by an officer stating that the resident is a standard risk.

If there is any doubt, then please speak to a Manager for further advice.

Every time a resident wishes to move rooms the RSRA needs to be consulted for both residents. This is to ascertain if the resident wishing to move into the new room poses any threat to the current occupant and vice versa. If a resident has been placed into CSU, then a RSRA review form must be completed prior to return to ordinary location if the reason for relocation is noted as potentially causing a risk to others. Or if there are concerns that a resident RSRA should be raised from standard risk to a high risk, then a Detention Manager (or DCM) is to be notified immediately and considerations will be made into relocating that resident to a new room.

Room Sharing Risk Assessment review

There are a number of reasons to carry out a RSRA review, but they should only be conducted when there is a realistic chance of the risk factors having changed. In cases where a resident is high risk, the objective of the review is to evaluate whether or not the risk has reduced enough to allow the resident to share a room. There are 2 factors to take into consideration whilst conducting a review. These are:

- Static factors are those such as a previous offence of in-room homicide or arson. Static risk is unlikely to change even over very long periods of time.
- Dynamic factors cover events which are not fixed, such as a change in behaviour during detox, a mental health condition which varies with medication or a volatile state associated with 'bad news'. Dynamic risk factors can change more readily and are more likely to require review over shorter periods.

Where a high risk resident with dynamic risk factors has been assessed as no longer posing a high risk and where an urgent decision is required, the Duty Director (or any Manager authorised by the Duty Director) can authorise a reduction to Standard Risk after reviewing all the risk factors and recent activities of the resident involved.

Type 1. Review of Long-Term High-Risk Residents

The risk factors in this category are static and therefore unlikely to change for a long time. In the absence of any other risk review within a twelve-month period a multi-disciplinary team should carry out a review of high-risk residents monthly to ensure that any change is recognised or confirm that there is none.

Type 2. Review of Short-Term High-Risk Residents

Some residents assessed as high risk will have short term or dynamic risk factors, which means there is a possibility of change from High Risk to Standard Risk.

Where the risk is recognised to be of a short duration, staff will be required to monitor the resident and report to the appropriate management. A Multi-Disciplinary team should then decide if the Resident can be reduced to Standard Risk.

Such residents will have their RSRA reviewed weekly by their unit managers and then monthly by a multi-disciplinary team.

Examples of short-term risk factors:

- When a resident who is detoxing is received into an IRC, they may exhibit aggressive behaviour. Once any treatment has been agreed and they have stabilised their risk of harm to others will usually recede.
- A resident who is agitated and disturbed on arrival may have stabilised after a period of appropriate medication, e.g. for mental health problems.

A resident may become better adjusted to life within an IRC after a certain period of time and therefore less vulnerable. This will be difficult to evidence, but good interactions by staff will provide the best evidence.

Type 3. Review of Standard Risk Residents following new or additional information

Where information which would clearly indicate a resident should be high risk is not available on Reception / Induction but is subsequently identified. Examples are;

- Previous room assaults in other establishments or in previous custody
- Offence Information such as rape of same sex adult, racial or homophobic offences. The offences of concern are shown in the box on the form
- Previous in-patient at a Special Hospital or Secure Unit
- Information from Healthcare assessments

The new information could come from;

- Core records from previous sentences
- Documentation delayed when a detainee transfers
- Information from the police, probation or other organisation

An immediate review of their RSRA will take place by a Detention Custody Manager or followed by weekly reviews and then a monthly review by a multi-disciplinary team will take place.

Detention Custody Managers must review 10% of all completed RSRA and RSRA review forms on a monthly basis to check for quality and appropriate sign off. These checks must be recorded and made available to the Home Office upon request. Poorly completed forms should be addressed with the staff member and noted on the record of completed checks.

Register of High-Risk Detainees

A register of all detainees designated as high risk must be held centrally in each place of detention by the centre supplier. The register must record:

- name of the detainee
- whether the risk is static or dynamic
- whether the detainee is allocated to a single room
- review date

The electronic register must be sent to DEPMU on a weekly basis. DEPMU will review detainees allocated to a single room and consider whether a detainee should be moved to another centre, in line with other factors such as ACDT and medical conditions.

If a detainee needs to be moved to a different location in order to accommodate the need for a single room, DEPMU will arrange for the detainee to be moved within 7 days (subject to available resources). In the meantime, detainees should be placed in single occupancy (regardless of room size).

Function 9

VISITS

SISS No. SISS Title

9.01 VISITORS – OBSERVING, MONITORING AND CONTROLLING THE MOVEMENT OF VISITORS
WITHIN THE ESTABLISHMENT

9.02 VISITS – BOOKING

9.03 VISITS – DOMESTIC – PROCESSING OF VISITORS ON ENTRY AND EXIT

9.04 VISITS – DOMESTIC – PROCESSING OF PROPERTY

9.05 VISITS – PROCESSING OF DETAINEES ON ENTRY AND EXIT

9.06 VISITS – DOMESTIC – MANAGEMENT IN THE VISITS HALL

9.07 VISITS DOMESTIC CLOSED VISITS

9.08 VISITS – LEGAL / PROFESSIONAL

9.09 MINORS VISITING DETAINEES

9.10 CLOSED VISITS

9.11 BANNING VISITORS

9.01 VISITORS – OBSERVING, MONITORING AND CONTROLLING THE MOVEMENT OF VISITORS WITHIN THE ESTABLISHMENT

LOCAL INSTRUCTIONS FOR	<i>VISITORS – OBSERVING, MONITORING AND CONTROLLING</i>
RESPONSIBLE MANAGER	<i>THE MOVEMENT OF VISITORS WITHIN THE ESTABLISHMENT</i> <i>ASSISTANT DIRECTOR SECURITY</i>

PURPOSE To make staff aware of the procedures to follow when escorting visitors within the establishment.

REFERENCES SISS – Clearance checks for staff, contractors, and visitors

DSO 04/2012 – Visitors & Visiting Procedures

Local Visits SOP

SYSTEM

1. Visitors who have not been subject to Home Office security clearance or DBS checked will not be left unsupervised within the establishment.
2. When escorting a visitor, staff must be aware of:
 - i) The identity of the visitors under their supervision.
 - ii) Where the visitor is to be taken.
 - iii) The purpose of the visit.
3. Supervisory staff will have access to a radio or a telephone.
4. The visitor will be accompanied from the point of entrance to the point of exit.

9.02 VISITS – BOOKING

LOCAL INSTRUCTIONS FOR *VISITS – BOOKING*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the procedure whereby detainees' visits are to be booked.

REFERENCES SISS – Visits – Domestic – Processing of visitors on entry and exit

SISS – Visits – Legal and professional

SYSTEM 1. Visits will be pre-booked in line with the local Visits SOP.

9.03 VISITS – SOCIAL – PROCESSING OF VISITORS ON ENTRY AND EXIT

LOCAL INSTRUCTIONS FOR *VISITS – DOMESTIC – PROCESSING OF VISITORS ON ENTRY AND EXIT*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the procedure whereby detainee's social visitors are managed on entry and exit.

REFERENCES SISS – Acceptable forms of identification
 SISS – Booking
 SISS – Domestic – Processing of property
 SISS – Prohibited or controlled items
 SISS – Visits – Processing of detainees on entry and exit
 SISS – Visits – Domestic – Management in the visit's hall
 SISS – Visits – Domestic – Closed Visits

SYSTEM ENTRY

1. Upon arrival at the IRC, visitors will report to the Visitors' Centre, outside the IRC, or Front Reception in the case of Tinsley House IRC & PDA.
2. All visitors to the IRC require acceptable proof of identification in line with DSO 04/2012. Insufficient identification will normally result in entry to the IRC being refused, although the Visits Manager may authorise the visit providing the visitor has been before and has a record on the biometrics system.
3. The Visitors' Centre/front reception staff will check that the person(s) concerned has booked a visit for the appropriate time. Having satisfied himself/herself of this they will:
 - i) Enrol adult visitors using CMS biometrics and issue with a tamper proof wrist band for wearing while within the IRC. Minors at the IRC will be issued with a yellow coloured wristband. Wristbands have a unique code which will be recorded on CMS and any printed daily visit lists as a further identification check.
 - ii) Issue visitors with authorisation to enter the IRC. This authorisation will contain details of all adult visitors.
 - iii) Require visitors to deposit all belongings, including handbags, in a locker in the Visitors' Centre; he/she will provide them with a key to the locker.
 - iv) Process any property.
4. Fifteen minutes before the start time of the visit, the visitors will be advised to proceed to the IRC.
5. Upon arrival at the IRC, visitors will present themselves to the Visits Entry Staff
 - i) Check the visits booking to ensure the correct persons are present.

- ii) Check the identity of visitors by using the biometrics system confirm the wristband number and that this is intact.
- 6. Following satisfactory completion of the above checks, visitors will be admitted to the search area.
- 7. In this area they will be subjected to a Level B search and required to pass through the metal detecting portal.
- 8. Coats, cardigans and footwear will be passed through X-ray.
- 9. Drugs dogs may be used.
- 10. If there is concern a visitor may be concealing contraband or if any is discovered, the visitor(s) will be held in the search area and the Security Manager or the Duty Manager obtained.
- 11. If there are no concerns, the visitor(s) will be escorted to the Visits Hall.
- 12. Upon arrival at the Visits Hall lobby, visitors will then be processed by a Visits staff. (This will happen when the detainee has arrived and is seated at the designated table.)
- 13. Visitors waiting in the lobby will be subject to CCTV surveillance.

EXIT

- 14. When the visiting time has elapsed, the Visits Supervisor will instruct an officer to inform the detainee and their visitor(s) accordingly.
- 15. The visitor(s) will be subject to a biometric check before exiting the Visits Hall. Wristbands will be checked to confirm that no tampering has taken place, and that the outgoing wristband number corresponds with the incoming number.
- 16. If there is any doubt about identity, the individual(s) will not be permitted to leave the Hall and the Security Detention Custody Manager, or the Duty Manager will be obtained.
- 17. On a satisfactory biometrics check, the visitor(s) will be required to present their fingerprint to the automated door system to allow for egress from the visits hall. The visitor will then pass through a secure door and once visits staff are satisfied with correct identification checks; the visitor will exit through the final secure door (which will be released on exit).
- 19. A further biometrics check will be made at the exit lock. The clerk will satisfy him/herself that the individual seeking to leave is the one to whom the image and finger scan refers.
- 20. If there is any reason to doubt the identity of the person seeking to leave, he/she will confine the individual within the exit lock and obtain the Security DCM or Duty Manager.
- 21. When exit checks have been concluded satisfactorily the Security Officer will allow the visitor to leave the IRC.
- 22. When visitors leave the IRC at the end of a visit and there is property for them to collect, they will return to the Visitors' Centre/front reception.

9.04 VISITS – DOMESTIC – PROCESSING OF PROPERTY

LOCAL INSTRUCTIONS FOR *VISITS – DOMESTIC – PROCESSING OF PROPERTY*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the procedure whereby property matters associated with detainees' domestic visits are managed.

REFERENCES SISS – Visits – Domestic – Processing of visitors on entry and exit
 SISS – Prohibited or controlled items

SYSTEM HANDING IN OF PROPERTY

1. If the visitor has brought any property for a detainee, the staff will make a list of the property and seal it in a property bag with the property, providing it is on the approved list and "handing in on visits" approved as a source of entry. Please refer to local Visits SOP for the handing in of property
2. This will take place in the presence of the visitor. Property will be secured within the visitor centre.
3. The seal number and the name and number of the detainee for whom the property is intended will be entered in a supplementary property book.
4. At the end of visits that day, the property will be taken to Reception. Reception staff will issue the property in accordance with appropriate instructions.
5. Visitors cannot bring property into the IRC except where local SOP stipulates otherwise.

HANDING OUT OF PROPERTY

6. If a detainee wishes to hand out property to a visitor, he must make an application for approval.
7. If approval has been granted, the Visitors' Centre/front reception DCO will inform visitors before they enter the IRC that there is property to collect after the visit.
8. The property will be examined and listed by Reception staff. The list and the property will be placed in a sealed bag in the detainee's presence. The contents of the bag and the bag seal number will be recorded in a property handover log and on CMS Property.
9. The sealed bag will be delivered to the Visitors' Centre on the day of the visit.
10. When visitors leave the IRC at the end of a visit and there is property for them to collect, they will return to the Visitors' Centre/front reception.
11. In the presence of the visitor, the clerk will open the property bag and hand over the property.
12. The visitor will be asked to sign the property book in receipt of the property.

9.05 VISITS – PROCESSING OF DETAINEES ON ENTRY AND EXIT

LOCAL INSTRUCTIONS FOR *VISITS – PROCESSING OF DETAINEES ON ENTRY AND EXIT*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the procedure whereby detainees are managed on entry to and exit from visits.

REFERENCES SISS Visits – Domestic – Processing of visitors on entry and exit
 SISS Visits – Legal and professional
 SISS Visits – Domestic – Closed visits
 SISS Visits – Management in the visit's hall
 F3 Searching Guide Level B Search Male
 DSO 09/2012 – Searching Policy

SYSTEM

ENTRY

- 1 Detainees will leave mobile phones in their rooms or at Visits Entry area. Detainees will hand over their ID card.
- 2 When a visitor(s) arrives at the Visitors Centre/front reception, detainees will be informed to attend the visits hall.
- 3 At the point where detainees are called into the Visits Hall, they will be subject to a level B search and required to surrender all property and hand in their ID card.
- 4 The Visits Officer will check biometrics on CMS to confirm identity and receive the ID card. The detainee will be instructed where to sit. And the ID card placed on a diagram representing the relevant visits hall and respective table.
- 5 The Visits Officer will keep a running roll at all times for the visit's hall, and detainee waiting area.

EXIT

- 6 When the visiting time has elapsed, the Visits Officer will inform the detainee and his visitor(s) accordingly.
- 7 The detainee is then allowed to end his visit and the visitors will remain seated at the visits table whilst the detainee leaves the Visits Hall.
- 8 The detainee will collect their ID card and be fingerprinted to confirm identity prior to departure. Any concern with identity must be escalated to the Duty Manager immediately. The detainee will collect their possessions from the designated entry point.
- 9 Officers will conduct a Level B search of all detainees after a visit except where local SOP stipulates otherwise.

- 10 Searching will be conducted in accordance with local risk assessments
- 11 When searching is completed, detainees will be permitted to leave the visits area.

9.06 VISITS – DOMESTIC – MANAGEMENT IN THE VISITS HALL

LOCAL INSTRUCTIONS FOR *VISITS – DOMESTIC – MANAGEMENT IN THE VISITS HALL*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of how to manage domestic visits in the visit's hall.

REFERENCES SISS – Visits – Domestic – Processing of visitors on entry and exit
 SISS – Visits – Processing of detainees on entry and exit
 Visits Risk Assessment

SYSTEM

1. Detainees and their visitors must observe the standards of conduct described in the 'Visits Hall Conduct Rules' that is displayed in the Visitor Centre, the visits hall lobby, the visits hall itself, and in the detainee waiting area. This provides that:
 - i) No item may be given to detainees other than refreshments purchased in the visit's hall.
 - ii) Detainees and visitors will remain at their allocated table and will not wander around the hall. There is no removable furniture other than chairs, and these are to be monitored appropriately if visitors require the use of a 'non-fixed' chair.
 - iii) During the visit the detainee will remain in the designated seat.
 - iv) Detainees and visitors will not be abusive or threatening to staff or other detainees or other visitors.
 - v) Children must be kept under control – including when they are in the play area or playground.
 - vi) Detainees and visitors must not be noisy.
 - vii) Detainees may greet their visitors with a kiss and kiss them goodbye. This must be done in a manner that is not offensive to others.
 - viii) Detainees and visitors will obey instructions from staff and will quietly leave the area when instructed.
 - ix) Smoking is not permitted in the visits area
2. Violations of any of these rules may lead to the visit being terminated, and/or the imposition of closed visits.
3. Visitors may purchase refreshments for themselves and the detainee. The detainee will not accompany the visitor to the Cafe area unless local SOP stipulates otherwise.
4. Visitors may leave the visits hall to use the toilet. Time spent at the toilet will count towards the visiting time. Visitors will be subject to a Level B search on exit and re-entry.

- i) If a Detainee needs the toilet during their visit, they will be subject to a search on exit and re-entrance to the visits hall at a level deemed necessary in order to prevent the ingress of illicit items.
- 5. Staff must remain vigilant at all times.
- 6. Staff will patrol round the visit's hall in an unpredictable and unobtrusive fashion. An appropriate number of staff will supervise the visits hall for the number of visits booked.
- 7. Staff have the autonomy to intercept a 'pass' or to cancel a visit on suspicion of a pass between a detainee and any visitor.
- 8. Visits will be subject to any CCTV surveillance in line with RIPA regulations.
- 9. Detainees who pose a risk to children must be prevented, as far as is reasonably practical, from making unauthorised contact with any child in the visit's hall.
Should there be detainees in the visits hall who pose a risk to children, and there are children present in the hall, then those detainees that pose a risk will be appropriately supervised as far as reasonably practical.
Visits by children to detainees who have been identified as presenting a potential risk to children will be particularly closely supervised and not seated near the children's play area.

DEALING WITH INCIDENTS

- 10. In the event where a detainee is seen to have received an unauthorised article from his visitor, the visit must be terminated, and the detainee escorted from the visit's hall. Police will be contacted immediately to take any necessary action with the visitor concerned.
- 11. The detainee may be subject to a full search on departure subject to Contract Director approval.
- 12. Should any item be retrieved by staff during an incident, then the item is to be placed into an Evidence Bag, sealed and kept secure until the Duty Manager arrives at the scene or until Police attend the incident. Should Police wish to leave with evidence then correct procedures regarding preservation of evidence should be followed, and the item should be recorded that it has been handed over to Police and removed from the establishment.
- 13. If the staff suspect but are not fully confident that a "pass" has taken place and have CCTV footage to view, then the detainee may be in a waiting area under supervision for a period of time whilst the CCTV is viewed and once viewed if true, progress with the request to full search noted above. Any review of CCTV must be conducted by the Duty Manager, with justifiable reason confirmed in an incident report.

GENERAL Prior to commencement of ANY visit session; all rooms, toilets and the visits hall itself must be searched accordingly. Toilets are re-searched as required when visitors have used them, and detainees will not be allowed to use the same toilet facility as any visitor. Should a detainee wish to use the toilet they must return to the accommodation areas to do so. The visit may resume afterwards unless there is sufficient intelligence to suggest that doing so may hinder the safety and security of the IRC. Any such decision must be approved by the Duty Director,

9.07 VISITS DOMESTIC CLOSED VISITS

**LOCAL INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*VISITS – DOMESTIC -CLOSED VISITS
ASSISTANT DIRECTOR SECURITY*

<i>PURPOSE</i>	To make staff aware of how to manage closed visits.
<i>REFERENCES</i>	<p>SISS – Visits – Domestic – Processing of visitors on entry and exit</p> <p>SISS – Visits – Processing of detainees on entry and exit</p> <p>DSO 04/2012 – Visits and Visiting Procedures</p> <p>Local Visits SOP</p>
<i>SYSTEM</i>	<ol style="list-style-type: none"> 1. During closed visits, there will never be any physical contact between the detainee and their visitor(s). 2. During closed visits, the detainee will be escorted directly into the closed visit room preventing contact with other detainees and visitors in the visit's hall. 3. The detainee will be removed from the waiting area, subjected to a search in line with local risk assessments, and located into a closed visits cubicle. 4. The visitor(s) will be admitted to the visits hall and permitted to purchase refreshments for himself/herself. 5. The visitor(s) will be escorted into the closed visits cubicle. 6. The visit will be subject to occasional staff supervision. 7. At the end of the visit, the detainee will be escorted to the "Search Out", where a Level B search will be conducted. 8. The visitor(s) will be escorted out and his/her identity will be checked, and appropriate visit exit procedures followed.

9.08 VISITS – LEGAL / PROFESSIONAL

LOCAL INSTRUCTIONS FOR *VISITS – LEGAL / PROFESSIONAL*
RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of how to manage legal / professional visits.

REFERENCES SISSSS Visits – Booking
 SISS Prohibited or controlled items
 SISS Visits – Processing of detainees on entry and exit
 SISS Detainee access to and use of laptops in possession for legal work
 Visits SOP

DSO 04/2012 – Visits & Visiting Procedures

DSO 05/2018 – Mobile Phones, Laptops & Cameras

- SYSTEM**
1. Legal / professional visits will be booked in line with local SOP.
 2. Upon the visitor's arrival, the officer will check the booking and the visitor's ID. The visitor will be given a temporary ID card, and a coloured wristband will be issued by staff.
 3. Laptops, mobile phones and cameras may only be permitted as stipulated in *DSO 05/2018 Mobile Phones, Internet Enabled Devices and Cameras*.
 4. Legal representatives must complete the OISC declaration form, which is an annex to DSO 04/2012.
 5. The officer will enrol the visitor onto the CMS system and record a biometric fingerprint for identification purposes.
 6. The visitor will progress to the Visits Search area and will be subject to a Level B rub down search. Any documents or accompanying items will have a non-invasive search to confirm that illicit items are contained. If staff feel they have reasonable grounds to suggest illicit enclosures, then they must contact the Security manager for advice. This applies to all legal visitors.
 7. All other professional visitors will be subject to a search in line with local risk assessment and any documents or accompanying items will have a non-invasive search to confirm that illicit items are contained. Any concern with illicit items will be escalated as above. It should be noted that visiting medical practitioners may be permitted to bring a camera subject to the conditions within DSO 05.2018.
 8. The visitor will be escorted to the legal corridor, or other designated professional consultation room, such as a private medical screening room where applicable.

9. The detainee will be given a level B rub down search in line with local risk assessment and escorted into the respective visit location. Detainees will be fingerprint identified and instructed which room to attend.
10. The visit will be supervised by sight and irregular patrol only.
11. If the visitor wishes to give the detainee any documents, these will only be hand searched if staff have reasonable grounds to suspect they contain an illicit item. If the detainee wishes to hand any legal documents to his legal advisor, staff can only search the documents in the legal advisor's/detainee's presence, if they have concerns of the material the detainee is wishing to hand out. The reading of a detainee legal mail, can only be granted in exceptional circumstances subject to *Detention Centre Rule 27 – Correspondence*.
12. At the end of the visit, the detainee will be level b searched and permitted to leave back onto free association. In the case of lockdown times at Brook House IRC, detainees will be escorted back to their respective wing.
13. The visitor will be escorted out and his/her identity will be checked along with a biometric check on CMS to confirm identity, and appropriate visits exit procedures followed.

GENERAL

These visits include visits made by members of the legal profession, Probation Officers, Police Officers, Customs and Excise officers, HO Immigration Officers, etc.

9.09 MINORS VISITING DETAINEES

**LOCAL INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*VISITS – LEGAL / PROFESSIONAL
ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the circumstances and procedures in which minors may visit detainees.

REFERENCES *SISS Visits – Booking
DSO 04/2012 – Visits & Visiting Procedures*

- SYSTEM**
1. Visitors under the age of 18 are allowed to visit detainees if they have a close relationship with the detainee, such as the detainee is their parent, sibling, stepparent, parent's partner, other close family relationship or a family friend. A record must be kept of the minor's name and date of birth and relationship to the detainee being visited and to the accompanying adult.
 2. No visitor under the age of 18 years old is allowed to visit a detainee unless they are accompanied by an adult with whom they have a close relationship with as described above.
 3. Minors visiting detainees are subject to the same identification checks as adult social visitors as per paragraph 16, however, if a minor is accompanied by one or both of the parents, any photographic ID will verify the minor's identity when used in conjunction with their birth certificate. Centres must make this requirement clear when publishing the requirements to all visitors.
 4. No detainee with a known history of being a risk to children will be allowed an open visit as per paragraph 35 by anyone under the age of 18 years old.
 5. If a visitor is unaccompanied and produces identification which does not confirm the visitor is over 18 years of age, or centre staff are unsure about the validity of the identification, the visitor must be refused entry. Any decision to refuse entry should be made at duty manager level as a minimum. Centres must report any such incident to the Home Office IRC immigration team and to the intelligence and security team.
 6. If centre staff have any concerns regarding the welfare of any visitor under 18 years of age encountered trying to visit a detainee, they should always refer the information to their local social services for advice and information.
 7. This instruction does not override centres' MAPPA responsibilities or safeguarding duty to children detained as part of a family group.
 8. Baby carriers / pushchairs are allowed in the Visits Hall subject to search and space permitting. Visitor's Centre/front reception staff must advise the Search Room if a visitor is in possession of a baby carrier / pushchair. Visitors are also allowed to take baby food and ready-made formula milk into the Visits Hall. Any such items will be subject to x-ray.

9.10 CLOSED VISITS

LOCAL INSTRUCTIONS FOR
RESPONSIBLE MANAGER

VISITS – LEGAL / PROFESSIONAL
ASSISTANT DIRECTOR SECURITY

PURPOSE To make staff aware of the circumstances and procedures in which closed visits apply.

REFERENCES *SISS Visits – Booking*
DSO 04/2012 – Visits & Visiting Procedures

SYSTEM Closed visits will only be used if required for the safety and Security of the Centre. Only the Duty Director, Assistant Director Security or the contract director have the authority to impose a closed visit. All closed visits restrictions will be managed and reviewed on a monthly basis by the Assistant Director Security.

Detainees are only placed on closed visits when they are proved or reasonably suspected of involvement in smuggling prohibited items (such as drugs) through visits or are considered to pose a reasonable risk of involvement or are considered to pose a threat to other detainees' visitors. Decisions to apply closed visits must be taken on an individual basis. A closed visit should be offered before a visit is refused following a drug detection dog giving a positive indication for a visitor.

Closed visits must not be applied as a punishment; they are an administrative measure.

Closed visits must be applied for a specified period of time rather than for a specific number of visits. The period of time for which closed visits may need to be applied will vary from case to case, and each case must be considered on its individual circumstances, with a documented risk assessment to justify the decision. However, a period of up to one month may normally be appropriate in the first instance. IRC Senior Managers can, if appropriate, specify a shorter or, if it can be justified, longer period in an individual case. The specified period for closed visits can be extended if **further** evidence of risk is received during the initial/previous period of closed visits. Closed visits must not be applied for an indefinite period.

If a decision is made to place a detainee on closed visits, both the Compliance and DET local managers must be notified. The reason(s) for placing a detainee on closed visits must be reviewed at least every month by the local supplier security manager and notified to both the Compliance and DET local managers must be notified, to assess whether there is a continuing need for closed visits.

Individual centres are responsible for putting in place monitoring arrangements for administering closed visits.

Centres should be able to demonstrate that in deciding to apply closed visits they have taken into account all the individual circumstances of the case and have acted proportionately. In applying closed visits, centres should consider:

- Analysis and the use of intelligence.
- Incidents on visits.
- Behaviour of visitor.
- CCTV evidence or possession of drugs on a post-visit search.
- Finds from room searches.
- Time served foreign national offender (TSFNO) index offence and criminal record.

Detainees can appeal a closed visits decision to the Home Office's Head of Detention Operations in Detention & Escorting Services.

9.11 BANNING VISITORS

**LOCAL INSTRUCTIONS FOR
RESPONSIBLE MANAGER**

*VISITS – LEGAL / PROFESSIONAL
ASSISTANT DIRECTOR SECURITY*

PURPOSE To make staff aware of the circumstances and procedures in which visitors may be banned from visiting an establishment.

REFERENCES [DSO 04/2012 – Visits & Visiting Procedures](#)

SYSTEM Detainees' visitors may be banned if their presence impacts on ensuring safety and security or the prevention of crime, for example, if a visitor has facilitated an (attempted) escape or been aggressive or abusive towards staff. A ban of the visitor would be applied only in exceptional circumstances.

Detainees' visitor(s) can only be banned for smuggling prohibited items if:

- they are found to be engaging in the activity, such as being caught in possession of a prohibited item during a search,
- they are seen passing a prohibited item to a detainee who is found to be in possession of the same item on leaving the visiting area,
- a detainee is found in possession of a prohibited item and either the detainee or the visitor admits that this visitor supplied it.

As set out in the Detention Centre Rules (rule 54), any prohibited item conveyed, thrown or deposited in centres by a visitor can be confiscated by a manager. Centres must make known to visitors the list of prohibited items when publishing the visiting rules.

The ban and its length should be recommended by the IRC centre manager but must be approved by the Home Office's Head of Detention Operations, or the Delivery Manager of the Compliance Team for the IRC or STHF in his absence. If an extension to the ban is considered appropriate, this must be reviewed by the IRC centre manager and authorised by the Home Office Head of Detention Operations, or the Delivery Manager for the IRC or STHF in their absence. Details of the ban must be confirmed in writing to the visitor and should include information of the appeal process.

The details of any banned visitors must be submitted to the Detention & Escorting Security Team on the weekly security returns. The security return must include the reasons for the ban, duration of the ban including any review dates, and the details of the detainee being visited.

Bans of visitors who are not social visitors (legal representatives and medical practitioners) are at the discretion of the IRC centre manager but must be approved by the Home Office Director of Detention and Escorting Services. In these circumstances, the security departments in the other IRCs should be informed, in addition to the relevant professional body.

For the ban to be lawful, this power must be exercised in a reasonable manner. The IRC centre manager must take into consideration the following circumstances when recommending whether to impose a ban:

- if a ban would cause disproportionate harm to the rights of the detainee's child or children to have access to a parent (UN Convention on Rights of a Child, Article 9 (3));
- if a ban would cause disproportionate harm to the detainee's or visitor's right to a family life (protected by the European Convention on Human Rights, Article 8), and
- any other exceptional circumstance such as compassionate or other grounds.

Function 10

INFORMATION TECHNOLOGY

SISS No.	SISS Title
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10.01	DISCLOSURE OF PERSONAL DATA HELD ON DETAINEES
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10.02	SUBJECT RIGHT OF ACCESS DISCLOSURE
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10.03	DETAINEES' ACCESS TO & USE OF INFORMATION TECHNOLOGY
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10.01 DISCLOSURE OF PERSONAL DATA HELD ON DETAINEES

LOCAL INSTRUCTIONS FOR *DISCLOSURE OF PERSONAL DATA HELD ON DETAINEES*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

PURPOSE To ensure that all staff at the establishment are aware of GDPR and who is responsible for the disclosure of information.

REFERENCES GDPR and the Freedom of Information Act 2000

SISS – Subject Right of Access Disclosure

- SYSTEM**
1. All information about detainees or other persons, however collected, stored electronically or on manual documents in structured filing systems, is subject to GDPR. Personal data, (in this case intelligence data about individual detainees or other persons), may be processed (i.e. collected, analysed, stored etc) if this is necessary for the security and good order of the IRC, the prevention or detection of crime, or for the administration of justice, and must conform to the principles laid down in the GDPR. Detailed guidance on these may be obtained by reading the Act and the guidance produced by the Information Commissioner, but in summary the principles are:
 - i) Personal data must be processed fairly and lawfully;
 - ii) It must be obtained only for a specified and lawful purpose or purposes, and must not be further processed in any matter incompatible with those purposes (for example, where the data is collected for the prevention or detection of crime, escapes, drug misuse, assaults, etc, this simply means that its collection and further processing must be necessary);
 - iii) It must be adequate, relevant and not excessive in relation to the purposes for which it was processed;
 - iv) It must be accurate and, where necessary, kept up to date;
 - v) It must not be kept for any longer than is necessary for the purpose for which it was obtained;
 - vi) It must be processed in accordance with the rights of the subject;
 - vii) Appropriate technical or organisational measures must be taken to prevent unauthorised or unlawful processing of the data (e.g. keep it securely locked away, provide proper password protection for computer databases, etc);
 2. Personal data must not be transferred outside the European Economic Area (EEA) or to any agency that deals with law enforcement agencies outside the

EEA without appropriate safeguards being established and adequate safeguards being put in place to ensure the rights of data subjects.

3. Judgements about these issues will have to be made on a case by case basis. It is not possible to provide hard-and-fast rules as, for example, how long it is necessary to keep a piece of information, or how much information about a subject is excessive. Managers must always keep in mind the purpose for which the data was obtained, and ensure that the amount, and the time for which it is kept, is proportionate to that purpose.
4. The Home Office will be responsible for the disclosure of personal data held on detainees at the establishment where HOIE are the data owners. Requests for data held by the IRC must be made to the Home Office Data Protection Unit.

10.02 SUBJECT RIGHT OF ACCESS DISCLOSURE

LOCAL INSTRUCTIONS FOR *SUBJECT RIGHT OF ACCESS DISCLOSURE*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR SECURITY*

REFERENCES GDPR and the Freedom of Information Act 2000

SYSTEM SSISS – Disclosure of personal data held on detainees.

Subjects have the right of access to information held on them, having obtained approval from the HOIE Data Protection Unit. This means that we are obliged on request from an individual to disclose the personal data we hold on them. This right includes security and intelligence information submitted and includes CCTV footage. However, where data is collected and processed for the purpose of the prevention and detection of crime (e.g. escapes, drug misuse, assaults, etc), they are exempt from subject access rights, if to allow access would be likely to prejudice the prevention or detection of crime.

There is also an exemption from the right of access in certain circumstances where to give access would disclose information about a third party. This may be highly relevant where disclosure of security information would, by its nature, reveal the identity of a Source. In such circumstances, it is likely that the information can be withheld

Failure to meet GDPR obligations may lead to individuals seeking redress through the Information Commissioner and/or the Courts.

Special handling arrangements have been introduced for dealing with subject access requests for security and intelligence data, and all such applications must be made to the Home Office Data Protection Unit.

10.03 DETAINEES' ACCESS TO & USE OF INFORMATION TECHNOLOGY

LOCAL INSTRUCTIONS FOR *DETAINEES' ACCESS TO & USE OF INFORMATION TECHNOLOGY*

RESPONSIBLE MANAGER *ASSISTANT DIRECTOR RESIDENTIAL/REGIMES*

PURPOSE To make staff aware of the protocols for detainees' access to, and use of, Information Technology.

REFERENCES

SYSTEM

1. Detainees will have access to computers used in designated IT rooms. These rooms will have limited internet access allowing access to websites permitted by the Home Office. Detainees will also have access to make video calls to friends and family in a designated location at the IRC, and subject to the local IRC SOP. Detainees using IT rooms or video calling facilities must sign the relevant compact, whereby any failure to adhere to the compact could see the access to the facility being removed.

2. The IT department will ensure that only licensed monitoring software is used, and that no pornography, drug related material, racist and/or other illegal material is present.

3. Printing, Photocopying and Document Scanning

The supervising member of staff may permit a detainee to print their work, subject to local IT Room SOP.

Under no circumstances will detainees have access to mass storage devices, most notably in IT rooms.

Function 11

Extremism management

13.01 MANAGING AND REPORTING EXTREMIST BEHAVIOUR IN CUSTODY

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Sensitive/Irrelevant

Function 12

CORRUPTION PREVENTION

- 14.01 Corruption Definition
- 14.02 Local Corruption Prevention Requirements

12.01 Corruption Definition

LOCAL INSTRUCTIONS FOR *CORRUPTION DEFINITION*

RESPONSIBLE MANAGER *CONTRACT DIRECTOR*

PURPOSE To make staff aware of security, professional and personal standards expected of them.

SYSTEM 1. The Contract Director is responsible for appointing a local corruption prevention manager (LCPM) and a Deputy LCPM. They will both will have attended the LCPM training course.

2. All staff must familiarise themselves with this Section to ensure they understand what forms corruption can take. Staff working with young people (under 18s) must also be clear of their safeguarding and child protection responsibilities. When staff suspect or identify corrupt behaviour, they must ensure that they report the corruption and also satisfy themselves that any actual or potential harm to a young person is reported in accordance with the local establishment Safeguarding SOP.

3. What Corruption is:

Definition – ‘Corruption occurs when a person in a position of authority or trust abuses their position for their or another person’s benefit or gain. In the IRC/PDA estate, this would include the misuse of their role in order to plan or commit a criminal act, or a deliberate failure to act to prevent criminal behaviour’. This includes actual or attempted conveying of restricted items into IRCs/PDA, aiding escape, unauthorised disclosure of information, accepting or seeking bribes, inappropriate relationships, blackmail, taking or seeking money or other favours for commercial purposes, or theft of detainee’s money or property.

4. The element of ‘benefit’ or ‘gain’ must be interpreted widely and can include financial, emotional, sexual or other personal and/or work-related reasons. It can also include instances where an employee believes that they have a moral obligation or entitlement to ‘ignore or break the rules’ for the greater good. This is otherwise known as ‘noble cause’ corruption.

5. There is an increased risk of corruption where inappropriate relationships are formed between staff and detainees and/or their family or friends. In some instances, such relationships themselves may constitute or involve criminal conduct (such as the common law criminal offence of Misconduct in Public Office).

6. Staff must not have private interests that interfere or could interfere with the proper discharge of their duties. This includes financial and business interests, secondary employment, and also any personal relationships (for example, with colleagues or people outside of the Service) which could compromise or be

perceived to compromise them in the discharge of their duties. Staff must bring any potential conflicts of interest to the attention of their line manager and submit a staff SIR detailing the nature of the conflict of interest.

7. A non-exhaustive list of examples of criminal activities and/or inappropriate behaviours that fall within this definition can be found below:

- Possession within an IRC/PDA without authorisation of a device capable of transmitting or receiving images, including cameras in all forms, sounds or information by electronic communications (such as a mobile phone or SIM card); see [DSO 05/2018](#).
- Conveying into or out of an IRC/PDA without authorisation:
 - a firearm, component part thereof or ammunition
 - any other offensive weapon
 - drugs
 - alcohol
 - Mobile phones (permitted and prohibited) and accessories
 - IT equipment
 - Tobacco/Vape Fluids/Vape related equipment not for personal use
 - Staff assisting a detainee to escape
 - The unauthorised transfer of detainees
 - Bribery
 - Blackmail
 - Conspiracy to pervert the course of justice
 - Unauthorised disclosure of information
 - Theft
 - Fraud
- Inappropriate relationships sexual/emotional/personal/financial – with detainees
- Inappropriate relationships sexual/emotional/personal/financial – With others in conflict of professional obligations (former detainees, their friends, families or criminal groups).
- Staff corruption can take many guises and in its most extreme form can include the involvement in serious organised crime. The definition of corruption is therefore intended to include conduct that might result in prosecution for a variety of offences including those under the Offender Management Act 2007, other relevant legislation, and the common law offence of Misconduct in Public Office.

What corruption is not:

- Corruption does not include criminal offences which are not motivated by gain or other matters that are clearly misconduct or management issues falling short of the corruption definition.
- Serious suspected crime perpetrated by staff not covered by the corruption definition must be dealt with under the Memorandum of Understanding for Reporting Crime in Immigration Removal Centres. Management issues must be addressed under the appropriate Serco MyHR policies & procedures.

12.02 Local Corruption Prevention Requirements

LOCAL INSTRUCTIONS FOR	<i>LOCAL CORRUPTION PREVENTION REQUIREMENTS</i>
RESPONSIBLE MANAGER	<i>CONTRACT DIRECTOR</i>

<i>PURPOSE</i>	The local corruption prevention team will work together with a view to providing colleagues with the skills to prevent and support with the prevention of conditioning, manipulation and corruption at any level. The team will also work towards eradicating corruption within the establishment.
<i>SYSTEM</i>	<ol style="list-style-type: none"> 1. The director is responsible for appointing a local corruption prevention manager (LCPM) and a Deputy LCPM. They will both will have attended the LCPM training course. 2. The corruption prevention team are to meet at least bi-monthly and liaise with the regional corruption prevention manager and police services to discuss and task individuals with a view to eradicating corruption. This meeting can form a “closed section” to the Security Committee with exclusive “invite only” attendees. 3. The team will discuss methods to encourage and deter staff from engaging in illegal activities with detainees. The team will regularly encourage staff to raise any concerns that they have regarding their own personal circumstances through the local <i>Staff Vulnerability Register</i>. The register will be reviewed at the respective LCPM. 4. High risk corrupters and their management will be discussed in detail. 5. All intelligence regarding corruption /professional standards will be submitted on Mercury intelligence (where local writing access allows), where applicable CP intelligence will be disseminated to the Central Crime Prevention Unit. 6. All staff are expected to complete Serco essentials and adhere to the code of conduct.

Function 13

VETTING

13.01 SECURITY – CLEARANCE CHECKS FOR STAFF, CONTRACTORS AND VISITORS

13.01 SECURITY – CLEARANCE CHECKS FOR STAFF, CONTRACTORS AND VISITORS

LOCAL INSTRUCTIONS FOR *SECURITY – CLEARANCE CHECKS FOR STAFF, CONTRACTORS AND VISITORS*

RESPONSIBLE MANAGER ASSISTANT DIRECTOR SECURITY

PURPOSE To outline the procedure for performing Security Clearance Checks on Staff, Contractors and Visitors.

REFERENCES

- SYSTEM**
1. All persons employed within the establishment will be the subject of security checks, the level of which is determined by risk assessment, however, to work within detainee locations with security key access a minimum of both valid CTC and DBS clearances are required.
 2. This includes:
 - i) All staff directly employed by SERCO Central Government (SCG) – see below.
 - ii) Personnel seconded by the Home Office or site stakeholders. SCG will rely upon HOIE procedures to ensure that HOIE staff have been appropriately screened.
 - iii) Stakeholder Groups employed by Serco, HOIE or the Health Provider to work at the IRC will be treated in the same way as SCG staff.
 3. Contractors employed to do specific “one-off” tasks in the IRC will not necessarily require clearance, but must provide sufficient photo ID on arrival, and must be under escort of a fully cleared site staff member throughout their time at the IRC. Under no circumstances will contractors be left without supervision by a fully cleared staff member. This responsibility lies with the agency that have arranged for the works.

CTC & DBS VETTING CLEARANCE

4. The MyHR facility (central location), who will securely store all relevant records, will administer this. The local Contract Administrator will assist with local enquiries.
5. All applicants for appointments within the establishment will be required to complete and return a Security Questionnaire for CTC and DBS submissions. CTC submissions will require the completion of an “online” application through the Government led portal. Timely completion of links to this portal are the responsibility of the staff member concerned.

6. The completed questionnaire for CTC referrals will be submitted to the Home Office Security & Vetting department for approval. DBS applications will be submitted to the Disclosure & Barring Service directly.
7. Only individuals with valid CTC and DBS clearances will continue employment at the IRC/PDA.
8. If an individual has commenced employment subject to confirmation, in a DCO training capacity, and that individual is not approved, his/her employment will be terminated in line with MyHR policies and procedures.

DBS CHECKS Removed

9. The MyHR function, who will securely store all relevant records, will administer this.
10. Individuals' details will be submitted to the DBS, in line with agreed protocols.
11. A/D Security, on behalf of the Contract Director, will review the criminal records of individuals where a trace is identified, and determine whether they are suitable persons to work at or visit the IRC.
12. Under no circumstances will the information obtained from the DBS be disclosed.
13. In the event that employment or entry to the IRC is denied, no correspondence will be entered into and the Contract Director's decision is final.

Function 14

PRE-DEPARTURE ACCOMMODATION & BORDERS SUITES

14.01 PRE-DEPARTURE ACCOMMODATION & BORDERS SUITE SECURITY INSTRUCTIONS

14.01 PRE-DEPARTURE ACCOMMODATION & BORDERS SUITE SECURITY INSTRUCTIONS

LOCAL INSTRUCTIONS FOR *PRE-DEPARTURE ACCOMMODATION (TINSLEY HOUSE IRC)*
RESPONSIBLE MANAGER *HEAD OF TINSLEY HOUSE IRC/PDA (DEPUTY DIRECTOR)*

PURPOSE To outline the specific PDA variances for security instructions where IRC requirements to not apply.

REFERENCES *DSO 01/2014 – Families in Immigration Removal Centres or Pre-Departure Accommodation*

DSO 01/2017 – Arrangements for Families to undertake Activities Away from Gatwick Pre-Departure Accommodation

SYSTEM 1. In general, the security arrangements at Gatwick PDA will be the same as for those at the Gatwick IRCs. There are two main difference in the operation of the PDA compared with the IRCs

1. Referrals for PDA accommodation are subject to an extensive multidisciplinary approach which involves input from the Home Office, Serco Pre Departure Accommodation Staff, Serco Welfare Team, Hibiscus Initiatives, the Health Provider, Escorting Provider and other agencies where required. Pre-planning meetings will generally begin 14 days ahead of a family residing at the PDA, which allows sufficient time to prepare for all necessary arrangements in accommodating the needs of the family. The ongoing management of family cases at the IRC is subject to daily multi-disciplinary team meetings. These meetings review current care arrangements, while also acting as a risk assessment for any forthcoming removal. All pre-planning and daily meetings are minuted. The Head of Tinsley House IRC & PDA will oversee the arrangements in co-ordination with the PDA HOIE Compliance Manager.

2. Escorts for off-site activities. Families may request time off site from the PDA to take part in activities in the wider community. *DSO 01/2017* and the Gatwick IRCs/PDA Escorting SOP will detail the full arrangements for the management of any such escorts.

2. Tinsley House Borders Suites will be subject to the same security arrangements as IRCs and PDA. The main difference between the PDA and Borders Suites will be that Border cases will often be subject to short notice prior to arrival, and therefore, the same level of pre-planning will not be possible. The difference of timescales incurred is owed due to the nature in which both types of family cases are detained. PDA families are detained as

part of a pre-planned operation to facilitate a removal from the UK beginning from detention directly from an address in the community. Border Cases will generally consist of families that have been screened at UK borders and been deemed ineligible for entry to the UK, and thus, require immediate return to the country of origin.

Border cases will be accommodated in designated suites separate from the PDA and will be provided separate regimes. In general, borders cases will be detained for up to 24 hours, providing accommodation for a short time turnaround of flights where these can be promptly re-arranged for repatriation to home countries.

3. Visiting arrangements for the PDA are detailed in the Gatwick IRCs Visits SOP.
4. PDA and Border Suite rooms and areas will only be searched prior to and after occupancy, unless intelligence suggests that there is a significant risk to the safety and security of residents, staff or the IRC. Room fabric checks will take place daily at a time that is not intrusive to the families residing there. Any faults in bedrooms will be reported in the same manner as for the IRC. The searching of adult residents and minors will take place as described in function 2 of this SISS.
5. Use of force with approved MMPR and C&R techniques will only be used in accordance with the respective MMPR & C&R principles and training provided. All staff working in the Tinsley House PDA must be MMPR trained and refreshed every 6 months. Any use of force must be reasonable, necessary, proportionate and apply no more force than necessary. Any MDT discussing upcoming removal directions will consider the associated risks in accordance with the nationally recognised Joint Decision Model, detailing the available information & intelligence, risks/assessments, powers, policies & procedures, contingencies & options and the agreed actions and review of arrangements. Any requirement for separation will only take place in line with [DSO 02/2017](#) and subject to agreement in daily MDT meetings, except in a case of urgency as described in Detention Centre Rules 40/42.