



Escorting / Supervision of service providers and contractors

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See Section 5 of this document	-

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IPS Policy for Escorting of in-reach services and contractors within prisons

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1. Aim of this policy

- 1.1 This escorting policy includes:
 - 1.1.1 In-Reach services e.g. medical, educational, work training, rehabilitation, councillors, etc.
 - 1.1.2 Contractors e.g. maintenance, repair, ICT, etc.
- 1.2 Services provided by individuals, companies and other organisations are essential to the running of the prison and provide services which in many cases directly support prisoner rehabilitation.
- 1.3 This document sets out the policy for escorting and/or supervising these people when in prisons. Separate escorting and enhanced supervision arrangements will operate in the IPS maximum security prison in Portlaoise. Escorting and supervision will not, in general, be required in Open Centres.
- 1.4 The policy recognises the need to maintain the security of the prison and the safety of the people providing the service and minimise as far as possible the costs associated with escorting and supervising. The IPS, as part of the Transformation Process, will assign a resource budget to cover escorting and supervision duties.

2. Purpose of this policy

- 2.1 The purpose of this new policy is to standardise practice throughout the organisation and ensure uniformity consistency and transparency in approach. Governors are responsible for ensuring that this policy is implemented uniformly, consistently and transparently and that staff and service providers are informed of the new policy and how it will operate.
- 2.2 Designated IPS, in-reach and contractor staff may not need to be escorted around the total prison site, subject to security procedures and protocols to be put in place.
- 2.3 This is IPS Policy. It is the responsibility of each Governor to implement it and to develop local Sop's in line with this policy.
- 2.4 The Policy also provides for situations where individuals will not require supervision while they carry out their work.

3. Scope of this policy

The Governor should adhere to the following when having regard to the level of escorting and supervision of in-reach and contractor personnel within the prison:-

- 3.1 Escorting and/or Supervision;
- 3.2 Security Clearance and Identification;
- 3.3 Security Status;
- 3.4 Security of the Prison;
- 3.5 Zoning of the prison;
- 3.6 Continuity of Service Provider Staff;
- 3.7 Scheduling of entry and exit times;
- 3.8 Contractor and In-Reach Service Providers;
- 3.9 Use of Technology;
- 3.10 Security Awareness Training for in-reach and contractors.

4. Procedures for implementation

4.1 *Escorting and/or Supervision*

- 4.1.1 A clear distinction is made in this policy between escorting and supervision. Supervision entails having a Prison Officer assigned to an individual or team while they carry out their work for the entire duration of their visit. Escorting involves bringing an individual or team, having cleared security, to/from their place of work and leaving them either in an area that does not require an escort or else handing responsibility over to another person to monitor them during their time in that area (e.g. officer in charge of the school, etc).
- 4.1.2 This policy recognises that not all persons entering the prison require escorting or supervision 100% of the time. Every effort should be made by local Governors to ensure that the practice of escorting and supervision of in-reach and contractor personnel is kept to an absolute minimum.
- 4.1.3 Lone working arrangements must be considered for those not requiring supervision. These should be signed off by the H&S Coordinator.

4.2 *Security Clearance and Identification*

- 4.2.1 Operations Directorate will co-ordinate all security clearances for people entering the prison. They will develop and issue a policy covering the level of

clearance an individual must have and the validity period for same. They will also cross reference to the IPS Prisoner Information Management System (PIMS). Operations Directorate will advise the Governor and relevant IPS Directorates on fluctuations in security levels applied to individuals or companies as soon as it becomes aware of any change. The Governor will advise the Operations Directorate of any concerns regarding security levels.

4.2.2 The policy also requires that a robust unique identification system be introduced which will verify the identity and access levels appropriate to all individuals visiting prisons.

4.3 ***Security Status***

4.3.1 The contractor/service provider staff will have a security status assigned by Operations upon completion of the Security Clearance process. This will help identify what parts of the prison they may enter. The Governor will advise the Operations Directorate of any concerns regarding security status.

4.3.2 In-reach and contractor personnel will be subject to approved standard IPS searching procedures. Each prison will operate a main gate policy to ensure that the person who enters is the same person who leaves and that all items brought in are also accounted for on departure from the prison.

4.4 ***Zoning the Prison***

4.4.1 The policy requires that each prison will be designated in to three types of zones. These zones will determine the level of escorting and / or supervision required, if any. The policy recognises that, at different times of the prison day, an area could be designated as a different zone.

- a. Red Zone: Escorting and supervision at all times.
- b. Yellow Zone: Escorting during travel to/from place of work. May not require supervision or escorting in this area.
- c. Green Zone: No escorting or supervision required.

4.4.2 Each Governor will zone their prison into red, yellow and green areas. The areas that require escorting of in-reach or contractor personnel all the time will be zoned "Red", the areas that do not require direct supervision will be zoned "Yellow" and the areas that do not require escorting or supervision will be zoned "Green". As far as possible Governors should maximise the areas designated as Yellow or Green.

- 4.4.3 People who work directly with prisoners every day should have the appropriate access levels within the prison.
- 4.4.4 In general areas that are not accessible by prisoners would be Green areas e.g. the grounds, maintenance plant rooms, stores, etc.
- 4.4.5 The use of zoning will allow Governor to determine if escorting or supervision is required and at what times. All prison areas should be zoned and “levels of access” established to tie in with this.
- 4.4.6 The system of Zoning and awarding access levels would work hand in hand.
- 4.4.7 A sample Assessment Matrix is included at Appendix 1.

4.5 ***Continuity of Service Provider Staff***

- 4.5.1 The policy recognises the importance of continuity of personnel provided by in-reach and contractors service providers. Every effort will be made to ensure that in-reach and contractor personnel are based in the one prison or group of prisons for as long a period as possible. Budget holders, through contract management, will be responsible for ensuring that service providers are notified of this requirement. Procedures will also be implemented to introduce new personnel to the Governor or Officer acting on behalf of the Governor.
- 4.5.2 The IPS will also contact companies and organisations to outline this policy and address any concerns they may have in relation to its implementation.

4.6 ***Scheduling of entry and exit times***

- 4.6.1 The policy requires that each prison develops an escorting schedule which will be implemented each morning and evening to facilitate the orderly, effective and efficient movement of persons entering and leaving a prison.
- 4.6.2 Every effort will be made to schedule escorts for periods during the day when staff are available e.g. where possible 8:00 - 9:00, lunch time, out of hours contract work (subject to financial considerations), etc. The new schedules will be displayed at the Gate and Security Check areas. External bodies and individuals will be formally notified by the Governor of the new schedule and the times during which they should access their place of work, for example, classroom or consulting room. Every effort needs to be made to ensure the maximum working day for the service provider in the prison.

- 4.6.3 Every effort should also be made to facilitate entry to the prison into Green Zones (i.e. no escorting or supervision) during times that these areas are Green.

4.7 ***Contractors and In-Reach Service Providers***

- 4.7.1 To improve efficiency, effectiveness and value for money the policy requires that contractors and in-reach service providers are not time limited by escorting or supervising requirements.
- 4.7.2 It is now IPS policy that trades staff and nurse officers will not be available for escorting or supervisory duties of contractors, service providers or in-reach providers on a fulltime basis, only in exceptional circumstances. In addition the policy recognises that contractors will, in general, have a self supervisory role.
- 4.7.3 When planning capital projects or major maintenance standard operating procedures will be agreed in order to minimise the need for escorting and supervising within the prison. The Estates Directorate must, as part of the project planning process, agree protocols for these types of projects. For protracted contract work, it is recommended that prisoners be relocated and the area designated as a Yellow or Green zone.
- 4.7.4 The policy provides for a communication system to be put in place where dedicated supervision is not provided.
- 4.7.5 This policy recognises that across the estate there are a number of Specialist / Security Contractors engaged in sensitive operational services such as CCTV, high security locking, control / surveillance systems, fire alarm and detection systems, etc. These services require long term contracts and by their nature continuity of contractor personnel. Experience demonstrates that contractor personnel engaged in these services develop an understanding of the daily workings of the prison environment. All such contractors should be identified and a protocol should be put in place so as to reduce or eliminate escort / supervision requirement. Consideration should be given to use of designated site tool boxes for regular visiting contractors.

Long term contractors should be aware that the movement of tools and equipment into and out of a prison should be kept to an absolute minimum and must only take place during core entering and exiting times.

4.8 ***Security Awareness Training for in-reach and contractors***

The IPS will develop a training course which is prison specific and designed for in-reach and contractor personnel staff. This course will be delivered prior to staff starting on site and provides an introduction to the prison environment, including:

- 4.8.1 Familiarisation with the prison environment,
- 4.8.2 IPS policy on escorting,
- 4.8.3 Security issues and procedures,
- 4.8.4 How to behave when approached by prisoners,
- 4.8.5 Health and safety (including personal security awareness),
- 4.8.6 Standing instructions and procedures relevant to the Prison,
- 4.8.7 Communications protocol.

5. Related policies/standards

None

6. Definitions

IPS- Irish Prison Service

Appendices

Appendix I – Assessment Matrix (Sample)

Appendix I – Sample Assessment Matrix

Area Zone/ Access Level	Green: 1	Yellow: 2	Red: 3
Access Level 1	1	2	3
Access Level 2	2	4	6
Access Level 3	3	6	9

For Example

A grounds area would normally score a 1x1 risk assessment and so require no supervision and in some cases escort requirement - however consideration must be given in cases where inmates work within prison grounds (under supervision and without) this may increase such areas to amber - additionally this is where the assessment matrix for the attending contractor supports the zone colour determination.

A basement service area would probably be determined as green or amber depending on the systems contained therein - it could be determined green for some contractors (where lone working arrangements are in place) but amber or even red with regard to the attendee or the nature of works being conducted.

Area considerations - as example only

1	Admin areas - staff in area - no or minimal prisoner presence Grounds - secure - staff transiting at intervals - no prisoner presence
1-2	Grounds - secure - some prisoner work party presence Trades areas - no prisoner presence (unsupervised)
3-4	Basement/services areas - no staff or prisoner movements - lone working arrangements Prisoner transition areas during lock up etc..
6-9	Prisoner accommodation wings etc during unlock periods Education Units, Gyms, Industry etc....

Access Levels

Areas that are used by prisoners could be Yellow areas, depending on the security level of prisoners, where the officer in charge of that area supervises the contractor e.g. school. When contractors move to another area they can be handed over to the officer in charge of that area to supervise them.

It should be noted that Red and Yellow areas can become green at different time of the day e.g. a high security wing could become a Green area during lock up.

Also corridors may be Red areas during prisoner movement times but could be Green during prisoner lock up or non movement times.

Zoning Prison Areas

Red:	Escorting at all times e.g. Security Areas, Control Room, Segregation Units, "At Risk Areas",
Yellow	Escorted to work place e.g. Medical area, Clinical Area, Workshops area.
Green:	Not escorted e.g. Administration Block, Stores area & Grounds.

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Access level (as per identification badge, always displayed);

Level 1:	Escorted at all times i.e. non regular contractors, etc.
Level 2:	Escorted
Level 3:	Unescorted Zones to dictate e.g. Not permitted to Accommodation area unescorted.

"In-Reach" service staff are well acquainted with the conditions of security arrangements and procedures and are constant and regular attendees in all Prisons and it is envisaged that this group would enjoy, were possible, Level 1 access.

Atlas / palm reader mechanism could in this instance be utilised to its full potential as the internal gates could be programmed to allow this group access these gates, during lock up periods only. This model is currently in place at Arbour Hill where Teachers move through the area when Prisoners are locked up. The system allows for the settings of specific times and records the User ID when activated. This is a system which we feel may be worth exploring.

END OF DOCUMENT