59 * Personating for purposes of bail etc - Section 34 of Forgery Act 1861

60 * Embracery - common law

61 * False statements tendered under Section 9 of the Criminal Justice Act 1967 Section 89 Criminal Justice Act 1967 (False written statements tendered in evidence in criminal proceedings)

62 * Making a false statement to obtain interim possession order – Section 75(1) Criminal Justice and Public Order Act 1994

63 * Making false statement to resist making of interim possession order – Section 75(2) Criminal Justice and Public Order Act 1994

64 * False statement tendered under Section 102 of the Magistrates' Courts Act 1980 – Section 106 Magistrates Courts Act 1980 (False written statements admitted in evidence)

65 * Making false statement to authorised officer - Section 29(2) Trade Descriptions Act 1968

66 * Knowingly concerned in fraudulent evasion of contributions

67 * Offences under the Social Security Administration Act 1992

68 * Prejudicing a drug trafficking investigation - Section 58(1) Drug Trafficking Act 1994

69 * Forgery, or use, of false prescription (in respect of drugs listed in Schedule 2 of the Misuse of Drugs Act 1971

Category 6 - Abuse or Neglect of Children such as:

1 * Protection of Children Act 1978 - Section 1 (indecent photographs and pseudo-photographs of children).

Category 7 - Sexual Offences such as:

1 * Rape - Section 1(1) of Sexual Offences Act 1956

- Man having unlawful sexual intercourse with a woman who is a defective

- Male member of staff of hospital or mental nursing home having unlawful sexual intercourse with a female patient

- Man having unlawful sexual intercourse with mentally disordered female patient who is subject to his care

- Rape of a female aged under 16

- Rape of a female aged 16 or over

- Rape of a male aged under 16

- Rape of a male aged 16 or over

2 * Buggery - Sexual Offences Act 1956

- Section 12 (Buggery with a person under the age of 16 or animal)

- Buggery by a man with a male person aged 16 or over without consent
- Buggery by a male with a female aged under 16
- Buggery by a male aged 21 with a female aged 16 or 17
- Buggery by a male aged 18-20 with a female aged 16 or 17
- Buggery by a male aged 16 or 17 with a female aged 16 or over
- Buggery with an animal
- Buggery by a male aged 18-20 with a male aged under 16
- Buggery by a male aged 18-20 with a female aged under 16
- Buggery by a male aged 16-17 with a male aged under 16
- Buggery by a male aged 21 or over with a male aged under 16
- Buggery by a male aged 21 or over with a female aged under 16
- Buggery by a male aged 16-17 with a female aged under 16

3 *Incest - Sexual Offences Act 1956 Sub-Section 10 and 11/Criminal Law Act 1977 Section 4
- Incest with a girl under 13
- Other incest
- Inciting girl under 16 to have incestuous sexual intercourse

4 *Attempted Rape - Criminal Attempts Act 1981
- Attempted rape of a female aged under 16
- Attempted rape of a female aged 16 or over
- Attempted rape of a male aged under 16
- Attempted rape of a male aged 16 or over

5 *Attempted Buggery - Criminal Attempts Act 1981
- Attempt to commit buggery with a boy under the age of 16 or with a woman or animal
- Attempt by a man to commit buggery with a male person of the age of 16 or over without consent

6 *Abduction:
- Abduction of female having interest in property
- Section 17 Abduction of a female by force
- Section 19 Abduction of unmarried girl under 18 from parent or guardian
- Section 20 Abduction of unmarried girl under 16 from parent or guardian
- Section 21 Abduction of defective from parent or guardian

7 *Unlawful sexual intercourse with girl under 13 - Section 5 of SOA 1956

8 *Unlawful sexual intercourse with girl under 16

9 *Section 14 of Sexual Offences Act (SOA) 1956 (Indecent assault on a female)

- Indecent assault on a female under 16 years of age
- Indecent assault on a female aged 16 years or over

10 * Section 15 SOA 1956 (Indecent assault on a male)
- Indecent assault on male person under 16 years
- Indecent assault on male person 16 years or over

11 * Section 16 SOA 1956 (Assault with intent to commit buggery)
- Gross indecency, or indecency, by a male aged 16-17 with another male aged under 16
- Gross indecency, or indecency, by a male aged 18-20 with another male aged under 16
- Gross indecency, or indecency, by a male aged under 16 with another male
- Gross indecency, or indecency, by a male aged 21 or over with another male aged under 16

12 * Other Offences under Sexual Offences Act 1956:
- Section 2 Procurement of a woman by threats
- Section 4 Administering drugs to obtain intercourse
- Section 6 Sexual intercourse with a girl under the age of 16
- Section 7 Sexual intercourse with a mental defective
- Section 9 Procurement of a mental defective
- Section 25 Permitting girl under 13 to use premises for intercourse
- Section 26 Permitting girl under 16 to use premises for intercourse

13 * Sexual intercourse with patients - Section 128 Mental Health Act 1959

14 * Indecency with Children Act 1960 - Section 1 (indecent conduct to under 14s)

15 * Gross Indecency with a child
- With boys
- With girls

16 * Allowing or procuring child under 16 to go abroad to perform – Section 25 and 26 of Children and Young Persons Act 1933

17 * Sexual Offences (Amendment) Act 2000 - Section 3 (abuse of position or trust):
- Abuse of Trust - sexual offences
- Abuse of position of trust - sexual intercourse
- Abuse of position of trust - sexual activity other than intercourse

18 * Further Sexual Offences Act 1956:
- Section 3 Procurement of a woman by false pretences
- Section 22 Causing prostitution of women
- Section 23 Procuration of girl under 21

- Section 24 Detention of woman in brothel or other premises

- Section 27 Permitting defective to use premises for intercourse

- Section 28 Causing or encouraging prostitution of, intercourse with, or indecent assault on, girl under 16

- Section 29 Causing or encouraging prostitution of defective

Category 8 – Drugs such as:

1 *Section 4(2) of Misuse of Drugs Act 1971 - Production of a controlled drug (Class A, B or C) (Cocaine, heroin, LSD, cannabis etc)

2 *Section 4(3) of 1971 Act - Supplying or offering to supply a controlled drug (Class A, B or C)

3 *Section 5(3) of 1971 Act - Possession with intent to supply a controlled Drug (Class A, B or C) (Cocaine, heroin, LSD, cannabis etc)

4 *Section 8 of 1971 Act - Occupier or manager of premises permitting drug activities

5 *Permitting premises to be used for unlawful purposes (Cocaine, heroin, LSD, cannabis etc)

6 *Manufacture and supply of scheduled suBPSStances - Section 12 of Criminal Justice (International Co-operation) Act 1990

7 *Supplying a scheduled suBPSStance to another person

8 *Failing to comply with regulations prescribed by the Secretary of State concerning transaction documentation, record keeping and inspection information, furnishing and consignment labelling

9 *Fraudulent evasion of controls on class A and B drugs - Section 170 (2), (b), (c), of Customs and Excise Management Act 1979

10 *Fraudulent evasion of controls on class C drugs - Section 170(2), (b), (c) of Customs and Excise Management Act 1979

11 *Illegal importation of class A and B drugs - Section 50 of Customs and Excise Management Act 1979

12 *Illegal importation of class C drugs - Section 50 of Customs and Excise Management Act 1979

13 *Offences in relation to proceeds of drug trafficking - Section 49, 50 and 5 of Drug Trafficking Act 1994:

- Concealing or transferring the proceeds of drug trafficking - Section 49

- Assisting another person to retain the benefit of drug trafficking - Section 50

- Acquisition, possession or use of proceeds of drug trafficking - Section 51

14 *Offences in relation to money laundering investigations - Section 52 and 53

15 * Drug Trafficking Act 1994:

- Laundering money from drug trafficking - Section 52
- Tipping off on investigation in drug money laundering - Section 53

16 * Drug trafficking offences at sea - Section 18 of Criminal Justice (International Co-operation) Act 1990

17 * Firing on revenue vessel - Section 85 of Customs and Excise Management Act 1979

18 * Section 9 of 1971 Act - Offences relating to opium

19 * Section 20 of 1971 Act - Assisting in or inducing commission of drug offence outside UK.

20 * Section 11 of 1971 Act - Offences relating to the safe custody of controlled drugs

21 * Section 9A of 1971 Act - Supply of articles for preparing or administering controlled drugs

22 * Section 11(2) of 1971 Act - Contravention of directions relating to safe custody of controlled drugs

23 * Section 12(6) of 1971 Act - Contravention of direction prohibiting practitioner possessing or supplying controlled drugs

24 * Section 13(3) of 1971 Act - Contravention of direction prohibiting practitioner prescribing controlled drugs

25 * Section 17(4) of 1971 Act - Giving false information

26 * Section 18 (2) of 1971 Act - Contravention of terms of licence or other authority (other than licence issued under regulations relating to addicts)

27 * Section 18(3) of 1971 Act - Giving false information in purported compliance with obligation to give information imposed under or by virtue of regulations

28 * Section 18(4) of 1971 Act - Giving false information, or producing documents etc containing false statement etc, for purpose of obtaining issue or renewal of a licence or other authority

29 * Section 23(4) of 1971 Act - OBPSStructing exercise of powers of search etc

30 * Failure to disclose knowledge or suspicion of money laundering – Section 26(B) of Drug Trafficking Offences Act 1986

31 * Tipping-off in relation to money laundering investigations - Section 26(C) of Drug Trafficking Offences Act 1986

32 ° Section 5(2) of 1971 Act - Possession of a controlled drug (class A, B or C) (Cocaine, heroin, LSD, cannabis etc)

33 ° Section 17(3) of 1971 Act - Contravention of notice requiring information about prescribing or supply of drugs

Category 9 - Criminal Damage such as:

1 *Aggravated criminal damage - Criminal Damage Act 1971 s 1(2)

2 *Aggravated arson - Criminal Damage Act 1971 s 1(2), (3)

3 *Arson endangering life

4 *Arson - Criminal Damage Act 1971

5 *Racially aggravated criminal damage - Section 30(1) of Crime and Disorder Act 1998

6 *Racially-aggravated arson (not endangering life) - Section 30(1) of Crime and Disorder Act 1998

7 *Violence to secure entry to premises - Section 6 of Criminal Law Act 1977

8 *Trespass with a weapon - Section 8 of Criminal Law Act 1977

9 *Aggravated trespass - Section 68 of Criminal Justice & Public Order Act 1994

Category 10 - Other Offences such as:

1 °Unauthorised licensable activities - Part 7 Section 136 of the Licensing Act 2003

2 °Employing unlicensed staff on premises where this is a condition of the premises licence

Category 11 – Driving Offences resulting in a driving disqualification

This category will only be relevant to those members of staff whose position involves driving i.e. Bailiffs and Civilian Enforcement Officers.

Annex B

Rehabilitation of Offenders Act 1974

A list of the Rehabilitation periods are detailed below:

Disclosure Periods for Adult Offenders

Sentence	Period of disclosure under the 1974 Act
Custodial	
Custody up to 6 months	7 years
Custody Plus	N/A
Custody Minus (suspended sentence)	N/A
Intermittent Custody	N/A
Custody over 6 months and up to 30 months (including proposed new arrangements for sentences of 12 months or over)	10 years
Custody over 30 months and less than 4 years (including proposed new arrangements for sentences of 12 months or over)	Never spent
Custody of 4 to 10 years	Never spent
Custody of 4 to 10 years for serious sexual/violent offence	Never spent
Custody of 10 years or more	Never spent
Extended sentence	According to the period of the sentence
Indeterminate sentence (imprisonment for public protection)	N/A
Life sentence	Never spent

Sentence	Period of disclosure under the 1974 Act
Non-custodial	
Caution	Never spent (because not covered by the Act
Fixed penalty	Never spent (because not covered by the Act)
Bind over order	The period of the order, or 12 months

	(whichever is longer)
ABPSSolute discharge	6 months
Conditional discharge	The period of the order, or 12 months (whichever is longer)
Fine	5 years
Community Sentence	5 years
Deferred sentence	According to sentence passed

Disclosure Periods for Young Offenders

Sentence	Period of disclosure under the 1974 Act
Custodial	
Custody up to 6 months	3 years
Custody over 6 months and up to 24 months	5 years
Custody over 24 months up to 30 months (24 months is the threshold in the new scheme, 30 months is the threshold in the 1974 Act)	5 years
Custody of 30 months to 10 years	Never spent
Custody of 4 to 10 years for serious sexual/violent offence	Never spent
Custody of 10 years or over	Never spent
Extended sentence	According to the period of the sentence
Indeterminate sentence (detention for public protection)	N/A
Detention at Her Majesty's Pleasure	Never spent

Sentence	Period of disclosure under the 1974 Act
Non-custodial	
Reprimand/final warning	No provision made, so never spent
Bind over order	The period of the order, or 12 months (whichever is longer)

ABPSSolute discharge	Six months
Conditional discharge	The period of the order, or 12 months (whichever is longer)
Fine	Two and a half years
Referral order	The period of the order
Action plan order	Two and a half years or the period of the order (whichever is longer)
Reparation Order	Two and a half years or the period of the order (whichever is longer)
Curfew Order	Two and a half years or the period of the order (whichever is longer)
New Community Sentence for 16+	Two and a half years or the period of the order (whichever is longer)
Attendance Centre Order	The period of the order plus one year
Supervision Order	The period of the order or one year (whichever is longer)
Customised Community Sentence (16+ only)	2 ½ years
Deferred sentences	According to the sentence passed

Appendix C: PSI 43 2010 – Pre Appointment Security Vetting

psi_43_2010_ai_24_2010_securit...

Appendix D: PSI 31 2012 – Security Vetting Risk Assessment Criteria Following Disclosed Criminal Convictions (Ex Offenders)

psi_31_2012_security_vetting__...

Annex B

CODE OF CONDUCT FOR CIVIL SERVANTS

1. INTRODUCTION

1.1 The Civil Service is an integral and key part of the government of the United Kingdom[4]. It supports the Government of the day in developing and implementing its policies, and in delivering public services. Civil servants are accountable to Ministers, who in turn are accountable to Parliament[5].

2. PERSONAL QUALITIES

2.1 As a civil servant, you are appointed on merit on the basis of fair and open competition and are expected to carry out your role with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality. In this Code:

2.1.1 'integrity' is putting the obligations of public service above your own personal interests;

2.1.2 'honesty' is being truthful and open;

2.1.3 'objectivity' is basing your advice and decisions on rigorous analysis of the evidence; and

---

[4]Civil servants working for the Scottish Executive and the Welsh Assembly Government, and their Agencies, have their own versions of the Code. Similar Codes apply to the Northern Ireland Civil Service and the Diplomatic Service. Civil servants working in Non Ministerial Departments in England, Scotland and Wales are covered by this Code.

2 Some civil servants are accountable to the office holder in charge of their organisation. This is made clear in terms and conditions of employment.

2.1.4 'impartiality' is acting solely according to the merits of the case and serving equally well Governments of different political persuasions.

2.2 These core values support good government and ensure the achievement of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and retain the respect of Ministers, Parliament, the public and its customers.

2.3 This Code[6] sets out the standards of behaviour expected of you and all other civil servants. These are based on the core values. Individual departments may also have their own separate mission and values statements based on the core values, including the standards of behaviour expected of you when you deal with your colleagues.

3. CODE OF CONDUCT

3.1 Integrity

3.1.1 You must:

(a) Fulfil your duties and obligations responsibly;

(b) Always act in a way that is professional[7] and that deserves and retains the confidence of all those with whom you have dealings;

(c) Make sure public money and other resources are used properly and efficiently

---

[3] Civil servants advising Ministers should be aware of the constitutional significance of Parliament, and of the conventions governing the relationship between Parliament and the Government.

[7] The respective responsibilities placed on Ministers and special advisers in relation to the Civil Service are set out in their Codes of Conduct: www.cabinetoffice.gov.uk/propriety_and_ethics. Special advisers are also covered by this Civil Service Code except, in recognition of their specific role, the requirements for objectivity and impartiality.

(d) Deal with the public and their affairs fairly, efficiently, promptly, effectively and sensitively, to the best of your ability;

(e) Handle information as openly as possible within the legal framework; and

(f) Comply with the law and uphold the administration of justice.

3.1.2 You must not

(a) Misuse your official position, for example by using information acquired in the course of your official duties to further your private interests or those of others;

(b) Accept gifts or hospitality or receive other benefits from anyone which might reasonably be seen to compromise your personal judgement or integrity; or

(c) Disclose official information without authority. This duty continues to apply after you leave the Civil Service.

3.2 Honesty

3.2.1 You must:

(a) Set out the facts and relevant issues truthfully, and correct any errors as soon as possible; and

(b) Use resources only for the authorised public purposes for which they are provided.

3.2.2 You must not:

(a) Deceive or knowingly mislead Ministers, Parliament or others; or

(b) Be influenced by improper pressures from others or the prospect of personal gain.

3.3 Objectivity

3.3.1 You must:

(a) Provide information and advice, including advice to Ministers, on the basis of the evidence, and accurately present the options and facts;

(b) Take decisions on the merits of the case; and

(c) Take due account of expert and professional advice.

3.3.2 You must not:

(a) Ignore inconvenient facts or relevant considerations when providing advice or making decisions; or

(b) Frustrate the implementation of policies once decisions are taken by declining to take, or abstaining from, action which flows from those decisions.

3.4 Impartiality

3.4.1 You must:

(a) Carry out your responsibilities in a way that is fair, just and equitable and reflects the Civil Service commitment to equality and diversity.

3.4.2 You must not:

(a) Act in a way that unjustifiably favours or discriminates against particular individuals or interests.

3.5 Political Impartiality

3.5.1 You must:

(a) Serve the Government, whatever its political persuasion, to the best of your ability in a way which maintains political impartiality and is in line with the requirements of this Code, no matter what your own political beliefs are;

(b) Act in a way which deserves and retains the confidence of Ministers, while at the same time ensuring that you will be able to establish the same relationship with those whom you may be required to serve in some future Government; and

(c) Comply with any restrictions that have been laid down on your political activities.

3.5.2 You must not:

(a) Act in a way that is determined by party political considerations, or use official resources for party political purposes; or

(b) Allow your personal political views to determine any advice you give or your actions.

3.6 Rights and responsibilities

3.6.1 Your department or agency has a duty to make you aware of this Code and its values. If you believe that you are being required to act in a way which conflicts with this Code, your department or agency must consider your concern, and make sure that you are not penalised for raising it.

3.6.2 If you have a concern, you should start by talking to your line manager or someone else in your line management chain. If for any reason you would find this difficult, you should raise the matter with your department's nominated officers who have been appointed to advise staff on the Code.

3.6.3 If you become aware of actions by others which you believe conflict with this Code you should report this to your line manager or someone else in your line management chain; alternatively you may wish to seek advice from your nominated officer. You should report evidence of criminal or unlawful activity to the police or other appropriate authorities.

3.6.4 If you have raised a matter covered in Section 3, 3.1.1 to 3.5.2 inclusive, in accordance with the relevant procedures[8], and do not receive what you consider to be a reasonable response, you may report the matter to the Civil Service Commissioners[9]. The Commissioners will also consider taking a complaint direct. Their address is:

3rd Floor, 35 Great Smith Street, London SW1P 3BQ.
Tel: 020 7276 2613
email: ocsc@civilservicecommissioners.gov.uk

3.6.5 If the matter cannot be resolved using the procedures set out above, and you feel you cannot carry out the instructions you have been given, you will have to resign from the Civil Service.

3.6.6 This Code is part of the contractual relationship between you and your employer. It sets out the high standards of behaviour expected of you which follow from your position in public and

[8] The whistleblowing legislation (the Public Interest Disclosure Act 1998) may also apply in some circumstances. The Directory of Civil Service Guidance gives more information: www.cabinetoffice.gov.uk/propriety_and_ethics.

[9] The Civil Service Commissioners' Appeals leaflet gives more information: www.civilservicecommissioners.gov.uk. This Code does not cover HR management issues.

national life as a civil servant. You can take pride in living up to these values.

Annex C

ICT Security Standards

Background Information

Ref.	Requirement Status	ICT Requirements
C1	Mandatory	The Contractor shall have in place an Information Security Management System compliant to ISO27001 (www.iso.org) and with a schedule of work to meet ISO27001 certification within twelve months of the award of contract.
C2	Mandatory	The Contractor shall, at all times, comply with all relevant HM Government Information Assurance Policies and Good Practice as per CESG Policy Portfolio Security Standards. Any deviation from these standards must be agreed with the Employer's accreditor. These standards, which may vary from time to time, are set out in; HMG Security Policy Framework CESG Information Assurance Standards (IS) 1 to 6 CESG Good Practice Guides https://www.gov.uk/government/publications/security-policy-framework
C3	Mandatory (if the Provider uses its own ICT for processing information owned by the Employer)	The Contractor shall undertake, not less than annually, security risk assessments in accordance with CESG Information Assurance Standard (IAS) 1 & 2 https://www.gov.uk/government/publications/security-policy-framework
C4	Mandatory (if the Provider uses its own ICT for processing information owned by the Employer)	All Contractor systems that process the Employer's protectively marked information must be accredited by an HMG accreditor before the system goes live. The Contractor shall ensure that all IAS 1 & 2 Risk Assessments and Risk Management Accreditation Document Sets (RMADS) are completed, at no additional cost to the Employer, by an approved CLAS (CESG Listed Advisor Scheme) security consultant.
C5	Mandatory (if the Provider uses its own ICT for processing information owned by the Employer)	The Contractor shall undertake annual security assurance (penetration testing) using a CHECK service. The scope of the tests to be agreed with the Employer. The Contractor shall provide all associated test reports and test results to the Employer. Such testing shall be at no additional cost to the Employer.

Ref.	Requirement Status	ICT Requirements
C6	Mandatory (if the Provider uses its own ICT for processing information owned by the Employer)	The Employer may commission independent security assurance (penetration) testing to be undertaken on the technical infrastructure. The Contractor shall facilitate any such testing.
C7	Mandatory (if the Provider uses its own ICT for processing information owned by the Employer)	The Contractor shall warrant that all offender data shall be stored, processed and accessed within the United Kingdom only.
C8	Mandatory	In the event that the Contractor at any point throughout the term wishes to propose that offender data be stored, processed or accessed in any way whatsoever outside the United Kingdom, then such proposals must be approved in writing in advance by the Employer.

Section 3

Service Information

Schedule 5 Management Information and ICT Requirements

Introduction

This schedule specifies the arrangements and obligations of the *Contractor* relating to the collection and reporting of Management Information and the ICT requirements / restrictions of the *Employer*.

1. Management Information and Reports

1.1. General

1.1.1. The *Contractor* shall provide a CAFM system which provides the functionality described in Specification 1011.2 and is further able to generate all Management Information and Reports set out in this schedule and also as detailed in Appendix 1 - Frequency of Standard Reports, and Appendix 2 - Standard Reports

1.1.2. The Employer's CAFM (Computer Aided Facilities Management) System, "Planet FMe", is available for use by the Contractor. Where Planet FMe cannot meet the requirements described in 1.1.1 above the *Contractor* shall provide the *Employer* with a flexible solution derived from their own CAFM System / solution. Should the *Contractor* opt to use it's own CAFM system it shall be responsible for updating the *Employer's* CAFM system concurrently.

1.1.3. The *Contractor's* CAFM shall be able to provide Management Information and Reports as set out in Specification 1011.2, Appendix A - Frequency of Standard Reports & Appendix B - Standard Reports on an Affected Property, regional, Package Order and individual *service* basis and at all levels of Data hierarchy held within the CAFM System.

1.1.4. The *Contractor* shall be responsible for making the application available over the internet to standard web browsers.

1.1.5. The *Contractor* shall ensure that all management information and reports are provided by the date and in the format agreed with the

Employer as set out in Specification 1011.2, Appendix A - Frequency of Standard Reports & Appendix B - Standard Reports.

1.1.6. The *Contractor* shall comply with the standard reporting requirements set out in Appendix A - Frequency of Standard Reports and Appendix B - Standard Reports.

1.1.7. The *Contractor* shall provide, as a minimum, the required reports and management information in the agreed manner, format and frequency required by the *Employer*, as set out in Appendix A - Frequency of Standard Reports & Appendix B - Standard Reports and any additional reporting requirements specified by the *Employer.*

1.1.8. The *Contractor* shall ensure that the data used to generate standard reports is current, accurate, complies with statutory legislation and industry standard and ensure that the CAFM can record all data in accordance with Specification 1011.2 and is able to generate reports all as set out in Appendix A - Frequency of Standard Reports and Appendix B - Standard Reports.

1.1.9. The *Contractor* shall ensure that the CAFM can produce daily dashboard reports for the performance measures detailed in Section 4 Schedule 4 – Key Performance Indicators.

1.1.10. The *Contractor* shall ensure the dashboard reports be available to the *Employer* on an Affected Property, regional, Package Order and individual *service* basis and at all levels of Data hierarchy held within the CAFM System.

1.1.11. Reports shall be capable of presentation in a variety of formats suitable for printing or export to a local application (e.g. Excel spreadsheet) and display including:

- Graphical;
- Tabular;

- Drill-down functionality (on-screen);
- Totalling and sub-totalling functionality (on-screen); and Trend analysis

1.1.12. The format of standard reports shall be developed throughout the period of Setting Up and Mobilisation as set out in Section 3 Schedule 6 – Setting Up and Mobilisation

1.1.13. The *Contractor* shall maintain, update and validate the data in the CAIP database by way of annualised condition surveys as part of its responsibility for the mandatory annual Planned Inspection of Buildings survey to be undertaken in accordance with PSO 5900. The *Contractor* shall also ensure the data in the CAIP database is kept in synch with the assets held in the HM Prison Service CAFM system (currently Planet FMe). The *Contractor* shall note that updating and validations may be by the use of tablet PC's and/or the CAIP system's standalone data entry module

2.1 Report Types

2.2.1 Overview

The *Contractor* shall provide reports all as set out in A - Frequency of Standard Reports and Appendix B - Standard Reports, and in addition shall provide:

- Expert analysis reports;
- Reporting requirements pursuant to Parliamentary Questions; and
- Self-service reporting facility for the *Employer* in line with the requirements set out in Section 3, Schedule 3 – Outline Specification of Services.

2.2.2 Expert Analysis Reports

The *Contractor* shall compile and analyse a suite of specific reports, to be agreed with the *Employer* during the period of Setting Up and Mobilisation as set out in Section 3, Schedule 6, in support of the *Employer's* performance measurement and management of the *Contractor's services*.

2.2.3 Reporting Requirements pursuant to Parliamentary Questions

2.2.3.1 The *Employer* may request the *Contractor* to create and generate Ad Hoc reports on its behalf in an agreed format from time to time.

2.2.3.2 The *Contractor* shall comply with any such reasonable request in the specified timescale in the event information is required under these circumstances

2.2.4 Self Service Reporting Capability

The *Contractor* shall provide the *Employer* with the ability to modify existing reports, or design and store user-specific reports on an Ad Hoc basis

3. Helpdesk Performance Measurement and Reporting

The *Contractor* shall report on the *Contractor's* own performance against the Service Levels set out in Section 3, Schedule 3 – Outline Specification of Services and other measures reasonably requested by the *Employer*. These reports shall include, but not be limited to, summaries at Affected Property, region, Package Order and individual *service* line for the following:

- Achievement against Service Levels;
- Reasons for failure to meet any Service Levels;
- Performance failures accruing as a result of failure to meet Service Levels;
- Progress on outstanding actions; and
- Action plans pursuant to Section 4, Schedule 4 – Key Performance Indicators.

3.1 Helpdesk Statistical Information Reporting

3.1.1 The *Contractor* shall provide, on a Monthly basis, comprehensive management information statistics and trend analysis in relation to all aspects of the *services* including, but not limited to:

- Inbound volume, by NOMS Region/Affected Properties, *service*, trade, priority, type, defect type and region;
- Completed Reactive Tasks, by inbound channel;
- Average and maximum call waiting times;
- Average inbound call duration;
- Volume of duplicate reactive tasks;
- Volume of repeat reactive tasks;
- Total outbound calls;
- Benchmarking;
- Volume of requests self generated by itself;
- Abortive calls;
- Response duration to 1st fix etc;
- Duration of response time from call to attendance of reactive tasks; and
- Duration of response time from attendance to completion of reactive task.

3.1.2 The above list is provided as a guide only and the *Contractor* shall also provide the *Employer*, on request, with any required statistical information and reports in respect of the *services* against all Data held by the *Contractor*.

4. Collection of the *Contractor's* Performance Data

The *Contractor* will be required to input performance Data relating to its key performance measures in accordance with Section 4, Schedule 4 – Key Performance Indicators and collate the Data required to generate all key Performance Indicator data within the CAFM System.

The *Contractor* shall acknowledge and agree that many of its KPIs will be generated from the CAFM and that it shall be the *Contractor's* obligation to ensure that the information required that relates to KPIs is within the CAFM. Failure by the *Contractor* to update the CAFM shall not be construed as relief from a KPI.

5 ICT Requirements

5.1 The *Contractor* shall allow the *Employer* input into the development process of the CAFM by attending process workshops and participating in User Acceptance Testing throughout the period of Setting Up and Mobilisation of Operations.

5.2 Where it is necessary for the *Contractor* to have limited User access to the *Employer's* networks, all Contractor Users shall at all times comply with the *Employer's* IT security policy in Section 3, Schedule 4 – Security Requirements Annex C.

5.3 Where the system is provided by the *Employer* (i.e. Planet FMe for HMPS Estate) the *Employer* shall provide for a reasonable quantity of user licences for the *Contractor*. Where a *Contractor* has been successful in securing multiple Package Orders it shall be at the discretion of the *Contractor* to agree the number of licences required per Package Order from the total allowance available to the *Contractor*. The licences provided shall be transferable. It shall be the *Contractor's* responsibility that redundant user licences are notified to the *Employer* within twenty-four (24) hours of the licence becoming redundant or moved to another user.

6. System Constraints

6.1 Systems that depend on "ActiveX" controls (or require a download and run executable codes) shall not be permitted on the *Employer's* network on security grounds.

6.2 The *Contractor* is to adhere to all relevant security protocols and all information with the CAFM and helpdesk systems is to be treated as "IL2: Protect".

6.3 Any *Contractor* CAFM System that requires a pre-installed *Employer* side reporting tool in order for the *Employer'* to view the required information will have to be vetted for its suitability and will require systems implementation acceptance accreditation and packaging for deployment by the infrastructure suppliers for desktop installation.

6.4 Externally delivered applications dependent upon javascript and/or plug-ins will require approval by the *Employer* prior to their use.

Appendix A – Frequency of Standard Reports

Type of Report	Ad-Hoc	Weekly	Monthly	Quarterly	Annually	Bi-Annually	5 Yearly
Planned Preventative Maintenance Compliance	✔		✔	✔			
Reactive Response	✔		✔	✔			
TUPE			✔ [1]	✔	✔		
Financial Reporting			✔				
Statutory Compliance YTD Cost Summary	✔		✔				
Contracts/Orders/Task Orders	✔						
Compensation Events	✔						
Security Clearances of Operatives	✔			✔	✔		

[1] Monthly during mobilisation, quarterly thereafter for the first year and annually

Sub-Consultants/Contractors Report (Contract)			✔		
Benchmark Report	✔			✔	
Customer Satisfaction Report	✔		✔		
Apprenticeships	✔	✔	✔		
Contractor Health & Safety Report	✔	✔	✔		✔
Early Warning Notice	✔	✔			
Equality & Diversity Policy				✔	
Fair Payments of Suppliers			✔		
Financial Accounts	✔			✔	
Customer Complaints Reports	✔	✔	✔		✔

Innovations & Continuous Improvements Report	✔		✔		
Budget Change Report		✔	✔		
Completed Maintenance Performance Report	✔		✔		
Defects Report		✔	✔		
Helpdesk Progress Report		✔	✔		
Priority Ratings Report		✔	✔		
Asset Registers				✔	
Asset Update Report	✔				
Condition Surveys (Basic)					✔
Condition Surveys (Detailed)	✔				

| | | |

Dashboard	✔

Appendix B – Standard Reports