



**AUTHORITY: The Secretary of State for the
Home Department (acting through the Home
Office)**

**SCHEDULE 24
REPORTS AND RECORDS PROVISIONS**

**Campsfield House Immigration Removal Centre
Contract**

1. SCOPE

- 1.1 This Schedule sets out the range of Reports that the Supplier shall provide during the Term to enable the Parties to manage the Contract effectively. This Schedule does not document each and every Report required but instead sets the framework for reporting which shall:
- a) Deliver accurate and relevant information in respect of performance of the Service Requirements;
 - b) Support effective management of performance evaluation;
 - c) Support and evidence the agreed commercial arrangements in respect of assets, finance and resource usage;
 - d) Support the planning process for future business delivery; and
 - e) Captures data that enables the Authority to report against government aims and objectives including Social Value e.g. regarding SME's and sub-contractors.
- 1.2 Annex 2 sets out the main Service Delivery Reports required by the Authority to manage the Contract. During the Implementation Period and as a condition of agreeing a Permit to Operate, the Parties shall review the baseline list of Reports and shall agree an updated list of Reports to be provided by the Supplier and the format, content, frequency and distribution list. Annex 1 shall be updated during the Implementation Period to reflect the agreed reporting requirements. Annex 1 may be varied, increased or reduced during the Contract at no charge to the Authority, the format of which will be agreed with the Supplier in accordance with the Change Control Procedures.
- 1.3 Annex 2 contains a list of Service Delivery Reports. Further reporting will be expected of the Supplier as part of the fulfilment of the Service Requirements.
- 1.4 Annex 6 sets out Significant Incidents that the Supplier shall inform the Authority of with immediate effect. The Supplier shall also provide the Authority with at least an initial report within 24 hours of the incident coming to the Authority's attention, regardless of whose personnel (Suppliers, Supplier's Sub-contractors, the Authority's Escorting Service Provider, Healthcare Provider or the Authority's personnel) is considered responsible. The list at Annex 5 is not exhaustive, the Supplier must also report any incident that it considers to be significant or which may have reputational impact on the Authority.
- 1.5 Where other Schedules to the Contract provide a more detailed description of the detail that needs to be provided by the Supplier in relation to a particular Report, the more detailed provision shall apply.
- 1.6 The Authority may reasonably request data and information relating to the provision of Service Requirements from the Supplier on an ad hoc basis and at no additional cost.
- 1.7 The Authority may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs), Freedom of Information Requests (FOIs) and other parliamentary/business requirements. In such instances the Supplier shall within a timescale specified by the Authority, provide a written report and relevant management information to the Authority.

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- 1.8 Reports shall be supplied to the Authority via electronic and/or hard copy media, in a format that meets the Authority's requirements, is fully readable and can be edited by the Authority. The Supplier will work with the Authority throughout the Term to adopt new technologies and/or methodologies which deliver improved reporting.
- 1.9 The Authority will determine the distribution list for all Reports and the Supplier shall distribute Reports as specified.
- 1.10 The Supplier shall ensure that all Reports submitted to the Authority are Certified complete and accurate at all times. In the event that any errors are identified, the Supplier shall promptly correct such errors and resubmit the Report within the timescales agreed with the Authority.
- 1.11 The provision of reports and their quality will be reviewed at the monthly Operational Review meeting. Any disagreement as to the content of any of the Reports which cannot be resolved at the monthly Operational Review meeting shall be raised for review at the Quarterly Contract Review Meeting.

2. SERVICE DELIVERY REPORTS

- 2.1 During the Implementation Period the Supplier shall provide to the Authority for its approval (such approval not to be unreasonably withheld or delayed) draft reports in accordance with Annex 2 (once approved, the "Service Delivery Reports").
- 2.2 If the Authority rejects any draft Service Delivery Report, the Supplier shall submit a revised version of the relevant report for further approval by the Authority within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. If the Parties fail to agree on a draft Service Delivery Report the Authority shall determine what should be included.
- 2.3 The Supplier shall provide accurate and up-to-date versions of each Service Delivery Report to the Authority at the frequency referred to in Annex 2.
- 2.4 The requirements for Service Delivery Reports are in addition to any other reporting requirements in this Contract and shall be placed in the Virtual Library.
- 2.5 The Supplier shall provide reports at a frequency of daily, weekly, monthly, quarterly or annually. Reports will be available at the following times:
 - I. Daily Reports – by midday on the following working day;
 - II. Weekly Reports - by close of business on the first working day of the following week of the scheduled interval;
 - III. Monthly Reports – by close of business on the seventh day following the end of the month;
 - IV. Quarterly Reports – by close of business on the seventh day following the end of the quarter;
 - V. Annual Report – by close of business on the twentieth day following the end of the contractual Year, except for financial reports which shall be provided by the twentieth working day following the end of the Authority's Financial Year which ends on 31st March; and

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- VI. Financial accounting and reporting data, except as otherwise specified, as reasonably required by the Authority.

3. TRANSPARENCY REPORTS

- 3.1 Within three (3) months of the Effective Date the Supplier shall provide to the Authority for its approval (such approval not to be unreasonably withheld or delayed) draft reports in accordance with Annex 1 (once approved, the “**Transparency Reports**”).
- 3.2 If the Authority rejects any draft Transparency Report, the Supplier shall submit a revised version of the relevant report for further approval by the Authority within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. If the Parties fail to agree on a draft Transparency Report the Authority shall determine what should be included.
- 3.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Authority at the frequency referred to in Annex 1.
- 3.4 Any disagreement in connection with the preparation and/or approval of Transparency Reports, other than under paragraph 3.2 above in relation to the contents of a Transparency Report, shall be treated as a Dispute.
- 3.5 The requirements for Transparency Reports are in addition to any other reporting requirements in this Contract.

4. OTHER REPORTS

The Authority may require any or all of the following reports:

- (a) delay reports;
- (b) reports relating to Testing and tests carried out under Schedule 5 (*Security Management*) and Schedule 26 (*Service Continuity Plan and Corporate Resolution Planning*);
- (c) reports which the Supplier is required to supply as part of the Management Information;
- (d) annual reports on the Insurances;
- (e) security reports;
- (f) Force Majeure Event reports;
- (g) And any other reports as deemed necessary by the Authority

5. RECORDS

- 5.1 The Supplier shall retain and maintain all the records (including superseded records) referred to in Paragraph 1 and Annex 1 and Annex 2 (together “Records”):

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- (a) in accordance with the requirements of the Records Management Code issued under Section 46 of the FOIA and Good Industry Practice;
 - (b) in chronological order;
 - (c) in a form that is capable of audit; and
 - (d) at its own expense.
- 5.2 The Supplier shall make the Records available for inspection to the Authority on request, subject to the Authority giving reasonable notice.
- 5.3 Where Records are retained in electronic form, the original metadata shall be preserved together with all subsequent metadata in a format reasonably accessible to the Authority.
- 5.4 The Supplier shall, during the Term and a period of at least 7 years following the expiry or termination of this Contract, maintain or cause to be maintained complete and accurate documents and records in relation to the provision of the Services including but not limited to all Records.
- 5.5 Records that contain financial information shall be retained and maintained in safe storage by the Supplier for a period of at least 7 years after the expiry or termination of this Contract.
- 5.6 Without prejudice to the foregoing, the Supplier shall provide the Authority:
 - (a) as soon as they are available, and in any event within 60 Working Days after the end of the first 6 months of each financial year of the Supplier during the Term, a copy, certified as a true copy by an authorised representative of the Supplier, of its un-audited interim accounts and, if applicable, of consolidated un-audited interim accounts of the Supplier and its Affiliates which would (if the Supplier were listed on the London Stock Exchange (whether or not it is)) be required to be sent to shareholders as at the end of and for each such 6 month period; and
 - (b) as soon as they shall have been sent to its shareholders in order to be laid before an annual general meeting of the Supplier, but not later than 130 Working Days after the end of each accounting reference period of the Supplier part or all of which falls during the Term, the Supplier's audited accounts and if applicable, of the consolidated audited accounts of the Supplier and its Affiliates in respect of that period together with copies of all related directors' and auditors' reports and all other notices/circulars to shareholders.

6. VIRTUAL LIBRARY

- 6.1 The Supplier shall, no later than eight (8) weeks prior to the Operational Services Commencement Date and without charge to the Authority, create a Virtual Library that is accessible to the Authority, on which the Supplier shall (subject to any applicable legislation governing the use or processing of personal data) make information about this Contract available in accordance with the requirements outlined in this Schedule.

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- 6.2 The Supplier shall ensure that the Virtual Library is:
- (a) capable of holding and allowing access to the information described in Annex 3 of this Schedule and includes full and accurate file details of all uploaded items including date and time of upload, version number and the name of the uploader;
 - (b) structured so that each document uploaded has a unique identifier which is automatically assigned;
 - (c) readily accessible by the Authority at all times in full via a user-friendly, password protected interface to such nominated users as are notified to the Supplier by the Authority from time to time,
 - (d) structured so as to allow nominated users to download either specific documents or the complete Virtual Library (to the extent it has Access Permission) in bulk and store and view the content offline (on a regular and automated basis);
 - (e) structured and maintained in accordance with the security requirements as set out in this Contract including those set out in Schedule 5 (*Security Management*);
 - (f) created and based on open standards in Schedule 4 (*Standards*);
 - (g) backed up on a secure off-site system; and
 - (h) includes a record showing the version control of each document.
- 6.3 For the avoidance of doubt, the Virtual Library (excluding any Software used to host it) shall form a database which constitute Project Specific IPR which shall be assigned to the Authority pursuant to Paragraph 2.1 of Schedule 32 (*Intellectual Property Rights*) of this Contract.
- 6.4 The Supplier shall upload complete, accurate and up to date information specified in Annex 3 by the Initial Upload Date (except where prior to the launch of the Virtual Library in which case the date at which the Virtual Library is made available in accordance with Paragraph 3.1) onto Virtual Library in the format specified.
- 6.5 Not Used
- 6.6 Except for notices under Clause 42.4 or items covered by Clause 42.6, where the Supplier is under an obligation to provide information to the Authority in a provision under this Contract, then the Supplier's upload of that information onto the Virtual Library shall satisfy the Supplier's obligation to provide the Authority with that information provided that the Authority has access in accordance with this paragraph 6 and the uploaded information meets the requirements more particularly specified in the relevant provision.
- 6.7 Except to the extent that the requirements provide for earlier and more regular Authority access to up-to-date information, Annex 4 shall not take precedence over any other obligation to provide information in this Contract and the

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Supplier shall refer to the applicable clause for further details as to the requirement.

- 6.8 The Supplier shall provide each specified person (as set out in column 6 of the table at Annex 4) access to view and download the specified information in the Virtual Library in Annex 4 subject upon the occurrence of the event specified in the column marked Access Permission in Annex 3 to this Schedule.
- 6.9 NOT USED
- 6.10 Where Access Permission is specified as being granted to the Authority's Third Party Auditor (prior to the Authority being granted access) it shall:
- (a) be entitled to access, view and download information specified in Annex 3 subject to it entering into a confidentiality agreement with the Supplier to keep the contents confidential (except to the extent disclosure of the confidential information is required under paragraph 5.10(b) of this Schedule); and
 - (b) report to the Authority (at its request) as to the completeness and accuracy of the information but not the substance of the information.
- 6.11 The Supplier shall ensure that the Virtual Library retains in an accessible form all historic or superseded records of the information specified Annex 4. In order to maintain the integrity of the historic archive of the information and documentation and for the purposes of maintaining a clear audit trail, the Supplier shall not delete or overwrite any information that has been stored in the Virtual Library, except for the purposes of maintenance (provided no information is lost during maintenance) or to enable the Supplier to comply with Data Protection Legislation.
- 6.12 The Supplier warrants that the information uploaded to the Virtual Library is accurate, complete, up-to-date and in accordance with this Contract at the date of upload.
- 6.13 Where the Supplier becomes aware that any of the information provided on the Virtual Library is materially inaccurate, incomplete or out of date (other than in respect of historic versions of documents) the Supplier shall provide an update to the information within 14 days unless already due to be updated beforehand due to an Update Requirement specified in Annex 3.
- 6.14 In the event of a conflict between any requirement in this Contract (excluding Annex 4) for the Supplier to provide information to the Authority and the requirements set out in Annex 4 of this Schedule, the requirement elsewhere in this Contract shall prevail.
- 6.15 The Supplier shall ensure that all approved users of the Virtual Library are alerted by email each time that information in the Virtual Library is uploaded or updated as it occurs.

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- 6.16 No later than one (1) Month prior to the Operational Services Commencement Date, the Supplier shall provide training manuals to the Authority relating to the use of the Virtual Library.
- 6.17 On request by the Authority the Supplier shall provide the Authority's nominated users with a reasonable level of training and ongoing support to enable them to make use of the Virtual Library.
- 6.18 For the avoidance of doubt, the cost of any redactions, access restrictions or compliance with the Data Protection Legislation in respect of the information hosted on the Virtual Library shall be at the Supplier's own cost and expense

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ANNEX 1: TRANSPARENCY REPORTS

TITLE	CONTENT	FORMAT	FREQUENCY
<i>(Performance)</i>			
<i>(Charges)</i>			
<i>(Major sub-contractors)</i>			
<i>(Technical)</i>			
<i>(Performance management)</i>			

ANNEX 2: SERVICE DELIVERY REPORTS

1. The list below describes the Reports required by the Authority to manage the Contract.

Each Report must contain the following information and shall be uploaded to the Virtual Library:

IRC Name
Report Title
Supplier Name
Period Report covers
Date Report run

REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
CHECK IT Health Check (ITHC) of the Core Information Management System	<p>The Supplier shall ensure the ITHC is undertaken by a NCSC approved member of the CHECK Scheme.</p> <p>The Supplier shall ensure the ITHC is undertaken in line with Schedule 5 (<i>Security Management</i>) Paragraph 8 (Security Testing).</p>	Annually	
Internet connectivity	Internet connectivity in the Immigration Removal Centres daily, providing a report to the Authority confirming the outcome of the test.	Daily	
Recruitment	Marketing platforms used for recruitment to demonstrate how diverse and inclusive staff are being targeted.	As requested by the Authority	
Quarterly Contract Review Meeting Report	<p>The Supplier shall produce a quarterly report which includes:</p> <p>Commercial Matters – relationship status, finance (Annual, Quarterly Spend, Variable Fee Spend, Project Spend), contractual efficiencies, detainee welfare fund;</p> <p>Performance Levels – service credits, impact on margin, staffing, SME initiatives, action plan progress, audit progress.</p>	Quarterly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	Contract Change Requests. IT Security Status (user accounts, systems are being maintained with patches and updates, identified vulnerabilities are being and under control, progress in remediating risk in the risk register, security incidents are being managed and under control).		
Governance Group Report	Issues and risks linked to service delivery, savings, innovations and SME initiatives.	Quarterly	
Commercial Dashboard	Staffing data – Staffing service credits, DCO/DCM costs, DCO/DCM overtime costs, % overtime. Commercial issues – performance, facilities improvement, environmental health, Major Projects and Major Facilities Assets Works. Action plans – Her Majesty's Inspectorate of Prisons (HMIP), Independent Monitoring Board (IMB), Prisons and Probation Ombudsman (PPO), Fire Risk Assessment (FRA), Crown Premises Fire Inspection Group (CPFIG) etc.	Monthly	
Service Continuity Management	All Service Continuity Plans, the date of the last review and the date that the plans were last tested with evidence of the business impact review and business recovery strategy for each plan. The report will set out the planned testing for the next year.	Annually	
Asset Register	All plant, equipment, systems and building fabric items incorporated in the IRC as defined in Schedule 38 (<i>Assets</i>).	Annually on the anniversary of each contract year	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
Forward Maintenance Programme	An annual Forward Maintenance Programme setting out the planned maintenance activity for the following 12 months, including target dates for completion.	Annually on the anniversary of each contract year	
Service Operating Procedures (SOPS)	Service Operating Procedures (SOPS) for each section of the Services Description which provide detailed procedures for the delivery of the Service set out in Schedule 2 (<i>Services Description</i>).	Quarterly	
Supplier Audits	A list of all Audits to be completed in accordance with Schedule 2 (<i>Services Description</i>) Section 16 and when this annual Audit is programmed to be completed.	Annually	
Supplier Audit Report	An Audit report that shows planned Audits, whether these have been completed, details of the SMT member who has signed these off, any non-compliances identified and planned date for re-audit.	Monthly	
Detailed Implementation Plan	A Detailed Implementation Plan in accordance with the requirements of Schedule 13 (<i>Implementation Plan</i>).	As outlined in Schedule 13 (Implementation Plan)	
Exit Management	The Supplier's proposed methodology for achieving an orderly transition of the Services from the Supplier to the Authority and/or its Replacement Supplier on the expiry or termination of this Contract.	As outlined in Schedule 25 (Exit Management)	
Social Value Report	The Social Value Report shall document the Supplier's progress against its Social Value Plan provided in accordance with Schedule 33 (<i>Social Value</i>) and shall include the reporting mechanisms detailed in Annex 7 of this Schedule 24 The Social Value Report shall include details of the actions taken and actions	Quarterly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	planned in the next quarter to deliver Social Value benefits as described in the Social Value Plan.		
Social Value SV Assessment	In accordance with paragraph 11.3 of Schedule 33 (<i>Social Value</i>) The Authority may annually request the Supplier to complete a corporate social responsibility assessment (a “ SV Assessment ”), questionnaire, which will set out an action plan to improve performance against an agreed baseline.	Annually as required	
Carbon Reduction Plan	In accordance with paragraph 9.7 of Schedule 33 (<i>Social Value</i>)	No later than one (1) Month prior to the Operational Services Commencement Date and thereafter annually within 60 working days of the Supplier’s financial year end.	
Social Value Carbon Emissions Assessment	In accordance with paragraph 11.5 of Schedule 33 (<i>Social Value</i>), the Authority shall periodically request the Supplier to complete its Carbon Emissions (CE) Assessment, currently undertaken by CARBON Smart data gathering exercise in the agreed format, which will measure against the previous year score and the Supplier will set out an action plan to improve performance for the following year.	Periodically	
Insurance	In accordance with Schedule 6 (<i>Insurance Requirements</i>) the Supplier shall upon the Effective Date and within 15 Working Days after the renewal or replacement of each of the Insurances,	At the Effective Date and within 15 working days of renewal or replacement	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	provide evidence of that the insurances are in force.		
	FINANCIAL REPORTS		
Monthly Invoice	Provide the information required by the Authority, as set out in Schedule 15 (<i>Charges and Invoicing</i>) to authorise and pay the Charges.	Monthly	
Contract Amendment Report	The Contract Inception Report amended for any variation in the Charges arising from any Change Authorisation Note agreed. To be provided in accordance with the provisions of Schedule 19 (<i>Financial Reports and Audit Rights</i>).	As specified in Schedule 19 (<i>Financial Reports and Audit Rights</i>)	
Contract Inception Report	The agreed Financial Pricing Model at the time of contract signature.	To be lodged during the Implementation period	
Quarterly Contract Report	A financial performance monitoring tool to be provided in accordance with the provisions of Schedule 19 (<i>Financial Reports and Audit Rights</i>).	As specified in Schedule 19 (<i>Financial Reports and Audit Rights</i>)	
Final Reconciliation Report	The final report on contract financial performance to be provided in accordance with the provisions of Schedule 19 (<i>Financial Reports and Audit Rights</i>).	As specified in Schedule 19 (<i>Financial Reports and Audit Rights</i>)	
Annual Contract Report	The annual report on contract financial performance to be provided in accordance with the provisions of Schedule 19 (<i>Financial Reports and Audit Rights</i>).	As specified in Schedule 19 (<i>Financial Reports and Audit Rights</i>)	
Shop Accounts	Showing as a minimum and inter alia, shop revenue, purchases, stock, net profit and net profit percentage for each location.	Monthly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
Shop Accounts	Audited shop accounts for the financial year.	Annually	
OPERATIONAL SERVICE DELIVERY REPORTS			
Bed Occupancy	Electronic information on bed occupancy, bed availability, roll count and beds out of use.	3 x a day - daily	
Performance Review Meeting Report	Record of contractual issues discussed, target completion date, actions taken to resolve issues and the date issues are resolved.	Weekly	Y
Centre Manager's Report	<p>Report showing activity for the month. This shall include:</p> <ul style="list-style-type: none"> • Directors summary of occurrences of note for the month. • Admissions and Discharge volumes. • Escorts off-sites (summary of types i.e. hospital / dental / time for each Escort / Number of Staff used). • Health and Safety (summary of key indicators). • Incident reporting (summary of incidents). • Violence reduction report (summary of all instances of violence, analysis and violence reduction activity). • Safer community report (summary of monitoring against categories of Vulnerable Detainees as set out in Schedule 2 (<i>Services Description</i>), Section 12, analysis and activity undertaken) and substance misuse. 	Monthly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	<ul style="list-style-type: none"> • Service satisfaction report (focus on what matters for the Detainees). • Performance Credit summary. • Audit & Action Plan dashboard. • Human Resources summary, including recruitment, departures, disciplinary investigations and reporting of gender and number of BAME as a percentage of total employees. • Staffing numbers by gender, BAME, and those with flexible working arrangements (to include, part time, job sharing, compressed hours and any other arrangements). This should be supplied as a head count and as a percentage of total employees. 		
Staff Salaries	Provide to the Authority on an annual basis, details of Staff salaries for all posts, including the Detainee Custody Officer and the Detainee Custody Manager, providing analysis of market research undertaken that demonstrates that salaries are competitive.	Annually	
Performance Measures and Performance Credit Report	<p>To support the requirements as set out in Schedule 3 (<i>Performance Levels</i>) a report showing:</p> <ul style="list-style-type: none"> • Performance Measures and Performance Credits. • Low Level Failures. • Improvement notices. 	Monthly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	<ul style="list-style-type: none"> • Low Level Failure Performance Credits. • Persistent Failures. • Persistent Failure Performance Credits. 		
Safer Community Report	<p>Summary of monitoring and analysis against categories of vulnerable Detainees and those with protected characteristics as set out in Schedule 2 (<i>Services Description</i>), Section 14.</p> <p>Monthly comparison table.</p> <p>Emerging concerns.</p> <p>Planned and completed activity.</p>	Monthly	
Supplier Staff Report	<p>Report showing:</p> <ul style="list-style-type: none"> • Total staff employed (FTE) – this period and previous period. • Actual number of operational DCO/DCM staff numbers at each shift. • DCO/DCM overtime percentage. • Actual non-effective level and breakdown. • Number of vacancies, job title or grade (to include date the vacancy commenced). • Attrition number and percentage. • Refresher training percentage. • Misconduct investigation and outcomes. • Staff related complaints and outcome. • Accreditation criteria and security clearance have been met and maintained. 	Weekly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	<ul style="list-style-type: none"> Total staff employed equality and diversity data. 		
Annual Internal Staff Survey	To be undertaken within 6 months from the Services Commencement Date and then annually from this date Results and actions of Staff Survey to be shared with the Authority within 28 days period from the closing date of the Staff Survey.	Annually	
Complaints and Customer Satisfaction Report	<p>Complaints information in accordance with the DSO 'Handling of Complaints' to include:</p> <p>The volume of complaints made by Detainees, Home Office staff or Visitors to the IRC.</p> <p>Details of all individual complaints categorised against the list below:</p> <ul style="list-style-type: none"> Facilities Maintenance Admin/Process error Poor Communications Personal Effects Unfair Treatment of Detainees <p>Customer Satisfaction information to include results of customer satisfaction surveys, feedback from detainee forums and other customer feedback.</p>	Monthly	
Maintenance and Cleaning Report	<p>Confirmation of Statutory Compliance.</p> <p>Confirmation that the Technical Library and all required information detailed in Schedule 35 (<i>Maintenance and Cleaning</i>) is available to the Authority and is up to date.</p>	Monthly	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	<p>Details of any Major Facilities Assets Works undertaken or planned for the following month.</p> <p>Details of any Major Works undertaken or planned for the following month.</p> <p>Details of Minor Works in progress and planned for the next reporting month.</p> <p>Statistical information on the number and type of Reactive Works and scheduled PPM works undertaken (statutory and non-statutory).</p> <p>Details of inspections of major plant and any recommendations made.</p> <p>Any outstanding matters to be identified with reasons for being outstanding together with any associated risks and the timeframe for completion.</p> <p>Confirmation that Asset Registers are up to date.</p> <p>Confirmation that security systems are fully operational and have been maintained and repaired.</p> <p>Confirmation that cleaning standards and procedures have been delivered in accordance with the Supplier's Solution and the Maintenance Programme and Cleaning Programme.</p> <p>Demonstrate compliance with the Authority's facilities management proforma and issue a monthly performance report template to the Authority for comment and approval.</p> <p>The report must also include details of any maintenance or cleaning issues and failures, and any remedial action taken, e.g., blocked drains, broken or failed</p>		

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
	equipment, heating or lighting issues. Such problems may have also been reported as Critical Incidents in accordance with Annex 6 of this Schedule.		
Operational Briefing Handover	<p>Operational information that includes roll count, duty director, duty operational manager, Home Office on call manager and a list of detainees who fall within the following categories:</p> <p>Food and Fluid Refusal (FFR)</p> <p>ACDT</p> <p>Use of Force debriefs</p> <p>PEEPS</p> <p>Supported Living Plans</p> <p>Outside Escort</p> <p>Bed watch</p> <p>Detainees of interest or concern</p> <p>R40/42</p> <p>Escape Risk</p> <p>Room Sharing Risk Assessment (RSRA) single occupancy.</p> <p>Summary of significant event in the last 24 hours.</p> <p>Summary of significant events forecast in next 24 hours.</p>	Daily (by 9am)	
	Security and Incident Reports		
Significant Incidents Reports	Any Serious Incident as set out in Annex 6 on the day of the Incident (at least an initial report) that comes to the Supplier's attention regardless of whose personnel is considered responsible. This list isn't exhaustive, the Supplier should also report any incident that it considers to be serious or which may have reputational impact on the Authority.	Daily	

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REPORT NAME	CONTENT	FREQUENCY	TRANSPARENCY REPORT Y/N
Security and Operational Report	<p>Security Information Report (SIR) analysis and intelligence gaps.</p> <p>Drug activity findings and analysis.</p> <p>Incident Report (IR) analysis.</p> <p>CT Referrals.</p> <p>Security concerns and recommendations.</p> <p>Escape risk.</p> <p>Prominent nominals.</p> <p>Security breaches.</p> <p>Instances when Service Continuity or Contingency Plan invoked.</p> <p>Hours of Security Equipment downtime.</p> <p>Instances of failure to comply with the DSO 'Multi Agency Public Protection Arrangements'</p> <p>Detainees on restraining orders</p> <p>Banned Visitors.</p> <p>ACDT.</p>	Monthly	
Security Assurance Report	<p>Provide assurance that the Supplier is complying with Schedule 2 (<i>Services Description</i>), Section 2.</p> <p>Confirm all agreed physical security measures are in place and functioning as they should.</p> <p>Report if there are or have been any problems related to the physical security measures.</p> <p>Address any issues open at the time of the previous report and any new requirements or deficiencies identified since the previous report was written.</p>	Monthly	
Strategic Intelligence Assessment	Current and long-term issues affecting or likely to affect the Immigration Removal Centres. .	Monthly	

ANNEX 3: RECORDS TO BE KEPT BY THE SUPPLIER

The records to be kept by the Supplier are:

1. This Contract, its Schedules and all amendments to such documents.
2. All other documents which this Contract expressly requires to be prepared.
3. Records relating to the appointment and succession of the Supplier Representative and each member of the Key Personnel.
4. Notices, reports and other documentation submitted by any Expert.
5. All operation and maintenance manuals prepared by the Supplier for the purpose of maintaining the provision of the Services and the underlying IT Environment and Supplier Equipment.
6. Documents prepared by the Supplier or received by the Supplier from a third party relating to a Force Majeure Event.
7. All formal notices, reports or submissions made by the Supplier to the Authority Representative in connection with the provision of the Services.
8. All certificates, licences, registrations or warranties in each case obtained by the Supplier in relation to the provision of the Services.
9. Documents prepared by the Supplier in support of claims for the Charges.
10. Documents submitted by the Supplier pursuant to the Change Control Procedure.
11. Documents submitted by the Supplier pursuant to invocation by it or the Authority of the Dispute Resolution Procedure.
12. Documents evidencing any change in ownership or any interest in any or all of the shares in the Supplier and/or the Guarantor, where such change may cause a change of Control; and including documents detailing the identity of the persons changing such ownership or interest.
13. Invoices and records related to VAT sought to be recovered by the Supplier.
14. Financial records, including audited and un-audited accounts of the Guarantor and the Supplier.
15. Records required to be retained by the Supplier by Law, including in relation to health and safety matters and health and safety files and all consents.
16. All documents relating to the insurances to be maintained under this Contract and any claims made in respect of them.
17. All journals and audit trail data referred to in Schedule 5 (*Security Management*).
18. All other records, notices or certificates required to be produced and/or maintained by the Supplier pursuant to this Contract.

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ANNEX 4: RECORDS TO UPLOAD TO VIRTUAL LIBRARY

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Annex 2 of this Schedule	Service Delivery Reports	As appropriate and agreed by the Authority		Periodically as set out in Annex 2 of this Schedule	Authority
Schedule 32	Specially Written Software and Project Specific IPRs Documentation	As appropriate and agreed by the Authority	Within seven days of the issue of a Milestone Achievement Certificate in respect of the relevant Deliverable.	-	Authority
Clause 9.4	IT Maintenance Schedule	As appropriate and agreed with the Authority	Operational Services Commencement Date	Following any agreed changes to the IT Maintenance Schedule	Authority
Clause 14.3	Key Personnel	Sch. 9.2	Effective Date	On replacement of Key Personnel	Authority
Schedule 3, Part B Para 2.3	Performance Monitoring Report and the Balanced Scorecard Report	Sch. 3, Part B	Operational Service Commencement Date	Within 10 Working Days of the end of each Service Period	Authority
Schedule 5, Para 4	Core Information Management System Diagram	Sch. 5, Annex 2	Operational Services Commencement Date	Any update, annually and after any of the events in para 6.13	Authority
Schedule 5, Para 6	Risk Management Documentation	Sch. 5, Annex 3	Operational Services Commencement Date	Any update, annually and after any of the events in Sch. 2.4, para 6.13 of	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 6, Para 4	Evidence of Insurances	Sch. 6	Effective Date	Within 15 days after policy renewal or replacement	Authority
Schedule 35 Para 3.2.13	Forward Maintenance Programme (FMP) listing proposed significant works (Repair/Replacement) on site	As appropriate and agreed by the Authority	Updated FMP to be uploaded within 3 months of the Services Commencement Date	On each anniversary of the Effective Date	Authority
Schedule 35 Para 15	Reports of Supplier's Internal Audits (i.e. Cleaning delivery)	As appropriate and agreed by the Authority	Operational Services Commencement Date	Monthly	Authority
Schedule 35 Para 7	Monthly records of CAFM performance (failures listed against targets to meet PPM or Reactive Works i.e. P1, P2, P3 type works)	As appropriate and agreed by the Authority	Operational Services Commencement Date	Monthly	Authority
Schedule 2 Annex B	Staffing compliment of the FM & Cleaning Team	As appropriate and agreed by the Authority	Operational Services Commencement Date	Monthly	Authority
Schedule 35 Para 7	List of 'Call outs' – out of hours attendance by FM Staff	As appropriate and agreed by the Authority	Operational Services Commencement Date	Monthly	Authority
Schedule 35 Para 21	IRC Site Fire Risk Assessments	As appropriate and agreed by the Authority	Operational Services Commencement Date	When each Fire Risk Assessment is completed	Authority and/ or Auditor

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 35	Policies: <ul style="list-style-type: none"> • H&S Policy • Environmental Policy • Waste management Policy 	As appropriate and agreed by the Authority	In Accordance with the timeline set within Schedule 13 (<i>Implementation Plan</i>)	As each policy is updated.	Authority and/ or Auditor
Schedule 35	IRC Site Contingency Plans	As appropriate and agreed by the Authority	Operational Services Commencement Date	As each plan is updated	Authority
Schedule 35	Technical Library	As appropriate and agreed by the Authority	Operational Services Commencement Date	As each document is updated	Authority
Schedule 35	Statutory Certificates	As appropriate	Operational Services Commencement Date	As each certificate is renewed	Authority and/ or Auditor
CI 19	Commercially Sensitive Information	Sch. 9	Effective Date	Upon agreement by the Authority to vary the information	Authority and/or Auditor
CI 15.7	Notified Key Sub-contractors	Sch. 10	Effective Date	On replacement of key sub-contractor	Authority
CI 15.5	Third Party Contracts	Sch. 11	Effective Date	On appointment of sub-contract	Authority
CI 15.6	Notified Key Sub-Contractors	Sch. 10	Effective Date	With each approved appointment or variation	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
CI 15.24	Supply chain Transparency Information Reports	Sch.24, Annex 4	Thirty days prior to the end of each financial year	Every 12 months	Authority
Schedule. 12	Software	Sch. 12	Operational Services Commencement Date	Upon agreement by the Authority to vary the information	Authority
CI 33.8(h)	Annual slavery and human trafficking report	As appropriate and agreed by the Authority	Within twelve (12) months	Every twelve (12) months	Authority
CI 6.4	Detailed Implementation Plan	Sch. 13	Within 20 working days of Effective Date	Every 3 months from Effective Date	Authority
Sch. 38 Para 1.2	Asset Register	As appropriate and agreed by the Authority	Within 60 days of the Operational Services Commencement Date	Upon the replacement of any Asset.	Authority access via the Virtual Library.
Schedule 14, Para 4	Test Strategy	As appropriate and agreed by the Authority	Within 20 working days of Effective Date	Upon update to the test strategy	Authority
Schedule 14, Para 5	Test Plan	As appropriate and agreed by the Authority	20 prior working days of relevant test	Upon update to the test plan	Authority
Schedule 14, Para 7	Test Specification	As appropriate and agreed by the Authority	10 prior working days of relevant test	Upon update to the test specification	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 14, Para 8.5	Test Report	As appropriate and agreed by the Authority	2 working days prior to the date on which the test is planned to end for the Draft Test Report 5 days for the Final Test Report following the relevant test completion	Reissue with each retest	Authority
Schedule 15, Part E Para 1	Template Invoice	As appropriate and agreed by the Authority	Within 10 working days of the Effective Date	Upon agreement by the Authority to vary the template	Authority
Schedule 15, Part C, Para 8	Risk Register	Sch. 15, Annex 4	Effective Date	Upon agreement by the Authority to vary the by the Risk Management Board	Authority
Schedule 17, Para 4	Benchmarking Plan	Sch. 17	Upon receipt from Benchmarkers	Approval of Plan	Authority and Auditor
Schedule 17, Para 5	Benchmarking report	Sch. 17	Upon receipt from Benchmarkers	Any update	Authority and Auditor
Schedule 18 Para 2.3(b)	Financial Indicator Reports	Sch. 18 para 2.5	As specified in para 2.3(b) of Sch. 18	As specified in para 2.3(b) of Sch. 18	Authority
Schedule 18 Para 4.3(b)	Financial Distress Remediation Plan	As appropriate and agreed by the Authority	As soon as reasonably practicable and in any event within 10 Working Days of initial notification or awareness of a Financial Distress Event	On a regular basis (not less than fortnightly)	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 19, Part B, para 1.1 (b)	Contract Amendment Report	Sch. 19, Part B, para 1.2	Within 1 month of a material change being agreed		Authority
Schedule 19, Part B, para 1.1 (b)	Quarterly Contract Report	Sch. 19, Part B, para 1.2	Within 1 month of the end of each Quarter		Authority
Schedule 19, Part B, para 1.1 (b)	Annual Contract Report	Sch. 19, Part B, para 1.2	Within 1 month of the end of the Contract Year to which that report relates		Authority
Schedule 19, Part B, para 1.1 (b)	Financial Reconciliation Report	Sch. 19, Part B, para 1.2	Within 6 months after the end of the Term		Authority
Schedule 21, Para 5	Representation and Structure of boards	Sch. 21 Annex 1	Within 7 days of receipt of intention, or in the case of a non-Authority board member agreement by the Authority		Authority
Schedule 21, Para 5.5	Minutes of governance meetings (all boards)	As appropriate and agreed by the Authority	Within 7 days of receipt from chairperson		Authority
Schedule 22 Para 4.3	Impact Assessment Estimate	As appropriate and agreed by the Authority	Within 10 working days of date of receiving change request.		Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 22 Para 5	Impact Assessment	As appropriate and agreed by the Authority	Within the period agreed by the Impact Assessment Estimate	Within 10 Working Days of request by the Authority to update under Schedule 21 Para 5.7	Authority
Schedule 22, Para 2.6	Update full copy of the Contract and copy of annotated version illustrating changes	PDF and MS Word (editable)	Signature of Variation Date	Any variation	Authority
Sch. 22, Para 4	Change Request	Sch. 22, Annex 1	Within 10 working days of Authority issuing the Change Request		Authority
Schedule 23, Para 2.1 – 2.2	Dispute Notice	Sch. 23 Para 2.2	No longer than 20 working days from an unresolved dispute arising	Any variation	Authority
Schedule 23, Para 5	Mediation Notice	As appropriate	When first served	Any variation	Authority
Schedule 24, Para 1	Reports and Records Provisions	Sch. 24, Annex 1	Within 3 months of the Effective Date	Frequency specified in Schedule 24, Annex 1	Authority
Schedule 25, Para 2.1 (a)	Register of All Assets, Sub-contracts and Other Relevant Agreements	As appropriate and agreed by the Authority	Within 3 months of the Effective Date	Any variation	Authority
Schedule 25, Para 2.1 (b)	Configuration Database of Technical Infrastructure and Operating Procedures	As appropriate and agreed by the Authority	Within 3 months of the Effective Date	Any variation	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 25, Para 3.1	Exit Information	As appropriate and agreed by the Authority	On reasonable notice given by the Authority at any point during the Term	Within 10 working days of Authority's written request	Authority and its potential Replacement Suppliers
Schedule 25, Para 5	Exit Plan	Sch. 25, Para 5	Within 3 months of the Effective Date	In the first month of each contract year; and Within 14 days if requested by the Authority following a Financial Distress Event Within 20 days after service of Termination Notice or 6 months prior to expiry of the Contract.	Authority
Schedule 25, Para 6.3(e)	Provide up to date Registers during the Termination Assistance Period	As appropriate	As requested by the Authority	As appropriate	
Schedule 25, Para 6.7	Authority Data (handback)	Sch. 24, Para 3 and/or as appropriate and agreed by the Authority	At the end of the Termination Assistance Period	-	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 25, Annex 1, Para 1, Para 1.3 & Para 1.4	Termination Services supporting documentation and knowledge transfer material	As appropriate and agreed by the Authority	As specified in the Termination Assistance Notice and in any event prior to the end of the Termination Assistance Period	As specified in the Termination Assistance Notice or otherwise requested by the Authority	
Schedule 26 Service Continuity	Service Continuity Plan	Sch. 26, Para 2.2	Within 40 days from the Effective Date	Sch. 8.6, Para 7.1	Authority
Schedule 26, Para 7.2	Service Continuity Plan Review Report	Sch. 26, Para 6.2	Within 20 Working Days of the conclusion of each review of the Service Continuity Plan.		
Schedule 26 Part 2	Corporate Resolution Planning Information	Sch. 26, Para 11.3	Sch. 26 Part 2 Para 11.2	Sch. 26, Para 11.8	Authority
Schedule 18, Para 8	Board Confirmation	As set out at Annex 5 of Sch. 18	Within 120 days of the first Accounting Reference Date to occur	Within 15 months of the previous Board Confirmation provided or within 120 days after each Accounting Reference Date (whichever is the earlier)	Authority
Schedule 28, Part E2	Supplier's Provisional Supplier Personnel List and, Staffing Information	As appropriate and agreed by the Authority	Sch. 28, Para 1.1 A-D	At such intervals as are reasonably requested by the Authority	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 28, Part E, Para 1.2	Supplier's Final Supplier Personnel List	As appropriate and agreed by the Authority	At least 20 Working Days prior to the Service Transfer Date	Upon any material change to the list of employees	Authority and, at the discretion of the Authority, the Replacement Supplier and/or any Replacement Sub-contractor
Schedule 28, Part E, Para 1.6	Information relating to the manner in which the services are organised	As appropriate and agreed by the Authority	Effective Date		Authority
Schedule 28, Part E, Para 1.7	Payroll and benefits information	As appropriate and agreed by the Authority	Within 5 Working Days following the Service Transfer Date	-	Authority, any Replacement Supplier and/or Replacement Sub-contractor
Schedule 28, Annex E1	List of Notified Sub-contractors	As appropriate and agreed by the Authority	Effective Date	Upon any change	Authority
Schedule 29	Key Personnel	Sch. 29	Effective Date	As amended from time to time	Authority
Schedule 31, Annex 1 Para 2.1	Reports on Data Subject Access Requests	As appropriate and agreed by the Authority	As agreed with the Authority	As agreed with the Authority	Authority and Supplier

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ANNEX 5: SUPPLY CHAIN TRANSPARENCY INFORMATION TEMPLATE

	Financial Year 20[]			
	Under this Contract		Supplier as a whole	
	£	%	£	%
Estimated total contract revenue (£) to be received in this Financial Year	£[]	100%	£[]	100%
Total value of Sub-contracted revenues (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to SMEs (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to VCSEs (£) in this Financial Year	£[]	[]	£[]	[]

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ANNEX 6: Incident category – Serious Incidents

The table below sets out all incident categories that shall be reported to the Authority in accordance with paragraph 1.4 of this Schedule 24 (*Reports and Records Provisions*). For the avoidance of doubt, these incidents are classified as Critical.

Incident Category	Incident Description
Supplier Personnel (this includes sub-contractor staff)	Any allegation or conviction for corruption or other criminal activity involving Supplier Personnel.
	Any immigration status breach, whether alleged or proven, involving Supplier Personnel.
	Suspension or the termination of employment of any Supplier Personnel as a result of allegations of dishonesty or serious misconduct. This is a requirement of DSO 'DCO Certification'.
	Suspension or the termination of employment of any Supplier Personnel as a result of inefficiency or negligence in carrying out their duties. This is a requirement of DSO 'DCO Certification'.
	Any verbal allegations by a Detainee of abusive behaviour by Supplier Personnel, including harassment, whether of a threatening, demeaning, racist, sexist or sexual nature. Any written allegations will be dealt with in accordance with the DSO 'Handling of Complaints'.
Physical and Personal Security	Self-harm resulting in death (being any known incident of deliberate self-harm resulting in death which involves any failure to follow laid down procedures)
	In the event of a Detainee escaping from lawful custody i.e. from the Removal Centre such that the Detainee is no longer within the custody of the Supplier (A "Detention Escape") or In the event of a Detainee escaping from lawful custody i.e. whilst being escorted outside the Removal Centre by the Supplier such that the Detainee is no longer within the custody of the Supplier (an "Escort Escape").
	Any security breaches, order and control problems.
	Intruder/Burglary, including attempted burglaries.
	Physical assault on Supplier Personnel, IRC Customer or Authority Personnel.
	Any threatening communication of a violent nature.

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Incident Category	Incident Description
	Failure of Security Equipment that cannot be resolved immediately and which will impact on security controls at the IRC.
	Failure to implement and any breach of an accounting and control system to ensure all aspects of physical security including keys and locks are securely managed and maintained.
	Any bomb alerts at the IRC or in the local vicinity.
Data and IT Security	Any loss or theft of Authority Data.
	Loss or theft of Detainees documents / data including losses during carrying out Escorting Functions.
	Any breach by Supplier Personnel of the Data Protection Act.
	Failure of CCTV or other security equipment.
	Any breach of RIPA.
	Any other information or data breach.
Service Delivery Disruption	A Force Majeure event – e.g. natural disaster, terrorist activity or any other event that prevents supplier from delivering the services at a specific location(s).
	Excessive staff absence due to unforeseen events which impacts on service provided, e.g. mass staff sickness.
	Failure of Supplier Detainee Management System in excess of 1 hour.
	Damage to the IRC or service disruptions that fall short of being a Force Majeure Event.
	Any Incident requiring the use of Service Contingency Plans and procedures. The Supplier is required to report on the effectiveness of those contingency plans and whether they were followed correctly, highlighting any defects.
	Any failure by the Supplier Personnel or Supplier Sub-contractors to comply with the Supplier's Fire Prevention Policy and Procedures.
	Significant issues with IRC facilities, e.g. loss of water, heating or power or damage to the interior of the IRC.
Customer Service and Complaints	Notification of any legal action or other claim for damages lodged by a Detainee against the Supplier.
	Claims from Detainees that their personal belongings are missing or that they have been

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Incident Category	Incident Description
	given the wrong personal belongings either during their stay at the IRC or at the point of Discharge.
General Incidents	Visits to the IRC by a local authority, an official public body e.g. the Chief Inspector of Prisons, the police or other government officials.
	Incidents of Civil Disruption in the local area of the IRC.
	Failure to comply with all current Health & Safety Legislation and other relevant legislation and Best Practices resulting in a serious occurrence or resulting in service of an improvement or prohibition notice or conviction for infringement of Health & Safety or Hygiene Legislation.
Use of Force (UOF), Removal From Association (RFA) and Temporary Confinement (TC)	A Use of Force Report must be provided to the Home Office Manager within 24 hours, upon any occasion of Use of Force occurring.
	On any occasion of Removal from Association the Supplier shall provide a copy of the R40 Report within 24 hours, to the Home Office Manager.
	Any failure to provide an Available Removal from Association Place and to provide the facilities set out in Schedule 2 (<i>Services Description</i>) Section 10 Use of Force, RFA and TC.
	On any occasion of Temporary Confinement, the Supplier shall provide a copy of the R42 Report to the Home Office Manager.
	Any failure to provide an Available Temporary Confinement Place and to provide the facilities for Use of Force, RFA and TC.
	Failure to ensure there is a minimum of 1 advanced C&R unit, as described in Schedule 2 (<i>Services Description</i>), Section 10.1.3, available at any time.

ANNEX 7: Social Value Reporting Metric

The metrics in the table are requirements of the [Social Value Model \(GOV.UK\)](https://www.gov.uk/government/publications/social-value-model) and shall be included in the Social Value Report together with details of the actions taken and actions planned in the next quarter to deliver Social Value benefits as described in the Supplier's Social Value Plan.

Social Value Model Theme	Policy Outcomes	Reporting Metrics
Theme 1 - COVID-19 Recovery	Not Used	Not Used
Theme 2 - Tackling economic inequality	<p>Create new businesses, new jobs and new skills.</p> <p>Increase supply chain resilience and capacity</p>	<ul style="list-style-type: none"> • Number of apprenticeship opportunities (Level 2, 3, and 4+) created or retained under the contract, by UK region. • Number of training opportunities (Level 2, 3, and 4+) created or retained under the contract, other than apprentices, by UK region. • Number of people-hours of learning interventions delivered under the contract, by UK Region. <p>Reporting Metrics: For each of the following categories:</p> <ul style="list-style-type: none"> ○ start-ups ○ SMEs ○ VCSEs; and ○ mutuals: <ul style="list-style-type: none"> ■ The number of contract opportunities awarded under the contract. ■ The value of contract opportunities awarded under the contract in £. ■ Total spend under the contract, as a percentage of the overall contract
Theme 3 - Fighting Climate Change	Effective stewardship of the environment	<p>Annual:</p> <ul style="list-style-type: none"> • Reduction in emissions of greenhouse gases arising from the performance of the contract, measured in metric tonnes carbon dioxide equivalents (MTCDE). • Reduction in water use arising from the performance of the contract, measured in litres. • Reduction in waste to landfill arising from the performance of the contract, measured in metric tonnes.

<p>Theme 4 - Equal Opportunity</p>	<p>Reduce the disability employment gap.</p>	<ul style="list-style-type: none"> • Total percentage of full-time equivalent (FTE) disabled people employed under the contract, as a proportion of the total FTE contract workforce, by UK region. • Number of full-time equivalent (FTE) disabled people employed under the contract, by UK region. • Total percentage of disabled people on apprenticeship schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on apprenticeship schemes (Level 2, 3, and 4+) within the contract workforce ,by UK region. • Number of disabled people on apprenticeship schemes (Level 2, 3, and 4+) under the contract, by UK region. • Total percentage of disabled people on other training schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on other training schemes (Level 2, 3, and 4+) within the contract workforce, by UK region. • Number of disabled people on other training schemes (Level 2, 3, and 4+) under the contract, by UK region.
	<p>Tackle workforce inequality</p>	<ul style="list-style-type: none"> • Total percentage of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, as a proportion of the total FTE contract workforce, by UK region. • Number of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, by UK region. • Total percentage of people from groups under-represented in the workforce on apprenticeship schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on apprenticeship schemes (Level 2, 3, and 4+) within the contract workforce, by UK region. • Number of people from groups under-represented in the workforce on apprenticeship schemes (Level 2, 3,

		<p>and 4+) under the contract, by UK region.</p> <ul style="list-style-type: none"> • Total percentage of people from groups under-represented in the workforce on other training schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on other training schemes (Level 2, 3, and 4+) within the contract workforce, by UK region. • Number of people from groups under-represented in the workforce on other training schemes (Level 2, 3, and 4+) under the contract, by UK region. • Percentage of all companies in the supply chain under the contract to have committed to the five foundational principles of good work. • Number of companies in the supply chain under the contract to have committed to the five foundational principles of good work. • Percentage of the supply chain for which supply chain mapping has been completed to the appropriate tier or to source in order to reduce the risks of modern slavery. • Number of people-hours devoted to supporting victims of modern slavery under the contract.
Theme 5 - Wellbeing	Tackle workforce inequality.	<ul style="list-style-type: none"> • Percentage of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees. • Percentage of all companies in the supply chain under the contract to have implemented the 6 standards in the Mental Health at Work commitment. • Number of companies in the supply chain under the contract to have implemented the standards in the Mental Health at Work commitment. • Percentage of all companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in Thriving at Work. • Number of companies in the supply chain under the contract to have implemented the mental health

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	Improve community integration	<p>enhanced standards, for companies with more than 500 employees, in Thriving at Work.</p> <ul style="list-style-type: none">• Number of people-hours spent supporting local community integration, such as volunteering and other community-led initiatives, under the contract.
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