



Ministry of JUSTICE

MINISTRY OF JUSTICE SPECIFICATION DOCUMENT The Supply of Raw Metal Materials

SUMMARY

This document describes the requirement for the Supply of Raw Metal Materials, for use by the Ministry of Justice Public Sector covering all requirements of Prisons in England and Wales.

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SECTION 1

1.1 Introduction

1.1.1 The Ministry of Justice (MoJ) and our Executive Agencies which includes Her Majesty's Prison and Probation Service (HMPPS) organisation and Public Sector Prison Industries (PSPI), referred to as The Authority have the responsibility to provide essential employment places for prisoners and opportunities for them to gain skills, qualifications and work experience to improve their employment prospects upon release with the overall aim of reducing re-offending.

1.1.2 PSPI manage industries in 95 public sector prisons in England and Wales, and in some of the private sector prisons, and currently operate 465 workshops employing circa 1060 staff and around 15000 prisoners and detainees. Our main industries include:

- **76 Textile workshops**, employing approximately 2275 prisoners on a daily basis producing clothing and textile products for the prison population
- **Land Based Activities.** We currently have 118 establishments where some form of **Horticultural Activity** takes place. 44 establishments have a commercial Horticultural unit, employing over 1050 offenders growing produce for use within prison kitchens
- **25 Engineering and Windows** work-shops employing over 850 prisoners, manufacturing products for the internal market, MOD and commercial companies, disciplines include: welding and fabrication, sheet metal works, CNC machining and powder coating
- **5 plastics** workshops employing a total of 78 prisoners in 5 workshops. Each of these establishments has injection moulding facilities, operating a total of 27 machines across the workshops ranging from 40 tonnes to 850 tonnes producing a range of CES products for internal use and work for commercial customers
- **20 print production workshops** employing approximately 362 prisoners, producing printed documents for HMPPS, The MOJ, HMCTS and other Government departments
- **24 woodwork** workshops employing approximately 500 prisoners. We produce work for the internal market, other government departments and commercial customers; including cell furniture, packaging crates and numerous bespoke items
- **13 Food Packing Services** workshops producing daily breakfast and beverage packs for 55,000 prisoners
- **33 Industrial laundries** employing approximately 800 prisoners. A number of the larger sites also undertake work for the commercial sector
- Prison Industries continue to support **other Government Departments** by using offender labour to manufacture over £3million pounds worth of goods annually.

1.2 Background and Overview of Requirements

1.2.1 PSPI Engineering Industry currently has a turnover of around £6m per year. The industrial workshops provide products for the internal market and contribute to the prison estate, quality of care to the prison population and to their families. Prison Service workshops supply around £32m of products per annum. This Specification focuses on supplying raw metal materials for the "Engineering Sector" arm of PSPI operations.

1.2.2 PSPI continue to develop their commercial offering to the market and have seen a continuing upward growth in work carried out for the Ministry of Defence and future opportunities for PSPI to provide additional work as part of the new build prisons. The success of the raw material contracts is therefore business critical.

- 1.2.3 This Specification relates to a Contract for the Supply and Delivery of Engineering Raw Metal Materials covering various grades, form and sizes. The information contained within this document forms the basis of the criteria against which Supplier performance will be measured.
- 1.2.4 The MOJ and PSPI workshops operate in an environment of continuous improvement. To this end, the Supplier(s) should also:
- Work strategically and collaboratively with all stakeholders and their supply chain to assist in achieving an ongoing increase in performance and targets; and
 - Work innovatively in collaboration with all stakeholders and their supply chain in order to identify areas for improvement in the supply of Raw Metal Materials outlined in this specification.
- 1.2.5 Suppliers will be required to source, stock and deliver as requested across the PSPI estate, a range of raw materials as outlined in this document.
- 1.2.6 To ensure the Authority can meet its obligations, Suppliers will be required to provide a flexible approach to the addition/removal of products stated within this document required for all stakeholders to carry out their roles, any items added shall be priced in accordance to those in the original range.
- 1.2.7 Suppliers shall be required at all times to fulfil orders placed by the Authority within the agreed lead-times contained within this document and/or quotation request forms, these lead times will form part of the Suppliers KPI's.
- 1.2.8 Suppliers shall utilise their specialist knowledge of developments and innovation in the market to help the Authority to identify areas for cashable cost savings and offer improvements or alternative products, which may enhance performance, improve delivery or offer financial savings.

1.3 Scope of Requirements

- 1.3.1 This provision relates to Raw Metal Materials and associated Goods being provided against a Contract, between the Supplier(s) and the Ministry of Justice.
- 1.3.2 Wherever any British Standard is referred to in these Documents, equivalent or International Standards may be submitted
- 1.3.3 These requirements will be delivered through a Contract consisting of five Lots, described as follows:
- **Lot 1 – Stainless Steel, Tube and Bar and Aluminium**
This Lot covers the supply of Stainless Steel Sheet, Tube and Bar and Aluminium
 - **Lot 2 – Sheet / Plate Steel**
This Lot covers the supply of mild steel sheet and plate in a variety of thicknesses, sizes and finishes.
 - **Lot 3 – Steel Welded Wire Mesh**
This Lot covers the supply of weld mesh products in a variety of profiles and sizes.
 - **Lot 4 – Mild Steel Bar, Strip and Hollow Section**
This Lot covers bar stock and includes black mild steel.
 - **Lot 5 - Electric Resistance Welded (ERW) Tube**
This Lot covers the supply of ERW tube in a range of sizes and shapes.
- 1.3.4 Each Lot is described further in section 2 of this specification, providing grades and product sizes. Any tolerance if not noted in the relevant Lot Specification will be against British Standards or Industry Standards

- 1.3.5 The Contract shall be for a duration of 6 years. Orders placed near the end of the term will continue until they are completed in full, even if this exceeds the Contract duration.
- 1.3.6 Places on the Contract for each lot will be awarded to a maximum of **two** suppliers subject to the receipt of sufficient number of compliant tenders.
- 1.3.7 Suppliers may submit a tender to deliver raw material, on one, several or all lots. Suppliers will be required to indicate which Lots they are bidding for.
- 1.3.8 Suppliers may be awarded a place on any number of lots.
- 1.3.9 Orders will be placed according to the suppliers' final ranking of their overall tender scores per Lot. The supplier who receives the most favourable tender score will be the first choice supplier and orders will be placed directly with them in the first instance. Where they are unable to meet the requirement to the satisfaction of the Authority, including the specified lead time, the Authority will contact the Supplier with the second most favourable tender score to determine whether they are able to fulfil the order. If a Supplier proposes an alternative solution which is acceptable to the Authority, an order may be placed without the need to seek quotations from any remaining suppliers.
- 1.3.10 A list of current and planned locations for engineering workshops and activities carried out is provided at Appendix A.
- 1.3.11 All products are to be delivered using secure banding. Suppliers will be requested to supply details (word diagram format) of their banding together with copy of relevant section of their H&SE manual.
- 1.3.12 The sourcing of requirements not covered by the core list of items in the Pricing Schedules, will be completed via the contracted Supplier(s) of the Lot(s) they have been awarded, using a request for Quotations, applying the same evaluation criteria as stated in the Tender Documents.

1.4 Value & Volumes

- 1.4.1 Historical spend on like for like material and services is provided below, this is an indication of the potential spend, however, the Authority provides no guarantees of volumes, monetary commitment or future requirements whatsoever, all quantities provided within this document are historical usage figures over the last four years and are provided for illustration purposes only. Volume and therefore spend are affected by demand for the goods that are required operationally for the various stakeholders.

Lot	Year	2019/2020	2018/2019	2017/2018	2016/2017
Lot 1 – Stainless Steel/Aluminium		£79,750	£119,689	82,298	£38,660
Lot 2 – Sheet / Plate Steel		£46,123	£113,582	£131,251	£80,775
Lot 3 – Steel Welded Wire Mesh		£43,187	128,345	£205,218	£123,444
Lot 4 – Mild Steel Bar, Strip, Plate and Hollow Section		£634,696	£626,412	£650,728	£803,233
Lot 5 – Steel Electric Resistance Welded (ERW) Tube		£20,588	£25,000	£20,000	£30,000
Totals		£824,344	£1,013,028	£1,089,495	£1,076,112

SECTION 2 DETAILED REQUIREMENTS – LOT SPECIFIC INFORMATION

2.1 This requirement relates to the supply of Raw Metal Materials to the HM Prison workshops against each of the following Lots:

2.1.1 Lot 1: Stainless Steel Sheet, Tube and Bar and Aluminium

The Supplier shall provide materials in a variety of types, grades, and sizes. to all engineering workshops across the prison estate. For a full list of workshops see Appendix A. Products supplied must conform to the following standards/grades or equivalent:

- EN10204 – Grade 304

The batch number must be clearly marked on the delivered material, and all paperwork. Type 3.1 certificates must accompany all deliveries, clearly identifying the description, grade, and batch number.

Product Sizes for Lot 1 Stainless Steel Sheet, Tube and Bar and Aluminium

DESCRIPTION	UNIT OF MEASURE
<u>Stainless Steel Sheet</u>	
2000 x 1000 x 1.5mm	Sheet
2500 x 1250 x 1.5mm	Sheet
2000 x 1000 x 1.2mm	Sheet
3000 x 1500 x 1.5mm	Sheet
2000 x 1000 x 2mm	Sheet
2500 x 1250 x 2mm	Sheet
2000 x 1000 x 3mm	Sheet
<u>Stainless Steel Tube</u>	
12.7 Dia NB 40mm long Radius Weld Elbow 2mm wall thickness	Each
22 x 2mm	Metre
25 x 1.5mm	Metre
38.1 x 1.5mm	Metre
40 x 1.5mm	Metre
<u>Stainless Steel Structural Hollow Section</u>	
25 x 25 x 1.5mm	Metre
35 x 35 x 1.5mm	Metre
20 x 20 x 2mm	Metre
25 x 25 x 2mm	Metre
35 x 35 x 2mm	Metre
40 x 40 x 2mm	Metre
70 x 70 x 3mm	Metre
80 x 80 x 3mm	Metre
50 x 30 x 2mm	Metre
50 x 30 x 3mm	Metre
<u>Stainless Steel Flat Bar</u>	
25 x 3mm	Metre
40 x 3mm	Metre
20 x 5mm	Metre
50 x 5mm	Metre
40 x 6mm	Metre

Stainless Steel Round Bar	
5mm Diameter	Metre
6mm Diameter	Metre
12mm Diameter	Metre
18mm Diameter	Metre
40mm Diameter	Metre
Stainless Steel Angle	
60 x 30 x 5	Metre
50 x 50 x 5	Metre
Aluminium Sheet	
2000 x 1000 x 1mm	Sheet
2000 x 1000 x 1.5mm	Sheet
3000 x 1500 x 1.5mm	Sheet
2000 x 1000 x 5mm	Sheet
2500 x 1250 x 5mm	Sheet

2.1.2 Lot 2: Sheet / Plate Steel

The Supplier shall provide mild steel sheet and plate products in a variety of thicknesses, sizes and quantities to be delivered to all engineering workshops across the prison estate. For a full list of workshops see Appendix A. Products supplied must conform to the following standards/grades or equivalent:

- Prime Quality Mild Steel Plate – HR4 – BS EN 10111
- Prime Quality Mild Steel Sheet - CR4 - BS EN 10130

Tolerances for cut blanks will need to be +/- .5mm sheet size. If tighter tolerances are required these will be stipulated at the point of order.

The batch number must be clearly marked on the delivered material, and all paperwork

Type 3.1 certificates must accompany all deliveries, clearly identifying, description, grade, and batch number.

Product Sizes for Lot 2 Mild Steel Sheet and Plate

DESCRIPTION	SQ. METRES PER SHEET	UNIT OF MEASURE
Mild Steel Sheet, CR4, 2500 x 972 x 0.5mm	2.43 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 0.5mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 0.5mm	3.125 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 0.7mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 0.7mm	3.125 Sq M	Sheet
Mild steel sheet, CR4, 2000 x 1000 x 0.8mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1250 x 0.8mm	2.5 Sq M	Sheet
Mild Steel Sheet, CR4, 1200 x 1000 x 0.9mm	1.2 Sq M	Sheet
Mild Steel Sheet, CR4, 1250 x 1250 x 0.9mm	1.56 Sq M	Sheet
Mild Steel Sheet, CR4, 1400 x 1000 x 0.9mm	1.4 Sq M	Sheet
Mild Steel Sheet, CR4, 1400 x 1250 x 0.9mm	1.75 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1250 x 0.9mm	2.5 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 0.9mm	3.125 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1250 x 1.0mm	3.125 Sq M	Sheet
Mild Steel Sheet, CR4, 1075.7 x 575.7 x 1.2mm	0.618 Sq M	Sheet
Mild Steel Sheet, CR4, 1250 x 1250 x 1.2mm	1.56 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 1.2mm	3.125 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 1.2mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1250 x 1.2mm	2.5 Sq M	Sheet
Mild Steel Sheet, CR4, 1250 x 1250 x 1.5mm	1.56 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 1.5mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 1330 x 940 x 1.6mm	1.25 Sq M	Sheet
Mild Steel Sheet, CR4, 1350 x 1000 x 1.6mm	1.35 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 1.6mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 1.6mm	3.125 Sq M	Sheet
Mild Steel Sheet, CR4, 3000 x 1500 x 1.6mm	4.5 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 2.0mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2200 x 1000 x 2.0mm	2.2 Sq M	Sheet
Mild Steel Sheet, CR4, 1250 x 1250 x 2.0mm	1.56 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 2.0mm	3.125 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 2.5mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2000 x 1000 x 3.0mm	2 Sq M	Sheet
Mild Steel Sheet, CR4, 2500 x 1250 x 3.0mm	3.125 Sq M	Sheet
Mild Steel Sheet, HR4, 2000 x 1000 x 5.0mm	2 Sq M	Sheet

2.1.3 Lot 3: Steel Welded Wire Mesh

Suppliers shall provide weld mesh products in a variety of profiles and sizes to be delivered to all engineering workshops across the prison estate. For a full list of workshops see Annex A. Products supplied must conform to the following standards/grades or equivalent:

- Mild Steel Weldmesh - BS EN 10223-4
- Mild Steel Weldmesh Galvanised - BS EN 10222-2

The batch number must be clearly marked on the delivered material, and all paperwork.

Type 3.1 certificates must accompany all deliveries, clearly identifying the description, grade, and batch number.

Product Sizes for Lot 3 – Weld Mesh

Description	Sheet Size	Unit of measure
Mild Steel Weldmesh 25x25x8swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 50x50x8swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 25x25x10swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 25x25x16swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 40x40x10swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 12x12x16swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 50x50x10swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 76x13x10swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 76x76x10swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 100x100x10swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 25x25x12swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 40x40x12swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 50x50x12swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 76x13x12swg	1 M x 2 M	Sheet
Mild Steel Weldmesh 100x100x6mm	1 M x 2 M	Sheet
Mild Steel Weldmesh 76x76x10swg	.928 M x .775 M	Sheet
Mild Steel Weldmesh 76x76x10swg	1.170 M x .928 M	Sheet

2.1.4 Lot 4: Mild Steel Bar, Strip, Angle, and Hollow Section

Suppliers shall provide mild steel bar, strip, angle, and hollow section products in a variety of profiles and sizes to be delivered to all engineering workshops across the prison estate. For a full list of workshops see Annex A. Products supplied must conform to the following standards/grades or equivalent:

- Mild Steel Angle Equal - EN 10025 S275JR
- Mild Steel Angle Unequal - EN 10025 S275JR
- Mild Steel Bright Bar (Flat) - BS EN970 080A15/070M20
- Mild Steel Bright Bar (Round) - BS EN970 080A15/070M20
- Mild Steel Bright Bar (Square) - BS EN970 080A15/070M20
- Mild Steel Black Channel - EN10025 S275JR
- Mild Steel Black Bar (Flat) - EN10025 S275JR
- Mild Steel Black Bar (Round) - EN10025 S275JR
- Mild Steel Black Bar (Square) - EN10025 S275JR
- Mild Steel Black Tee Section - EN10025 S275JR
- Mild Steel Tread Plate - EN10025 S275JR
- Mild Steel RS Joist - EN10219 (S235/S275/355)
- Mild Steel Structural Hollow Section (Circular) - EN10219 (S235/S275/S355)
- Mild Steel Structural Hollow Section (Rectangular) - EN10219 (S235/S275/S355)
- Mild Steel Structural Hollow Section (Square) - EN10219 (S235/S275/S355)
- Mild Steel Universal Beam - EN10219 (S235/S275/355)
- Mild Steel Universal Column - EN10219 (S235/S275/355)

Type 3.1 certificates must accompany all deliveries, clearly identifying the description, grade, and batch number.

The batch number must be clearly marked on the delivered material, and all paperwork.

Product Sizes for Lot 4 – Mild Steel Bar, Strip, Angle and Hollow Section

MILD STEEL ANGLE EQUAL S275JR	Standard Length Metres	UOM
20 x 20 x 3mm	6.4	Bar
25 x 25 x 3mm	6.4	Bar
30 x 30 x 5mm	6.4	Bar
40 x 40 x 4mm	6.4	Bar
40 x 40 x 6mm	6.4	Bar
45 x 45 x 5mm	6.4	Bar
50 x 50 x 3mm	6.4	Bar
50 x 50 x 5mm	6.4	Bar
50 x 50 x 6mm	6.4	Bar
50 x 50 x 8mm	6.4	Bar
60 x 60 x 6mm	6.4	Bar
60 x 60 x 8mm	6.4	Bar
70 x 70 x 6mm	6.4	Bar
75 x 75 x 6mm	6.4	Bar
75 x 75 x 8mm	6.4	Bar
80 x 80 x 10mm	6.4	Bar

MILD STEEL ANGLE - UNEQUAL S275JR	Standard Length	UOM
50 x 40 x 5mm	6.4	Bar
100 x 50 x 6mm	6.4	Bar
100 x 75 x 10mm	6.4	Bar
MILD STEEL BRIGHT FLAT BAR	Standard Length Metres	UOM
30 x 6mm	4	Bar
32 x 5mm	4	Bar
75 x 12mm	4	Bar
100 x 10mm	4	Bar
MILD STEEL BRIGHT ROUND BAR	Standard Length Metres	UOM
10mm Diameter	4	Bar
16mm Diameter	4	Bar
18mm Diameter	4	Bar
20mm Diameter	4	Bar
22mm Diameter	4	Bar
45mm Diameter	4	Bar
60mm Diameter	4	Bar
65mm Diameter	4	Bar
70mm Diameter	4	Bar
MILD STEEL BRIGHT SQUARE BAR	Standard Length Metres	UOM
30mm (EN1A LEADED)	4	Bar
45mm	4	Bar
55mm	4	Bar
60mm	4	Bar
MILD STEEL BLACK CHANNEL	Standard Length Metres	UOM
76x38mm 6.70Kg/Metre	6.4	Bar
150x75mm 14.90Kg/Metre	6.4	Bar
MILD STEEL BLACK FLAT BAR	Standard Length Metres	UOM
16 x 3mm	6.4	Bar
20 x 3mm	6.4	Bar
20 x 5mm	6.4	Bar
20 x 6mm	6.4	Bar
25 x 3mm	6.4	Bar
25 x 5mm	6.4	Bar
25 x 6mm	6.4	Bar
25 x 10mm	6.4	Bar
25 x 12mm	6.4	Bar
30 x 5mm	6.4	Bar
30 x 10mm	6.4	Bar
40 x 3mm	6.4	Bar

MILD STEEL BLACK FLAT BAR	Standard Length Metres	UOM
40 x 5mm	6.4	Bar
40 x 6mm	6.4	Bar
40 x 8mm	6.4	Bar
50 x 5mm	6.4	Bar
50 x 6mm	6.4	Bar
50 x 8mm	6.4	Bar
50 x 10mm	6.4	Bar
50 x 12mm	6.4	Bar
50 x 20mm	6.4	Bar
60 x 5mm	6.4	Bar
60 x 6mm	6.4	Bar
60 x 10mm	6.4	Bar
60 x 12mm	6.4	Bar
65 x 12mm	6.4	Bar
70 x 5mm	6.4	Bar
70 x 6mm	6.4	Bar
70 x 12mm	6.4	Bar
70 x 20mm	6.4	Bar
100 x 5mm	6.4	Bar
100 x 6mm	6.4	Bar
100 x 8mm	6.4	Bar
100 x 10mm	6.4	Bar
100 x 25mm	6.4	Bar
150 x 6mm	6.4	Bar
150 x 10mm	6.4	Bar
150 x 12mm	6.4	Bar
200 x 6mm	6.4	Bar
200 x 10mm	6.4	Bar
250 x 10mm	6.4	Bar
MILD STEEL BLACK ROUND BAR	Standard Length Metres	UOM
6mm Diameter	6.4	Bar
8mm Diameter	6.4	Bar
10mm Diameter	6.4	Bar
12mm Diameter	6.4	Bar
16mm Diameter	6.4	Bar
20mm Diameter	6.4	Bar
30mm Diameter	6.4	Bar
MILD STEEL - STRUCTURAL HOLLOW SECTION - CIRCULAR - HOT ROLLED	Standard Length Metres	UOM
26.97 x 3mm	7.5	Hollow Section
33.7 x 2.5mm	7.5	Hollow Section
33.7 x 3mm	7.5	Hollow Section
76.1 x 3mm	7.5	Hollow Section
114.3 x 3.6mm	7.5	Hollow Section

MILD STEEL - STRUCTURAL HOLLOW SECTION - RECTANGULAR - HOT ROLLED	Standard Length Metres	UOM
60 x 40 x 2.5mm	7.5	Hollow Section
60 x 40 x 3mm	7.5	Hollow Section
80 x 40 x 3mm	7.5	Hollow Section
MILD STEEL - STRUCTURAL HOLLOW SECTION - SQUARE - HOT ROLLED	Standard Length Metres	UOM
25 x 25 x 3mm	7.5	Hollow Section
30 x 30 x 3mm	7.5	Hollow Section
40 x 40 x 3mm	7.5	Hollow Section
50 x 50 x 3mm	7.5	Hollow Section
50 x 50 x 5mm	7.5	Hollow Section
80 x 80 x 5mm	7.5	Hollow Section
60 x 60 x 4mm	7.5	Hollow Section

2.1.5 Lot 5: Electric Resistance Welded (ERW) Tube & Hollow Section

Suppliers will be required to provide ERW materials in a range of sizes and shapes to be delivered to all engineering workshops within the prison estate, for a full list see Appendix A. The products supplied must conform with the below standards/grades or equivalent:

- Mild Steel Tube ERW Circular - BS EN10305/3E220
- Mild Steel Tube ERW Rectangular - BS EN10305/5E220
- Mild Steel Tube ERW Square - BS EN10305/5E220
- Mild Steel Tube Cold Drawn (Seamless) - BS EN10305/3E220

Mill certificates must accompany all deliveries, clearly identifying the description, grade, and batch number.

The batch number must be clearly marked on the delivered material.

Specific requirements for supplying and delivering mild steel ERW tube.

- When delivering to HM Prison Stoke Heath; All 31.75 dia to be thin cut to receive an 11/32 cold drawn insert of sliding fit to a tolerance of + or - 1mm on all lengths.
- When delivering to HM Prison Stoke Heath 12.7 dia black bar to a tolerance of + or - 1mm on all lengths.
- When delivering to HM Prison Stoke Heath 19.05 dia to a tolerance of + or - 1mm on all lengths.
- When delivering to HM Prison Featherstone Item is to be in 4.4m lengths.

All other ERW products to be supplied as specified in the below table.

Product Sizes lot 5 mild steel ERW

MILD STEEL - ERW - CIRCULAR	Standard Length Metres	UOM
12.7 x 1.5	6.1	Bars
16 x 1.5	6.1	Bars
16 x 2.03	6.1	Bars
19.05 x 1.22	6.1	Bars
20 x 2.03	6.1	Bars
22.22 x 1.22	6.1	Bars
22.22 x 1.5	6.1	Bars
26.19 x 2.64 Cold Drawn Seamless	6.1	Bars
31.75 x 2.64 Cold Drawn Seamless	6.1	Bars
MILD STEEL - ERW - RECTANGULAR	Standard Length Metres	UOM
38.1 x 19 x1.5	6.1	Bars
40 x 20 x 2.03	6.1	Bars
MILD STEEL - ERW - SQUARE	Standard Length Metres	UOM
25 x 25 x 1.2	6.1	Bars

SECTION 3 - Contract Specific Requirements

3.1 Conformance with Specification

- 3.1.1 All material will be provided with a guarantee of grade, specification and quality. Material provided that does not meet the required quality will need to be replaced with no additional costs incurred by the Authority.
- 3.1.2 Any material identified as sub-standard and has had any value added process carried out, may be included in the warranty claim to cover all additional costs incurred.
- 3.1.3 The Supplier warrants that all repairs and replacements will be carried out with due diligence and professionalism, according to any specification requirements for the grade of material.
- 3.1.4 It may be necessary that material needs to be repaired. The PSPI workshop may wish to carry out these repairs in house or locally, providing the relevant qualified personnel are available to carry out the repairs, this may include but not limited to, weld repairs. Any cost incurred whilst carrying out these repairs will be fully back charged to the supplier.

3.2 Delivery

- 3.2.1 All delivery costs are to be met by the Supplier and should be reflected in their pricing proposal. No separate delivery charges will be paid.
- 3.2.2 Due to the nature of the environment in which the Authority operates the supplier will need to be prepared to arrange delivery around operational constraints these include but are not limited to:
- Security checks on vehicles and personnel coming in and out of all sites;

- Physical size of gates (Appendix C provides indicative information although this should not be relied upon. Please see paragraph 12.3.);
- Staff constraints on times slots for delivery and limited access to all sites;
- Maximum length sizes for each Lot as stipulated in section 3 of this specification.

3.2.3 Delivery arrangements should be agreed with individual establishments prior to delivery of an order.

3.2.4 Suppliers should be aware that due to the strict operational restrictions involved in the prison environment, it is imperative that all deliveries are made within the timeslots that have been agreed. Deliveries shall not, except by prior arrangement, be accepted by the Authority outside of these timeslots. If the Authority rejects any deliveries, or where urgent operational circumstances require non-acceptance of deliveries, the Supplier shall be informed by the Authority of a suitable time for the Goods to be re-delivered.

3.2.5 The Supplier shall contact the delivery site at least 24 hours prior to the day of delivery to confirm the estimated time of arrival of the delivery vehicle. No additional charges shall be applied for re-delivery where the original delivery was made outside the agreed timeslot.

3.2.6 The Authority expects the Supplier to be aware of and to comply with any reasonable requests made by the Authority and to comply with any aspects of the conditions of Contract that mention security procedures – for further details please refer to the Driver's Handbook in Appendix E.

3.2.7 The Supplier will ensure that all personnel entering any of the Authority's Sites will carry official photographic forms of identification.

3.2.8 The Supplier shall comply with the requirements relating to the restriction of items allowed to be brought into a Site. Appendix D provides details of the full list of restricted items.

3.2.9 The Authority shall state on any Purchase Order when the delivery is required, however, the Supplier guarantees that goods can be delivered within the lead-times identified within this document.

3.2.10 The Authority may add delivery locations as required throughout the life of this Contract e.g. other establishments in England and Wales. There may be a requirement to provide Goods to such locations and where this is a requirement, these shall be delivered within the term of this Contract. Notification of any such sites shall be communicated to the Supplier. There will be no additional delivery costs to these establishments.

3.2.11 Each delivery consignment shall contain a delivery note and shall be attached to the order. This shall contain relevant information to identify and audit the relevant delivery. As a minimum, the delivery note shall include:

- The purchasing organisations official purchase order number.
- Delivery address.
- Account number.
- Line product detail including pack size and quantity.
- The manufacturing unique batch / melt number.
- Number of cartons in consignment.

3.2.12 A type 3.1 test certificate according to BS EN 10204:2004 must be provided with each delivery note. Failure to supply this certificate may result in the delivery being rejected. No additional charges will be incurred by the Authority for the supply of any certificates up to type 3.1.

3.3 Delivery Discrepancies

- 3.3.1 In the event of the Authority experiencing a delivery discrepancy (i.e. full order not fulfilled), this shall be communicated to the Supplier by telephone or email, identifying the original purchase order number and business location as a reference. The Supplier shall investigate the matter and re-supply the Goods. The Supplier shall be liable for the cost of collection and re-delivery for discrepancies.
- 3.3.2 The Authority does accept that due to the nature of the product, there may be slight differences in the lengths ordered and the lengths delivered. There is a defined tolerance of 2% and orders within this tolerance level will be deemed complete.
- 3.3.3 Where the Supplier claims that delivery has taken place, the Authority shall require a legible proof of delivery to ascertain a delivery has been made in the event of a dispute.
- 3.3.4 Where the Supplier and Authority are in dispute, this shall be escalated to the Authority category manager for discussion with the Supplier(s) contract manager.

3.4 Substitute Items

- 3.4.1 Substitute grades shall not be despatched without the expressed permission of the workshop placing the order via written authorised concession. Concessions can only be authorised by designated engineers nominated by each workshop, a list is provided in Appendix A.
- 3.4.2 In the event of a concession being authorised and the product code, line description or price is different, the Supplier(s) shall advise the local business unit to cancel the order and re-submit the purchase order under the correct description, code and price to facilitate electronic invoice matching.
- 3.4.3 Any concessional items must without exception comply with the minimum item specification or standards set out in the contract.

3.5 Returns

- 3.5.1 In the event that goods are to be returned to the Supplier, where the Goods do not meet the required quality or where the Goods do not meet the Requirements stated within the Purchase Order, said Goods shall be collected by the Supplier and re-delivered at their own expense.
- 3.5.2 The Supplier must accept returns within 28 days of the delivery date where items are returned by the Authority unused, in a saleable condition, with their original packaging and with all component parts and any promotional items.

3.6 Material Traceability

- 3.6.1 All metal supplied under this contract must have full traceability back to the manufacturing mill and be supplied with heat / batch number identification.

3.7 Quality

- 3.7.1 Where the Goods supplied do not meet the quality requirements referred to in this document, the Authority shall notify the Supplier in writing, detailing the Quality concerns (i.e. damaged goods, Goods do not meet the quality requirements)

- 3.7.2 Within 48 hours receipt of the Quality discrepancy, the Supplier shall contact the Authority to discuss, and will be expected to resolve the issue within 5 working days of this discussion taking place. Where the Supplier agrees the Goods do not meet the required standard of quality, the Supplier shall replace such items and collect the disputed Goods at their own expense.
- 3.7.3 Where the Supplier and Authority cannot agree an appropriate solution, the issue shall be escalated to the Authority Category Manager and Supplier Contract Manager for resolution.
- 3.7.4 Where there is problem with the product identified by the Supplier that necessitates product recall these should be reported to the Authority immediately together with the details of the products affected and which establishments they have been supplied to. Any costs associated with the removal of products that have been recalled shall be borne by the Supplier.

3.8 Quality Management

- 3.8.1 The Supplier shall maintain a full quality management system which shall conform to BS EN ISO 9000 and its families or equivalent. As and when reasonably required, the Authority shall be entitled to request batch samples of independent testing, and to conduct independent audits of the management system.
- 3.8.2 Quality systems shall be managed by a suitably qualified person who shall ensure the execution of approved procedures including full compliance with relevant industry standards. The Supplier shall exercise due diligence in the appointment, and subsequent management of their Suppliers, ensuring at all times that the quality and integrity of products are consistent with the Authority's requirements and performance standards, as set out in the Contract.
- 3.8.3 As part of the quality control systems, the Supplier shall ensure strict product quality inspection regimes are in place throughout the product supply chain, including final inspection within its premises prior to delivery to the Authority.
- 3.8.4 The Supplier shall establish and maintain systems, procedures, and processes within its supply chain to provide full product tractability, and in the event of product failure or defect, the Supplier shall ensure there is a comprehensive product recall procedure. Details of these shall be submitted to the Authority.
- 3.8.5 The Supplier shall continually validate and improve the effectiveness of its quality assurance and management systems in line with the best industry practice.

3.9 Complaints Procedure

- 3.9.1 Suppliers are required to have a documented complaints procedure in place for the duration of the Contract. This must include escalation points where it is not possible to resolve complaints within an initial period.

3.10 Compliant Invoice Submission

- 3.10.1 Suppliers shall submit all invoices to the address stated on the Purchase Order.
- 3.10.2 All invoices are subject to a three-way matching process (Purchase Order, receipt and Invoice) prior to payment being made to the contractor. The MoJ operates a 'no PO no pay' policy. The Supplier shall not accept telephone orders from the Authority without a valid PO. The Supplier shall ensure that there is no discrepancy between the invoice lines, quantity and price from the original purchase order. Failure to submit a compliant invoice will result in the payment going on hold and payment may be delayed.

3.10.3 Invoices must be compliant with the following:

- Must be received at the correct billing address
- Must quote a valid Purchase Order Number (clearly printed on the PO)
- Must be to a total agreed sum
- Shall not be sent to the delivery address or with delivery note
- Must list product lines broken down by product code
- Must give quantity purchased, and individual prices in addition to a line total Back Order Notification.

SECTION 4 - Key Performance Indicators

- 4.1 The KPIs as defined in paragraph 5 are against individual Lots. Where a Supplier is supplying more than a single lot each Lot will be subject to its own Management Information report.
- 4.2 Performance against the KPI's shall be monitored on a monthly basis initially, with a view to moving to a quarterly basis following full implementation of the Contract and at such time as the Authority considers Business as Usual (BAU) delivery is successful. This shall form part of the overall monitoring and management of the Contract.
- 4.3 The Supplier shall submit a report each month (initially), moving to quarterly reporting. The report shall detail performance against each of the KPI's and include for other management information as identified in paragraph 4.6.
- 4.4 Where a Supplier fails to meet a specific or separate KPI for two consecutive reporting periods, the Authority shall have the right to implement a Performance Improvement Plan. Where the Supplier performance fails to improve, the Authority shall have the right to seek termination of the contract as described in the Termination Clauses in the Terms of Conditions of the Contract.
- 4.5 KPIs – each Lot is measured independently against the following KPIs

Indicator	Measurement	Target
Product Quality	Level of Returns	<2%
Product Recalls	No of Product Recalls	<1%
Non availability of Products	Notify within 48 hours of receipt of order	100%
On Time Delivery	Delivered within Agreed Lead Times, and or, acknowledged delivery date.	99%
Order Fill Rate	Complete Orders	98%
Management of Complaints	Resolved within Agreed Timescales	98%
Compliance	No of incidents relating to Environmental or Health and Safety	100%
MI Reporting	Providing MI Reports 2 days ahead of scheduled review meetings	100%
Invoice Accuracy	Number of Invoice Queries	<2%

Management Information

- 4.6 Suppliers are required to provide management information on a monthly basis to support the KPI report. Suppliers must be capable of providing a breakdown of all orders including but not limited to: cost centre, contact name, delivery location, item description, cost, order date, delivery date, and purchase order number, invoice number and payment date. The report should also include for spend to date together with volume per product line tracked against forecast. The format and method of supply will be agreed between the Authority and Supplier during the mobilisation period.

Section 5 - Contract Management

- 5.1 The Authority will appoint a member of CCMD to be the main contact for the Supplier(s) and responsible for managing the overall contract performance.
- 5.2 The Supplier(s) shall nominate a contract manager and deputy who shall be a single point of contact and shall take overall responsibility for the contract. Suppliers shall provide a telephone and e-mail address for both contract manager and their deputy as contact point during office hours (8.30am-5.00pm), Monday – Friday excluding bank holidays) to allow the Authority access to quotations, general enquiries, product information, technical queries and advice, expediting orders, report discrepancies, arrange collections and raise a complaint.
- 5.3 In the event the Supplier(s) contract manager or deputy needs to be replaced, a written explanation providing reasons and the replacement's contact details shall be submitted to the Authority.
- 5.4 The Supplier's contract manager, and, or deputy shall meet with the Authority contract manager over the term of the Contract. Meeting Schedules and locations will be agreed at the mobilisation meeting, however, anticipated to be on a quarterly basis as a minimum. No additional charges or costs for attendance of these meetings will be passed onto the Authority or any Stakeholders.
- 5.5 Meetings maybe required more regularly if any issues or failures occur during the contract.
- 5.6 If for whatever reason, the Supplier(s) contract manager identifies any potential problem in meeting the requirements of the contract, these should be brought to the Authority's attention without delay.
- 5.7 Agendas for meetings will be defined in greater detail throughout the life of the contract but as a minimum will consist of the following:
- Review of previous period's performance;
 - Detailed review against KPI's;
 - Risks, issues and actions;
 - Specific delivery and/or quality issues if relevant;
 - Forward plan;
 - Continuous Improvement;
 - Quality management, internal audit and sub-contractor audits;
 - Annual business review (Annually).
- 5.8 A mobilisation meeting will be required prior to the commencement of the contract. As a minimum the agenda will consist of the following:
- Introductions;
 - Roles & Responsibilities;
 - Working with the MoJ;
 - Setting Supplier Performance KPI's;
 - Sustained Supply & Contingency;
 - Ongoing Contract Management including provision of Management Information

SECTION 6 - General Requirements

6.1 Sub-Contracting

- 6.1.1 The use of any sub-contractor for the manufacture (including transport) must be approved in writing by the Authority before the Supplier makes any formal agreement or arrangement to use that sub-contractor or invites any sub-contractor's personnel to the site.
- 6.1.2 Even where the use of a sub-contractor has been approved by the Authority, the Supplier shall remain wholly responsible for the conduct and performance of supply of the contract, and shall ensure that the sub-contractor whilst he is involved in the supply of the contract on the Supplier's behalf maintains those standards.
- 6.1.3 The Supplier shall be responsible for ensuring that any sub-contractor is aware of the security restrictions as detailed in this document.
- 6.1.4 The Supplier(s) are responsible for the selection criteria it adopts in the selection of its sub-contractors and their supply-chain. The Supplier is responsible for the ongoing monitoring and audit of their processes, systems, and KPIs to ensure that the Contract KPIs are maintained.
- 6.1.5 If, during the life of the Contract, the Supplier wishes to make changes to their sub-contractors or supply chain, they must notify the Authority prior to the change being made and gain written approval from the Authority. The Authority must not be disadvantaged by any changes however, approval shall not be unreasonably withheld by the Authority. The Supplier should have a clear process for the changes in their supply chain or sub-contractors.

6.2 Social and Environmental Requirements

- 6.2.1 The Authority is obliged to ensure goods and services purchased are manufactured, delivered, used and managed at the end of life in an environmentally and socially responsible manner. Suppliers will be expected to enable the Authority to meet this obligation.
- 6.2.2 All goods supplied must be packaged securely to prevent damage in transit, however packaging should be kept to a minimum and should conform to the Packaging Directive (EU) 2015/720.
- 6.2.3 Due to the nature of commodities and raw materials, supply chains are becoming increasingly more global. It is therefore necessary to ensure transparency in supply chains to assess the risks of infringements relating to basic employment and human rights of people employed in them. When procuring raw materials it is also necessary to ensure there is minimal impact on the environment from the extraction, processing and manufacture of these products, and to assess the security of supply and scarcity of the raw materials.

6.3 Contingency Planning & Disaster Recovery

- 6.3.1 Following the start of the Contract, each party shall comply with its obligations for the timely provision of orders and delivery of raw metal materials. If, for any reason, the Supplier is unable to comply with its obligations, the Supplier shall contact the Authorities Contract Manager to discuss and agree such action as required.
- 6.3.2 The Supplier shall have a fully detailed contingency plan and disaster recovery plan that is capable of full implementation from the Contract start date. The

plan must ensure continuity of supply to the Authority. The Supplier's contingency plan for all products and assurance of supply shall cover but not limited to;

- Supply chain and, or sub-contractor failure or disruption;
- Failure of distribution network;
- Loss of key staff;
- IT failure;
- Fire or Flood; Loss of operational estate;
- Brexit
- Pandemic

6.3.3 The Supplier will have documented details of the process and personnel responsible for the monitoring and implementing contingency arrangements and how the implementation of the arrangements will be communicated to the Authority.

6.3.4 On an annual basis the Suppliers Contingency Planning and Disaster Recovery plan will be subject to a test run to ensure that it is robust and delivers against scenario testing. Suppliers to advise Authority on the outcome of scenario testing

6.4 Flexibility, Innovation and Continuous Improvement

6.4.1 Flexibility is required from the Supplier(s) throughout the Contract, with an ability to respond to changing requirements, the Contractor shall work strategically with the Authority to meet the objectives of the contract and assist in achieving ongoing increased performance against any set targets.

6.4.2 The Supplier(s) will be required to develop and continuously improve goods, supply, processes and procedures, working proactively to reduce costs through their supply chain and manufacturing process throughout the duration of the Contract. This may include piloting of new ideas and initiatives, proposing and implementing advances in technology, and streamlining processes.

6.4.3 Proposals are to be presented with clear identified benefits and risks. Those involving a cost element are to be fully costed, with payback timescales identified, and any reductions to the fees detailed. These will be evaluated accordingly and by agreement the contract amended by means of a variation.

6.4.4 The Authority is open to negotiating the gain sharing of any cost saving initiatives implemented during the Contract period. The Authority would therefore propose to apply a performance driven payment/gain share model as it is believed this will further drive the right behaviour between all parties. Any gain share ratio would be negotiated between contract manager, however, the recommendation will be that the ratio 60:40 will be applied in favour of the Authority.

6.4.5 As part of the Contractor's day-to-day operations, feedback obtained from any customer surveys and quality reviews should be part of the basis for ongoing continuous improvement of the equipment.

APPENDIX A – FULL DETAILS OF ENGINEERING WORKSHOPS

HMP Wymott			
Full Address	HM Prison Wymott, Ulnes Walton Lane, Leyland, Preston, Lancashire, PR26 8LW		
Operations	Heavy Engineering, Sheet Work, Non Ferrous, Aluminium Windows		
Telephone	01772 442000	Fax	01772 442001
PSPI Contacts	david.entwistle@hmpr.gsi.gov.uk / Heather.Bridge@hmpr.gsi.gov.uk / simon.gibson@hmpr.gsi.gov.uk / Alec.Banks@hmpr.gsi.gov.uk / Matthew.Pye@hmpr.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Stoke Heath			
Full Address	HM Prison Stoke Heath, Market Drayton, Shropshire, TF9 2JL		
Operations	Heavy Engineering and Sheet Work		
Telephone	01630 636000	Fax	01630 636001
PSPI Contacts	Alan.Marshall2@hmpr.gsi.gov.uk / shaun.whittle@justice.gov.uk / Julie.Meir@hmpr.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Featherstone			
Full Address	HM Prison Featherstone, New Road, Featherstone, Wolverhampton, Staffordshire, WV10 7PU		
Operations	Heavy Engineering and Sheet Work		
Telephone	01902 703000	Fax	01902 703001
PSPI Contacts	Phillip.roberts2@hmpr.gsi.gov.uk / jennifer.forsyth@hmpr.gsi.gov.uk / Rianne.Morris@hmpr.gsi.gov.uk / judith.martin@hmpr.gsi.gov.uk		

Approved Concession Signatories	TBC	
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HMP Hewell			
Full Address	HM Prison Hewell, Hewell Lane, Redditch, Worcestershire, B97 6QS		
Operations	Aluminium Windows		
Telephone	01527 785000	Fax	01527 785001
PSPI Contacts	Adrian.Cairns@hmps.gsi.gov.uk / merv.ellis@hmps.gsi.gov.uk / Jeffrey.Shelton@hmps.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Ranby			
Full Address	HM Prison Ranby, Retford, Nottingham, Nottinghamshire, DN22 8EU		
Operations	Heavy Engineering and Sheet Work		
Telephone	01777 862000	Fax	01777 862001
PSPI Contacts	Debbie.Blessington@hmps.gsi.gov.uk / Peter.Moore@hmps.gsi.gov.uk / Jacob.Morriswood@hmps.gsi.gov.uk / Gianni.Passaseo@hmps.gsi.gov.uk / Elaine.Lagden@hmps.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Bure			
Full Address	HM Prison Bure, Jaguar Drive, Badersfield, Norwich, Norfolk, NR10 5GB		
Operations	Heavy Engineering and Sheet Work		
Telephone	01603 326000	Fax	01603 326001
PSPI Contacts	Michael.Love@hmps.gsi.gov.uk / Mark.Bentley3@hmps.gsi.gov.uk / Helen.Cobbold@justice.gov.uk / paul.jackson03@hmps.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Littlehey			
Full Address	HM Prison Littlehey, Perry, Huntingdon, Cambridgeshire, PE28 0SR		
Operations	Heavy Engineering, Sheet Work and Non Ferrous		
Telephone	01480 335000	Fax	01480 335070
PSPI Contacts	Lorna.Judd@hmps.gsi.gov.uk / Michael.Douglas@hmps.gsi.gov.uk / Michael.Hyem@hmps.gsi.gov.uk / Alex.Blanchard@hmps.gsi.gov.uk / Peter.Whitley@hmps.gsi.gov.uk / Ashley.Ackerley@hmps.gsi.gov.uk / Derek.Graham@hmps.gsi.gov.uk / john.prideaux@hmps.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Highpoint			
Full Address	HM Prison Highpoint, Stradishall, Newmarket, Suffolk, CB8 9YG		
Operations	Heavy Engineering		
Telephone	01440 743100	Fax	01440743092
PSPI Contacts	steve.phillips@hmps.gsi.gov.uk		
Approved Concession Signatories	TBC		

HMP Coldingley			
Full Address	HM Prison Coldingley, Shaftsbury Road, Bisley, Woking, Surrey, GU24 9EX		
Operations	Heavy Engineering, Sheet Work and Non Ferrous		
Telephone	01483 344300	Fax	01483 344427
PSPI Contacts	Alan.chapman@hmps.gsi.gov.uk / neil.earl@hmps.gsi.gov.uk / Barry.Goodchild@hmps.gsi.gov.uk / Jonathan.Walter@hmps.gsi.gov.uk / Richard.Eveleigh@hmps.gsi.gov.uk / Jason.webb3@hmps.gsi.gov.uk / Paul.Robinson5@hmps.gsi.gov.uk /		

	Tracy.Chambers2@hmps.gsi.gov.uk / Stephen.Boakye@hmps.gsi.gov.uk / Carol.Ashcroft@hmps.gsi.gov.uk	
Approved Concession Signatories	TBC	

HMP Swaleside		
Full Address	HM Prison Swaleside, Brabazon Road, Eastchurch, Isle of Sheppey, Kent, ME12 4AX	
Operations	Heavy Engineering, Sheet Work and Non Ferrous	
Telephone	01795 804100	Fax 01795 804200
PSPI Contacts	robin.milneMA@hmps.gsi.gov.uk / David.Neal@hmps.gsi.gov.uk / darren.birchall@hmps.gsi.gov.uk / Danny.Horan@hmps.gsi.gov.uk	
Approved Concession Signatories	TBC	

HMP Ford		
Full Address	HM Prison Ford, Arundel, West Sussex, BN18 0BX	
Operations	Heavy Engineering and Sheet Work	
Telephone	01903 663000	Fax 01903 663001
PSPI Contacts	Andrew.Green2@hmps.gsi.gov.uk / Mark.Blower@hmps.gsi.gov.uk / Simon.Parker@hmps.gsi.gov.uk	
Approved Concession Signatories	TBC	

HMP Warren Hill		
Full Address	HM Prison Warren Hill, Grove Road, Hollesley, Woodbridge IP12 3BF	
Operations	Heavy Engineering and Non Ferrous	
Telephone		Fax
PSPI Contacts		
Approved Concession Signatories	TBC	

This is not an exhaustive list, establishments may be removed or added to the PSPI Engineering list and other prisons may wish to order items covered in the Contract.

A full prison map is provided in APPENDIX B.

Public Sector Prisons North

Cumbria & Lancashire

Prison Group Director:
John Illingsworth

HMP Haverigg
HMP Kirkham
HMP Lancaster Farms
HMP & YOI Preston
HMP & YOI Wymott

East Midlands

Prison Group Director:
Paul Cawkwell (interim)

HMP Leicester
HMP/YOI Lincoln
HMP North Sea Camp
HMP Onley
HMP Whatton

Yorkshire

Prison Group Director:
Paul Fowweather

HMP/YOI Hatfield
HMP/YOI Hull
HMP Humber
HMP Leeds
HMP Lindholme
HMP/YOI Moorland
HMP Wealstun

Greater Manchester, Merseyside & Cheshire

Prison Group Director:
John Illingsworth (interim)

HMP Buckley Hall
HMP/YOI Hindley
HMP Liverpool
HMP Risley
HMP/YOI Thorn Cross

West Midlands

Prison Group Director:
Teresa Clarke

HMP/YOI Brinsford
HMP Featherstone
HMP Howell
HMP Stafford
HMP/YOI Stoke Heath
HMP/YOI Swinfen Hall

Tees & Wear

Prison Group Director:
Alan Tallentire

HMYOI Deerbolt
HMP Durham
HMP Holme House
HMP Kirklevington Grange

North Midlands

Prison Group Director:
Dave Harding

HMP/YOI Nottingham
HMP Ranby
HMP Stocken
HMP & YOI Sudbury

Women

Prison Group Director:
Luke Serjeant

HMP/YOI Drake Hall
HMP/YOI Downview &
HMP/YOI East Sutton Park
HMP/YOI Eastwood Park
HMP/YOI Foston Hall
HMP/YOI Low Newton
HMP/YOI Send
HMP/YOI Styal
HMP/YOI New Hall &
HMP/YOI Askham Grange

Wales

Executive Director:
Amy Rees

South Wales

Prison Group Director:
Kenny Brown
HMP/YOI Cardiff
HMP/YOI Swansea
HMP Usk &
HMP/YOI Prescoed

North Wales

HMP Berwyn Governor:
Russ Trent

Contracted:

HMP/YOI Parc (YP)

Youth Custody Service

Executive Director:
Helga Swidenbank

Public Youth Custody Estate

Group Director-Youth Custody:
Cathy Robinson

HMYOI Cookham Wood
HMYOI Feltham
Medway STC
HMYOI Werrington
HMYOI Wetherby

Contracted Youth Custody Estate

Deputy Director of Contracts:
Fiona Parker (interim)
Rainsbrook STC
Oakhill STC

Secure Children's Home

Adel Beck
Aldine House
Ayecliff
Barton Moss
Clayfields House
Hillside
Lincolnshire
Vinnay Green

Contracted

Head of Custodial
Contracts: Neil Richards

HMP/YOI Altcourse
HMP Ashfield
HMP Birmingham
HMP/YOI Bronzefield (F)
HMP/YOI Doncaster
HMP Dovegate
HMP/YOI Forest Bank
HMP Lowdham Grange
HMP Northumberland
HMP Oakwood
HMP/YOI Peterborough (MF)
HMP Rye Hill
HMP Thameside

Long Term/ High Security Deputy Director: Ed Cornell

HMYOI Aylesbury
HMP/YOI Belmarsh
HMP Frankland
HMP Full Sutton
HMP Garth
HMP Gartree
HMP Isle of Wight
HMP Long Lartin
HMP/YOI Manchester
HMP Swaleside
HMP Wakefield
HMP Whitmoor
HMP/YOI Woodhill

Public Sector Prisons South

Avon & South Dorset

Prison Group Director:
Andy Lattimore (interim)

HMP Bristol
HMP Leyhill
HMP/YOI Portland
HMP The Verne*

South Central

Prison Group Director:
Andy Lattimore

HMP/YOI Bullingdon
HMP Erlestoke
HMP Grendon/Springhill
HMP Winchester

Bedfordshire, Cambridgeshire & Norfolk

Prison Group Director:
Gary Monaghan (interim)

HMP & YOI Bedford
HMP Bure
HMP Littlehey
HMP & YOI Norwich
HMP Wayland

Hertfordshire, Essex & Suffolk Group

Prison Group Director:
Kevin Reilly

HMP Chelmsford
HMP Highpoint
HMP & YOI Hollesley Bay
HMP The Mount
HMP & YOI Warren Hill

Devon & North Dorset

Prison Group Director:
Jeannine Hendrick

HMP Channings Wood
HMP Dartmoor
HMP/YOI Exeter
HMP Guys Marsh

Kent, Surrey & Sussex

Prison Group Director:
Nick Pascoe

HMP Coldingley
HMP/YOI Eimley
HMP Ford
HMP Lewes
HMP/YOI Rochester
HMP Standford Hill

London

Prison Group Director:
Louise Spencer

HMP Brixton
HMP & YOI High Down
HMP/YOI Isis
HMP/YOI Pentonville
HMP Wandsworth
HMP/YOI Wormwood Scrubs

Immigration & Foreign National Prisons

Prison Group Director:
Glenn Knight (interim)

HMP Huntercombe (FNP)
HMP Maldstone (FNP)
IRC Morton Hall

End of Appendix B

APPENDIX C - HMPPS GATE RESTRICTIONS

- C1. Suppliers will ensure that their delivery vehicles are appropriate and comply with the dimensions and restrictions detailed below. During the Contract period where sites, dimensions or restrictions change the Authority will provide updates.

The table below provides indicative information although this should not be relied upon. Delivery arrangements should be agreed with individual establishments prior to delivery of an order.

Establishment	Height (M)	Width (M)	Distance between inner & outer gate (M)	Lock gates?
HMP Wymott	3.81	3.78	12.19	Y
HMP Stoke Heath	4.1	3.65	18	Y
HMP Featherstone	3.96	3.35	12.19	Y
HMP Hewell	3.3	3.9	External Store, Internal Industries	Y
HMP Ranby	4.09	4	18	Y
HMP Bure	n/a - external store			
HMP Littlehey	4.62	3.81	16.76	Y
HMP Highpoint	4.11	3.66	3.66	Y
HMP Coldingley	4.1	3.8	17.9	Y
HMP Swaleside	can accept articulated lorries			Y
HMP Ford	n/a - barrier only	3.66	n/a	N
HMP Warren Hill	4.2	3.3		Y

End of Appendix C

APPENDIX D - POSSESSION OF PROHIBITED ITEMS AND OTHER RELATED OFFENCES

D1. Prohibited items

D1.1 Prohibited items are now graded according to their seriousness and perceived threat to security and safety within a prison, and are classified as List A, List B or List C items, as set out below:

D1.1.1 List A items – drugs, explosives, firearms or ammunition and any other offensive weapon

D1.1.2 List B items - are alcohol, mobile telephones, cameras, sound recording devices (or constituent part of the latter three items)

D1.1.3 List C items - any tobacco, money, clothing, food, drink, letters, paper, books, tools, information technology equipment*.

*Note that IT equipment is also subject to the provisions introduced by the Crime and Security Act and its possession within prison without appropriate authorisation is now a criminal offence.

D2. List A and B Offences and Penalties

D2.1 A person (e.g. prisoners, staff, social and professional visitors) commits an offence if he/she carries out any of the following listed activities without obtaining prior authorisation:

- Brings throws or otherwise conveys list A or B items in or out of a prison by whatever means;
- Causes another person to do so;
- Leaves a list A or B item in any place (in or out of the prison) intending it to come into the possession of a prisoner;
- Knowing a person to be a prisoner, gives a list A or B item to him/her.

D2.2 The maximum penalty on conviction for committing offences in respect of list A items is 10 years imprisonment and/or an unlimited fine.

D2.3 The maximum penalty on conviction for committing offences in respect of list B items is 2 years imprisonment and/or an unlimited fine. All such offences attract a criminal record on conviction.

D2.4. All such offences carry a criminal record on conviction.

D3 List C Offences

D3.1 A person (e.g. prisoners, staff, social and professional visitors) commits an offence if he/she carries out any of the following listed activities without obtaining prior authorisation:

- brings, throws or otherwise conveys a List C item into a prison intending it to come into the possession of a prisoner;
- causes another person to bring, throw or otherwise convey a List C item into a prison intending it to come into the possession of a prisoner;
- brings, throws or otherwise conveys a List C item out of a prison on behalf of a prisoner;
- causes another person to bring, throw or otherwise convey a List C item out of a prison on behalf of a prisoner;
- leaves a List C item in any place (whether inside or outside a prison) intending it to come into the possession of a prisoner, or;

- while inside a prison, gives a List C item to a prisoner.

D3.2 Offences relating to list C items are subject to a maximum penalty of a level 3 fine (currently £1000). All such offences carry a criminal record on conviction.

D3.3. All such offences carry a criminal record on conviction.

D4 Main Offences

D4.1. Section 40D of the Prison Act provides offences of - without authorisation:

- Taking a photograph or making a sound recording within a prison;
- Transmitting any image or sound or information electronically from within a prison for simultaneous reception outside a prison;
- Conveying a “restricted document” (see definition below) out of a prison.

D4.2. Restricted documents are defined in the Prison Act as including:

- Photographs or sound recordings taken/made inside the prison;
- Personal records of prisoner (serving or past);
- Information relating to an identified or identifiable individual (including families of prisoners or staff) if the disclosure of that information might prejudicially affect the interests of that individual;
- Information relating to any matter connected with the prison if the disclosure of that information might prejudicially affect the security or operation of the prison.

D5 Possession of Prohibited Items

D5.1 The Crime and Security Act 2010 amends the Prison Act to make the following an offence to possess within a prison without authorisation:

- A device capable of transmitting or receiving images, sounds or information by electronic communications (including a mobile telephone);
- A component part of such a device;
- An article designed or adapted for use with such a device (including any disk, film, or other separate article on which images, sounds or information may be recorded).

End of Appendix D

APPENDIX E – TRANSPORT MANAGERS AND DRIVERS' HANDBOOK

1. INTRODUCTION & PURPOSE

- 1.1 This document highlights the responsibilities of Depot Transport Managers and Delivery Drivers to meet HMPPS delivery requirements. Section 3 sets out the responsibilities of the relevant Depot Transport Manager's responsibility and Section 4 sets out the responsibilities of the Delivery Driver.
- 1.2 Whilst there are separate responsibilities the document should be read, used and understood as a whole, additionally, it also relevant for warehouse staff involved in picking and packing goods for delivery to the HMPPS establishments.
- 1.3 The document provides information and guidance on procedures specific to HMPPS, thereby allowing drivers to carry out their duties to the required standards. It is designed to be used in conjunction with the Contractors existing company manuals and instructions.
- 1.4 This handbook may, from time to time, be updated and Contractor Personnel (including transport managers and drivers) should ensure that they have the current version. This will be issued through the Contractor's HMPPS account management team and updates will be recorded on the front sheet.
- 1.5 For the avoidance of doubt specific procedures contained in this handbook will take precedence over any interpretation of the contents of the PSI for operational deliveries of food stuffs in to Prison establishments.

2. KEY POINTS ABOUT PRISON DELIVERIES

- 2.1 HMPPS Contract requirements may differ from your standard procedures and as a consequence may introduce new working practices and procedures synonymous with the ethos of a penal Prison establishment.
- 2.2 The best solution to ensure that HMPPS unique requirements are met is for dedicated HMPPS deliveries to be deployed. This will reduce the possibility of prohibited items being included on HMPPS deliveries.
- 2.3 If mixed customer deliveries are to be used then a robust system for controlling prohibited items should be in place and this may be subject to MoJ audit.
- 2.4 Drivers must be aware of prohibited items on the load and that the delivery route should not be altered.
- 2.5 HMPPS deliveries must be made within the agreed delivery time window. You are unlikely to be given access outside these times.
- 2.6 Regular and relief company drivers delivering to the prisons must carry their company's photo identification badges.
- 2.7 Agency Drivers must have a photo identification i.e. driving licence, passport. Without any form of photo identification you may be refused entry into the Prison establishment.
- 2.8 The relationship between the Driver and Prison staff and in particular, the Prison establishment Gatekeeper, is important to the success of a smooth and effective delivery experience.

- 2.9 During deliveries to Prison establishments, drivers may well come into contact with prisoners, caution must be exercised during any interaction. In all cases, follow the guidelines in the Drivers Handbook section of this document.
- 2.10 No alcohol, or products containing alcohol, will be permitted on prison property; if prohibited items are included on the vehicle route this must be delivered before arriving at a Prison establishment
- 2.11 Prison establishment Governors have the right to add other items to the list of prohibited and controlled items, an example being aerosols. Drivers must declare any item that they're unsure about to the escorting staff to avoid confusion/embarrassment/potential prosecution. Drivers should be fully aware of the list of prohibited and restricted items; this information is available at the gate house. Annex 2 of this document gives guidance on this list but each Prison establishment may have its own security department list appropriate to the Prison establishment.
- 2.12 Detachable mobile phones, cameras, knives or tools, even innocent looking items may be an aid to a prisoner escape or could be classed as a weapon and anything which would be called contraband will not be allowed into a Prison establishment. These items must be handed in at the gate before entering the Prison establishment. If found on the vehicle when in the Prison establishment this could be classed as trafficking, which is a criminal offence.
- 2.13 Any drivers aids like sat navigation, vehicle accident recording cameras, two way radios, fitted mobile phones; etc which are detachable from the vehicle must be handed into the gate officer before entering the Prison establishment. If they are permanently fitted to the vehicle they must be switched off before entering the Prison establishment and remain off until the vehicle is outside the Prison establishment. If the vehicle is fitted with a manufactures vehicle management monitoring systems which must remain live at all times and which cannot be disabled or switched off, this must be reported to the gate keeper before entering the Prison establishment
- 2.14 The policy is contained within Prison Service Instruction 10/2012, Conveyance and Possession of Unauthorised Items and Other Related Offences. This is on the MoJ web site:- <http://www.justice.gov.uk/downloads/offenders/psipso/psi-2012/psi-10-2012-conveyance-prohibited.doc>
- For the avoidance of doubt specific procedures contained in this handbook will take precedence over any interpretation of the contents of the PSI for operational deliveries of food stuffs in to Prison establishments.)
- 2.15 The offences are set out in Chapter 3 and the corresponding sections of the Prison Act are provided at Annex 7 of the act.
- 2.16 Section 40D of the Prison Act covers offences of “without authorisation”: taking a photograph or making a sound recording within a prison; transmitting any image or sound or information electronically from within a prison for simultaneous reception outside a prison;
- 2.17 Also, as outlined at Annex 4 of the PSI, it is also an offence to possess within a prison a device capable of transmitting or receiving images, sounds or information by electronic communications without authorisation.
- 2.18 Ladders should be left in the gate area unless they are required for the delivery in which case they must be secured to the vehicle at all times when not in use. If required for unloading they must be declared to the escorting staff who will advise on local security policy.

- 2.19 Driver's mates/trainee drivers, to assist with the unloading on vehicles, will only be allowed into a Prison establishment by prior arrangement in advance of the delivery with the individual Prison establishment, they must also conform with the photo ID requirement
- 2.20 A notice is displayed at the entrance to a Prison establishment or at the gate providing information on the major issues relating to visiting a Prison establishment. (**See ANNEX 1**)
- 2.21 Vehicles fitted with accident recording cameras/equipment will need to disable the recording of images whilst in the Prison establishment, either by switching off or by obscuring the camera to stop images being recorded. The following statement
- 2.22 This note is to advise prisons that a central authorisation has been provided under section 40E of the Prison Act for delivery drivers to convey into and out of prisons cameras used to record potential accidents on the condition that the camera is disabled/incapable of recording images whilst within prison grounds.
- 2.23 The supplier "Hovis" is known to have these cameras fitted to their vehicles, but the authorisation applies to all delivery companies who supply prisons. As with other items, prisons may impose additional administrative restrictions on items allowed into the prison where considered necessary and proportionate on the grounds of security.
- 2.24 The authorisation is currently being held on file but will be incorporated into PSI 10/2012, "Conveyance and Possession of Prohibited Items and Other Related Offences", in due course.

3. DEPOT TRANSPORT MANAGERS HANDBOOK

Selecting and Training Drivers to Deliver to HM Prisons

- 3.1 There are advantages in allocating a regular Driver to make prison deliveries, who will become recognised by HMPPS staff. The Driver would also then become familiar with the Prison establishments' internal procedures and thus the deliveries will be expedited efficiently. A list of regular and relief Drivers will need to be provided to all Prison establishments,
- 3.2 The protocol should be:
 - 3.2.1 If the needs dictate that agency drivers are to be used then the Prison establishment will need to be contacted with the details of the agency driver on every occasion they are used.
- 3.3 Drivers should be selected (where this is available) from appropriately internally (contractors checks) security-cleared staff, from within the servicing depot.
- 3.4 Contractors should be able to demonstrate what background check are in place for delivery and warehouse staff employed on HMP deliveries when required by the authority.
- 3.5 Drivers and relief drivers must carry their company's I.D at all times when making a delivery to any Prison establishment.
- 3.6 Agency drivers must have a photo identification i.e. driving licence, passport. Best practice would be to use permanently employed and security vetted staff as both regular and relief drivers. Where an agency driver is to be used the depot should contact the Prison establishment and supply the detail of the driver who will be carrying out the delivery. Photographic identification is still required to confirm these details.
- 3.7 Depot/transport Managers are responsible for ensuring that their drivers have photo identification with them before setting off on their route.
- 3.8 Depot/transport Managers are responsible for ensuring that drivers are fully trained to achieve a successful delivery. Drivers are to be fully appraised of the meaning, importance, and content of the Drivers Handbook and are aware of the consequences and impact of non-compliance.
- 3.9 Evidence of issue and understanding of the driver's handbook will be supplied yearly or at the authorities request along with a list of drivers and relief drivers by depot and Prison establishment. Records should be embedded and auditable at the authority's request.
- 3.10 Drivers delivering to Prison establishments must be able to understand and follow instructions given by HMPPS staff and be able to communicate clearly.
- 3.11 Drivers making deliveries to Prison establishments must dress to the company's policy on corporative clothing.

Before leaving a Prison establishment each driver will need to pass on details of their next destination and contact details in case an issue arises from their delivery.
- 3.12 Failure to comply with these directions will result in the delivery being turned away and redelivery made with the correct staffing. This will be at the contractors cost.

- 3.13 It is the Transport manager's responsibility to ensure the Load is in the correct configuration to allow the delivery to be made within the requirements of the Prison establishment.

Routing Deliveries to Prison establishments

- 3.14 The Depot Duty manager and depot transport staff responsible for day to day 'load balancing' must be mindful of the delivery constraints when matching the delivery schedule.
- 3.15 The Depot Duty Manager must ensure the vehicle is loaded in the correct manner as per the delivery schedule, including pallet weight and size restraints, each pallet should be marked with gross weight.
- 3.16 Periodic route evaluation and re-routing' exercises must also take into account Prison establishment delivery windows. Any planned changes must be submitted to HMPPS for approval, prior to any trial of a new routing or permanent change to delivery windows. This must be agreed with Prison establishments in the first instance. Any changes made without formal agreement will be seen as contract non-compliance by the authority.
- 3.17 If alcohol or products containing alcohol, forms part of any split loading, it must be delivered before arriving at a Prison establishment.
- 3.18 Drivers are not allowed to smoke in the Prison establishment given that it is likely the areas they will deliver to are designated non-smoking areas. This includes electronic smoking materials.
- 3.19 Transport and routing managers within depots are required to inform the driver of any prohibited or controlled items contained on the load. Prohibited items must be scheduled for delivery before the HMPPS delivery. If prohibited items are rejected at a prior delivery these must be declared before entering the HMPPS site. Controlled items should be declared but do not need to be removed as declaration to escorting staff is the method of control.

DELIVERY WINDOWS

- 3.20 Prison establishments have been allocated an agreed delivery day and time. Route and drop numbers must allow for the vehicle to complete the delivery within the Prison establishment's agreed window times. You are unlikely to be given access outside these times. When making deliveries the delivery window reflects the last time by which the delivery must be clear of the Prison establishment. Arrival at the Prison establishment should allow for security checks in and out, travel to the drop point within the Prison establishment, safe delivery and checking of the load and any paperwork that requires checking.
- 3.21 Access to Prison establishments outside the agreed window time may not be permitted. If the driver is unable to deliver within the agreed window they must contact their Line Manager without any delay. The company will contact the Prison establishment and arrange an agreeable time for the delivery and report back to the driver. The company may need to put their contingency plans into operation to fulfil the Prison establishment's urgent requirements.
- 3.22 Requests for additional deliveries can be accommodated but must be approved between the Transport Manager and the HMPPS Nominated Manager at the effected Prison establishment.
- 3.23 Customer service staff should not routinely agree to additional deliveries, other than Service Error Recoveries.

- 3.24 Additional deliveries requested by Prison establishments will be treated as one off deliveries and covered by an official order.

Pre Departure Checks

- 3.25 Initiate a daily check to ensure that all drivers about to embark on a prison delivery have all of the necessary paper work, approved identification, suitable equipment to unload the vehicle, checked that orders are complete and loaded on the vehicle in a way that makes for an efficient delivery, and a copy of the Drivers Handbook.
- 3.26 Ensure, especially relief and agency drivers, are aware of their route to match the loading on the vehicle and know where the relevant Prison establishments are situated. A briefing on the requirements of HMPPS deliveries be given to the relief or agency driver. This may be in the form of a script or memory notes outlining the salient points for the Prison establishment being visited.
- 3.27 Drivers are dressed in accordance with the company's policy on corporative clothing.
- 3.28 Drivers must be aware of any controlled or prohibited items contained within the load and the necessary actions required when making these deliveries.
- 3.29 Drivers are responsible for ensuring all the equipment required is available for unloading the load to ground level without assistance of the Prison establishment.

Drivers De-Brief

- 3.30 Drivers de-brief should take place on the Drivers return to the depot.
- 3.31 Drivers should be encouraged to record details of any incident that may have occurred during the delivery. This may include contact by a prisoner, difficulty with HMPPS Staff, poor loading, damaged goods, outstanding returnable containers or other noteworthy events (see additional notes under making a Delivery).
- 3.32 Resulting from the de-briefing if there are any issues which are causing concern to the driver it must be reported back by the transport or shift manager to the contractors contract management team by phone as soon as practicable but before the end of that shift, and then followed up in a written format (e-mail / letter) for discussion with the authorities contract management team.

4. DELIVERY DRIVERS HANDBOOK

Important Points about the Delivery Drivers Handbook [This handbook must be kept in your vehicle at all times]

- 4.1 The handbook is an important document and must be read and fully understood before attempting to make deliveries to Prison establishments.
- 4.2 If you are unsure about any of your duties and responsibilities, or you do not fully understand any part of this handbook, consult your Line Manager who will give you further advice.

Load Security

- 4.3 It is the responsibility of the driver to ensure:
 - 4.3.1 That the vehicle's load is secure at all times
 - 4.3.2 The vehicle is not over loaded
 - 4.3.3 The load is evenly distributed
 - 4.3.4 All pallets are securely wrapped and appropriately supported
 - 4.3.5 All cages are secured using load restraints
 - 4.3.6 All cage deliveries have a maximum loaded weight of 350 kilograms.
 - 4.3.7 All pallet deliveries have a maximum loaded weight of 800 kilograms, height 1.7 meters.
 - 4.3.8 All delivery media is fit for use and will not represent a hazard to the safe and efficient delivery of the goods contained in the delivery media.
 - 4.3.9 All damaged delivery media is reported and quarantined in line with your company policy.
 - 4.3.10 All tools and equipment on the vehicle are the responsibility of the driver and the vehicle should be checked before delivering in to HMP.
- 4.4 NOTE Webbing straps can be used to secure the cage or load. If used, the webbing straps must stay on the vehicle and be accounted for before leaving the unloading area. Any missing webbing straps must be reported to the escorting officer before moving the vehicle. An inventory of straps and other equipment on all vehicles should be maintained and checked on a regular basis.

Before Departing from the Depot

- 4.5 Regular and relief company drivers delivering to the prisons must carry their company photo identification badges. Depots should contact the Prison establishment to provide details of change to a regular driver.
- 4.6 Agency Drivers must have a photo identification i.e. driving licence, passport.
- 4.7 You should ensure that you have all necessary paperwork for the deliveries and equipment to unload the vehicle. Your paperwork should be compatible to the load plan for your vehicle. Ensure you have a claim for credit book for damaged and missing items.
- 4.8 The driver should make themselves aware of any security items from the list in Annex 2 that they may have on the vehicle for delivery to HMPPS or other customers.
- 4.9 No alcohol, or products containing alcohol for consumption as alcohol, will be permitted on prison property; these must be delivered before arriving at a Prison establishment. Products with Alcohol as a constituent part such as hand sanitizers are controlled and should be declared as a controlled item before entry to the Prison establishment.
- 4.10 If you know a prisoner who is held at any of the Prison establishments which you are delivering to, tell your Line Manager before leaving the depot.

- 4.11 There are no authorised drop off points at Prison establishments where you can leave goods unattended deliveries are under no circumstances to be “door stepped” or left at the gate.
- 4.12 Medication and prescription drugs should be kept to the minimum you require for that working session.
- 4.13 Large quantities of medication and prescription drugs should not be taken in to Prison establishments as this may cause problems when vehicle or the person is searched.
- 4.14 You should advise the escorting staff of any medication you have in your possession when they initially search the vehicle on entry to the Prison establishment, this will then be dealt with in accordance with the local security strategy.
- 4.15 No prohibited items from Annex 2 are allowed in to the Prison establishment. All controlled items should be declared with the gate keeper/escorting staff prior to search of the vehicle.

Delivery Windows

- 4.16 All Prison establishments have strict delivery windows, the delivery must be completed within these times. Deliveries will not normally be accepted outside these windows. Due to other timed activities at Prison establishments, if you have not completed your delivery within your approved window time, you may not be allowed to complete the unloading and requested to leave the Prison establishment. You must contact your Line Manager, so they can arrange an agreeable time for you to re-enter the Prison establishment to complete the delivery.
- 4.17 If you become aware that you will not be able to meet any specified delivery window, you should immediately advise your Line Manager in order that this can be communicated to the Prison establishment in a timely manner.
- 4.18 Regular delays to scheduled delivery windows should be reported to the transport manager for investigation on driver de-brief.
- 4.19 No local agreement will be made for deliveries outside the delivery schedule. Any changes required should be recorded as a contract variation. Any amendments made but not recorded will, be deemed null and void in the event of dispute over delivery times and methods.

Communication

- 4.20 Drivers should:
- Maintain regular contact with their home depot
 - Always seek advice from your Line Manager whenever you are unsure about any aspect of your work
 - Be polite and act in a professional manner at all times
 - Ask for clarification on any unclear instructions given by HMPPS staff
 - Inform prison staff on exiting the prison and your Line Manager on de-brief if approached by a prisoner for any reason not connected to the deliver
 - Report any behaviour by prisoners that is unusual or would suggest a pattern of behaviour that would lead to conditioning, i.e. the prisoner being overly friendly or performing delivery tasks as a favour or giving a helping hand. Be aware of every day questions about home life or other delivery points, routings and timings connected with your work
 - Be mindful of who is listening to you when talking to staff about home life or work related information.

Prison Specific Delivery Requirements/Process

- 4.21 Whilst adhering to company standard procedures, there are a number of additional requirements that must be complied with:
- 4.21.1 Drivers should remain polite and helpful when making deliveries, no matter how trying the circumstances. If you have a dispute with the gate staff prior to entry to the Prison establishment; please contact your manager for guidance. Once within the Prison establishment drivers must always follow Prison staff instructions and adhere to the speed limits and the constraints of escorting staff walking behind the vehicle.
- 4.21.2 Unloading should not commence until the escort staff indicate it is appropriate to do so. The cab should be locked and keys handed to escorting staff whilst unloading takes place.
- 4.21.3 It is important to remember that there are stringent security protocols in effect at Prison establishments which may at first appear abrupt and occasionally invasive. Drivers are expected to deal with these protocols in a professional and courteous manner. Their purpose is to ensure the safety of all concerned.
- 4.21.4 If you are given an instruction which is unclear, or you do not understand, please ask for further clarification from the member of staff.
- 4.21.5 Drivers are not allowed to smoke in the Prison establishment this includes electronic smoking materials.
- 4.21.6 A notice is displayed at the entrance to a Prison establishment or at the gate providing information on the major issues relating to visiting a Prison establishment. **(SEE ANNEX 1)**
- 4.21.7 This document is for your guidance and protection, it sets out behaviours, and procedures for delivery staff and prison staff as well. It can be used as evidence of contract agreement and procedures when discussing procedures with prison staff.

On arrival drivers must observe the following points:

- Observe all speed limits and traffic directives in force on crown property.
- When stationary ensure your vehicle engine is turned off.
- The vehicle must be securely locked before reporting to the main gate.
- Report to the main gate taking your ID and paperwork for the delivery or collection with you.
- This includes collection notes for food packing services.
- The vehicle must not obstruct the gate to such an extent that it interferes with the free-flow of vehicles.
- You must always hand in any detachable mobile phones (including personal mobile phones), satellite navigation aids, and accident recording camera at the main gate. These will be returned when leaving the Prison establishment. It remains the driver's responsibility to ensure that any personal items are stored appropriately in secure conditions.
- Any permanently fitted cab-phone, satellite navigational aids, accident recording camera must be switched off and must remain off until you leave the Prison establishment.
- If the vehicle is fitted with a manufacturer's vehicle management monitoring systems which must remain live at all times and which cannot be disabled or switched off, this must be reported to the gate keeper before entering the Prison establishment.
- Medication and prescription drugs should be kept to the minimum you require them for that working session. See paragraph 4.12 – 4.14

- If you have not delivered or collected from the Prison establishment before, always ask the gate staff about the procedures for visiting drivers; this will ensure the prompt completion of your visit.
- If you are carrying knives of any kind or any item which could be classed as a weapon, these must also be handed in at the gate or sterile area prior to search of the vehicle. This would include safety knives for opening boxes.
- If found on the vehicle when in the Prison establishment this could be classed as trafficking, which is a criminal offence
- No alcohol or products that have alcohol for consumption are permitted in a Prison establishment. If found on the vehicle when in the Prison establishment this could be classed as trafficking, which is a criminal offence. Refer to Annex 2 list of controlled and prohibited items.
- Prison establishment Governors have the right to add other items to the Prohibited list, an example being aerosols. You are encouraged to declare any item at the gate that you are unsure about to guard against confusion/embarrassment/potential prosecution. In the event that a Prison establishment has added locally to the list of prohibited or controlled items and these are included in the load you have. This document will be a point of reference for the security manager and the list contained should be drawn to their attention.
- Ensure that you remove any cigarettes, lighters and personal items including letters from sight. Ideally smoking materials should be left with other personal items at the gate lock. If unsure ask about the local security policy for smoking materials.
- If you have any operational tools which could be classed as a weapon (e.g. vehicle cranking bar or hook) these must be declared.
- Vehicles are searched when entering or leaving the Prison establishment Please ensure you conform with the points above to save delays and any embarrassment to yourself or your company. If the search is to include a sniffer dog please see 4.25 and 4.26 (Searches Using Sniffer Dogs)
- If the vehicle is fitted with Accident recording cameras or equipment, make the gate staff aware of the equipment and ensure it is disabled from recording images before you enter the Prison establishment. This can be done by covering the lens with a fixed lens cap or similar equipment or switching off the equipment where possible.
- This procedure should be advised and agreed by your transport manager
- If requested by security staff to drop the cab body for inspection of the engine compartment, The Driver should explain that they are not allowed to do this and it has to be performed by a suitably qualified person, ask security to call your transport manager for clarification.

Making the Delivery

- Prison staff will usually escort you to and from the delivery point. Escorting officers are not permitted to travel in contractors vehicles.
- For the avoidance of doubt, when escorted, you must always travel at the speed of the walking escorting officer and ensure you have visual contact with the escorting officer at all times.
- When going through internal gates you must wait until the escorting officer has closed and locked the gates. The escorting officer will instruct you when to continue with your journey.
- Always ensure that your vehicle engine is switched off and the cab is securely locked with the keys removed whilst making the delivery.
- Never allow any third party to board your vehicle or its load area (except security department for search of the vehicle), particularly prisoners. It is your sole responsibility to unload/load your vehicle goods remain the responsibility of the contractor until they are the ground clear of the vehicle. After that point they are the responsibility of the Prison establishment. It is the Prison establishments' responsibility to take the goods in to storage.
- The Delivery Note must be signed and dated by the receiving member of staff. Under no circumstances are prisoners authorised to sign for the goods delivered. The load will be checked and signed for if possible, due to the size and complexity of some deliveries it is not practical on all occasions for a full check to be made on delivery and goods will be signed as unchecked at point of delivery. If the delivery has not been checked ensure that the delivery note is signed unchecked. Discrepancies will be advised within 24 hours. This will allow the vehicle to leave and other deliveries to other areas to be made. If load is to be checked on site then this should be in the presence of the driver who is to issue the claim for credit.
- Damaged or missing goods should be recorded on the claim for credit form, if no claim for credit form then recorded on both copies of the delivery note/invoice
- You must undertake a check to ensure all your webbing straps and securing bars are accounted for before leaving the unloading area. If any items are missing, you must make the escorting officer aware of the situation before moving the vehicle.
- Do not enter into conversations with prisoners (other than those directly related to receipt of the goods or as general good manners whilst delivering).
- Do not give prisoners anything.
- Immediately inform a member of the prison staff before leaving the Prison establishment if a prisoner asks you to take out or bring items into the Prison establishment for them. This is classed as trafficking which is a criminal offence. You must also inform your depot transport management on return.
- If you find yourself accepting anything (e.g. a letter or package) from a prisoner– do NOT attempt to give it back. Inform your escorting officer immediately and pass the package to them when safe to do so. Upon leaving the Prison establishment, contact the depot immediately and notify them of any such incident.
- If you see a prisoner that you know (family / friend etc.), you must report this to the gate staff or your escorting officer immediately. This must be reported back to your manager as part of the de-briefing.
- Collections from Portion packing workshops should be made in line with the process recorded in Annex 3, the driver should make sure that the goods loaded are the goods recorded on the collection note.
- If a collection note is issued to the driver for collection of food packing services goods and access to the collection point is denied by the escorting staff, name and identification number should be recorded on the collection note and advised to the transport manager of exiting the prison.
- Only the goods agreed and recorded on the collection note. Collections requested outside of this must be agreed as set out in Annex 3 of this document and can be used as a reference if disputes occur at point of collection.

Departure from the prison site

- Before leaving the site ensure you have collected all returnable cages, pallets and boxes. If you are unable to collect all the returnable items awaiting collection this must be reported back to your Line Manager as part of the Drivers De-brief
- Remember: to collect your belongings, e.g. mobile phones, etc., from the main gate before leaving the site
- Before leaving you will need to pass on details of your next designation and contact details in case an issue arises from your delivery
- Ensure you remain with your escort until dismissed
- Prison speed limits and traffic directives remain in force until you rejoin the public highway

Prison Service Right of Search

- 4.22 HMPPS staff may wish to search your vehicle and/or your person in order to ensure the continued security of the Prison establishment. This could occur when entering or leaving the Prison establishment. This is in line with Prison Rule 71 which states that:
- (1) Any person or vehicle entering or leaving a prison may be stopped, examined and searched and in addition any such person may be photographed, fingerprinted or required to submit to other physical measurement.
- (1A) Any such search of a person shall be carried out in as seemly a manner as is consistent with discovering anything concealed about the person or their belongings.
- (2) The governor may direct the removal from a prison of any person "who does not leave on being required to do so."
- 4.23 This may include a level A or B personal rub down search (similar to airport security) This is in accordance with paragraph 2.53 of PSI 49/2010 which provides that "Local arrangements and procedures must be in place that direct which vehicles are searched on entry and exit and the level of searching to be conducted on the Driver and any passengers, to be set out in local security strategies."
- 4.24 In exceptional circumstances a full search of the person may be required to maintain the security of the Prison establishment, this will include the removal and search of clothing. Visitors to prisons are not routinely full searched except where there is a power to search without consent under Firearms Act 1968 and Misuse of Drugs Act 1971 and the Police and Criminal Evidence Act 1084 (PACE S32).
- 4.25 For example, a full search may be conducted if there is reasonable cause to suspect the subject is carrying a firearm for the purpose of committing an indictable offence; if there is reasonable cause to suspect the subject is carrying a class A, B or C controlled drug; or if an officer of the prison has arrested the subject and there is reasonable cause to suspect they are a danger to self or others or they are carrying something which may be used to escape from arrest or which might be evidence relating to an offence. However, less intrusive methods will be considered before a decision to full search is made.
- 4.26 Searches Using Sniffer Dogs in Cargo Area
- If the Prison establishment wish to search the cargo compartment of the vehicle with sniffer dogs it will immediately render any food products on the vehicle unfit for human consumption. You should request that the Head of Security is informed of this and that the Prison establishment will be charged for the full replacement cost of any food product within the vehicle.
 - If your vehicle is carrying any food related products, offer to remove the Prison establishments consignment, do not allow the dog to stand on the tail lift. The consignment can then be searched independently of any other delivery still on the vehicle.
 - The searched consignment must not go back onto the vehicle. The Prison establishments will have to make alternative arrangements to have the consignment taken to the delivery destination.
 - If you are carrying no food items on the vehicle, the Prison establishment has the right to use a sniffer dog to search the cargo area.
- 4.27 Searches Using Sniffer Dogs in Drivers Cab area

- It is more likely to be the Driver's cab that the Prison establishment wants to search with a prison dog. The prison service has the right to search the cab of the vehicle with a sniffer dog.
- If subject to a search you should remove all personal items from the vehicle's cab, including food, spare items of uniform, personal possessions etc before the dog enters the cab. You must allow a member of staff to manually search these items without using a sniffer dog.

5. OPERATIONAL/DRIVER 'ISSUES/WHAT IF?' CHECKLIST

Issue	You need to.....	Your Manager will	HMPPS Will
<i>If refused entry to the Prison establishment or You are awaiting an escort</i>	Try to establish how long before you will be allowed entry into the Prison establishment. If the delay is cause for concern then contact your depot immediately.	Contact the Nominated Manager at the Prison establishment and advise driver as to reason for delay and action to take – this may include making other deliveries and returning to the Prison establishment later.	Facilitate delivery of goods into the prison if operationally viable
<i>I have lost/forgotten my company ID badge. or photo ID</i>	This should be notified to your Line Manager BEFORE you depart, as this may affect your ability to gain entry to Prison establishments. B If lost in the Prison establishment, report it to the escorting officer before leaving the Prison establishment	Ensure the Prison establishment will accept the delivery from the driver by contacting the Prison establishment You may need to make alternative arrangements if necessary.	A HMPPS will try and facilitate delivery of goods into the prison if approval is given. B Escorting Officer will inform Security without delay.
<i>What clothing can I wear?</i>	At all times when making a delivery you must be wearing clothing that meets the company policy for clothing	Ensure the driver is wearing corporative clothing as per the company policy.	If the driver is not wearing suitable clothing report it back to the contractors' customer service number.
<i>I expect to miss the agreed delivery window (for any reason)</i>	Contact the depot immediately, who will establish the correct course of action.	Contact the Prison establishment and advise them of delay. Confirm action to be taken – this may include a later delivery or the dispatch of an alternative vehicle	Facilitate delivery of goods into the prison. If necessary keep the driver informed if waiting at the gate.
<i>There is a product missing / mis-picked / damaged goods on the delivery</i>	Complete your claim-form or make a note and telephone your depot immediately on leaving the Prison establishment to notify them of any shortages etc. – When checking the goods at the point of delivery, make sure that you are dealing with a member of staff and not prisoners	Progress as per normal procedures to ensure credit notes are issued or the shortfall is made up within agreed times	Ensure items are accurately receipted and credit requests are submitted to suppliers within agreed times
<i>Prison staff ask to search my vehicle / personal belongings</i>	Allow proper search of the vehicle and cab, if search dogs are to be used show the staff this document and refer to 3.8 Searches Using Sniffer Dogs,	Make all arrangements necessary to ensure delivery to other customers are not affected and seek advice from RPU regarding invoicing for any compromised product.	Facilitate payment of invoice for compromised product and investigate reasons for search. Do not prolong the delay of the vehicle if other customers' goods are on the vehicle.

<p><i>I am caught in a prison lock- down</i></p>	<p>Seek advice on the length of time you will be delayed. If expected to be over 30 minutes ask the accompanying officer for use of a prison land-line to Contact the depot immediately, to establish the correct course of action.</p> <p>DO NOT USE THE CABPHONE (which was switched off before entering the Prison establishment).</p>	<p>Contact the Prison establishment to see how long the vehicle will be held in the Prison establishment. Make alternative delivery arrangements if necessary for other customers.</p>	<p>Keep driver informed. Facilitate the driver communication with home depot.</p>
<p><i>I am refused entry to the prison due to other issues at the prison (e.g. Problem with prisoners)</i></p>	<p>Try to establish an expected time for being allowed entry and then contact your depot immediately, to establish the correct course of action. Do not simply drive away with a view to returning later.</p>	<p>Contact the Prison establishment and advise driver as to reason for delay and action to be taken.</p> <p>This may include making other deliveries and returning to the Prison establishment later.</p>	<p>Ensure alternative arrangements are made to allow the vehicle to enter outside its normal window times.</p>
<p><i>Returnable containers are not available to collect / swap.</i></p>	<p>Advise your Line Manager as part of the de-briefing when you return to your depot.</p>	<p>Contact the Prison establishment and remind them the containers are returnable and you will collect the remaining containers on the next delivery</p>	<p>Ensure all empty returnable containers are available for collection on next delivery</p>
<p><i>I have a disagreement with the Prison establishment staff</i></p>	<p>Do not “argue” with any prison staff, simply refer your concerns upon return to the depot during debrief. For any urgent queries, telephone your transport department immediately outside the Prison establishment. Recorder the name and identification number of the member of staff</p>	<p>Contact the Prison establishment and advise them of the problem between your driver and their staff. If you are concerned raise with your Account Manager even if a solution is agreed</p>	<p>Deal with issues raised as quickly and thoroughly as possible, escalating if necessary.</p>
<p><i>A prisoner attempts to start a conversation with me, Examples may include...</i></p> <ul style="list-style-type: none"> • asking for cigarettes, • “can you post a letter – I’ve just missed the post” 	<p>Do not enter into conversations with prisoners (other than those directly related to receipt of the goods or for general good manners whilst delivering). If in doubt, seek assistance from prison staff. It may seem innocent enough but you must not give a prisoner anything.</p> <p>If you find yourself accepting anything (e.g. a letter or package) from a prisoner– do NOT attempt to give it back. Inform your escorting officer immediately and pass the package to them. Upon</p>	<p>Please make a note of the matter in case of future queries. Inform your contract manager</p>	<p>Ensure the prisoner will not be able to make contact with the driver for future deliveries</p>

	leaving the Prison establishment, also contact the depot immediately and notify them of any such incident.		
<i>If you know a prisoner held at the Prison establishment which you are going to deliver to</i>	Tell your manager before leaving the depot, alternative arrangements may be able to be made by your manager.	Make alternative arrangements where possible and ensure that the Prison establishment are informed. Ensure future deliveries are made by a driver unconnected to the prisoner.	Facilitate delivery of goods into the prison and ensure gate staff and security are informed. Ensure the prisoner will not be able to make contact with the driver
<i>I recognise a prisoner whilst making the delivery</i>	If you have seen a prisoner that you know (family / friend etc.), please report this to your escorting officer immediately.	Ensure future deliveries are made by a driver unconnected to the prisoner.	Facilitate delivery of goods into the prison and ensure gate staff and security are informed.

6. ANNEX 1: NOTICE AT THE ENTRANCE OF AN PRISON ESTABLISHMENT

- 6.1 Under the Prison Act 1952 it is a criminal offence for any person:
- i. to help a prisoner to escape or attempt to escape; the maximum penalty is 10 years imprisonment (s. 39)
 - ii. Without authority to convey or cause another person to convey in or out of the Prison establishment, or to a prisoner or to leave in a place intending it to come into the possession of a prisoner:
 - (a) A controlled drug, explosive, firearm, offensive weapon; maximum penalty is 10 years imprisonment or an unlimited fine or both (s. 40B)
 - (b) Alcohol, mobile telephone, camera, sound-recording device; maximum penalty is 2 years imprisonment or an unlimited fine or both (s. 40C)
 - (c) Tobacco, money, computer equipment or any other item listed in Rule 70A of Prison Rules; maximum penalty is a fine (s. 40C)
 - iii. Without authority to take a photograph or make a sound recording within a prison or convey a restricted document out of a prison; maximum penalty is 2 years imprisonment or an unlimited fine or both (s. 40D).

7. ANNEX 2: LIST OF PROHIBITED AND CONTROLLED ITEMS

7.1 Prohibited Items

7.1.1 These are items or articles that are not permitted under any circumstances within the Prison establishment:

Explosives	Wire	Game Stations with an Internal Modem
Wax	Drugs (none HCC)	Alcohol – For consumption as alcohol including cooking wines etc
Weapons	Toy Guns	
Cameras (including video cameras)	Mobile Phones	
Magnets	Metal cutlery	
Mobile Phone Bluetooth	Mobile phone SIM cards	
Headsets and Technology		

7.2 Controlled Items

7.2.1 These are items or articles that must be carefully monitored when in the prison and should be declared if on the vehicle for use by HMP or other customer's deliveries. If in doubt of any item please declare to the escorting staff so that they are aware.

Tools	Skips	Glue
Matches	Ladders	Tin Foil
Yeast	Solvents	Video
Clingfilm	Bleach	Dustbins
Chewing Gum	Personal Audio Equipment	CD's
Rope	DVD's and DVD Players	Aerosols
Vinegar	Computer Memory Devices	Prescription medicines and drugs.
Games Consoles of any description	Money (limit £100)	Electrical equipment of any nature
Computer Software	Alarm clocks	Alcohol – Bottles of Products Containing small quantities of Alcohol such as sanitizers and Food colour essence
Syringes		

7.3 Accident Recording Camera Equipment Security policy notice

- 7.3.1 This note is to advise prisons that a central authorisation has been provided under section 40E of the Prison Act for delivery drivers to convey into and out of prisons cameras used to record potential accidents on the condition that the camera is disabled/incapable of recording images whilst within prison grounds.
- 7.3.2 The supplier "Hovis" is known to have these cameras fitted to their vehicles, but the authorisation applies to all delivery companies who supply prisons.
- 7.3.3 As with other items, prisons may impose additional administrative restrictions on items allowed into the prison where considered necessary and proportionate on the grounds of security.
- 7.3.4 The authorisation is currently being held on file but will be incorporated into PSI 10/2012, "Conveyance and Possession of Prohibited Items and Other Related Offences", in due course.