

## **Detention services order 18/2012**

### **Person escort record (PER)**

#### **Introduction**

1. This instruction concerns information about communicating risks on escort or transfer using the Person escort record (PER) document.
2. The PER document has been agreed and adopted by the UK Border Agency, Ministry of Justice, police services and the secure hospital estate.

#### **Definitions**

3. The term 'establishment' is used throughout this DSO to refer to immigration removal centres, the pre-departure accommodation, short-term holding facilities and holding rooms.

#### **Purpose of the person escort record**

4. The purpose of the person escort record (PER) document is to ensure that all staff transporting and receiving detainees are provided with all necessary information about them, including any risks or vulnerabilities that the person may present.
5. In particular it is essential that known risks of escape, assault, suicide/self-harm or harassment are communicated to others into whose custody the detainee is passed to protect detainees, staff and the public. The identification of risk of suicide or self-harm is one of the prime purposes of the form and staff should note that it is a requirement to indicate both a current risk and any known past risks.
6. It is also essential that any new risks that develop during a movement are recorded and flagged up for others.
7. Whenever a detainee is received from the custody of others for, during or on completion of a movement the risk and vulnerabilities identified by the previous custodian should be noted and acted on; to protect the detainee and other detainees, staff and the public.

#### **Handling issues**

8. A PER document must be completed whenever a detainee is escorted from or between an immigration removal centre and another location. This includes movement or transfer between establishments in the immigration estate and other

detention/custody accommodation (courts, tribunals, prisons and police stations) and from custody to hospital.

9. At the moment, UK Border Agency enforcement teams and police/prison services in Scotland and Northern Ireland do not complete PER forms. Escorts should not expect to receive a PER form for transfers of detainees from these organisations. UKBA's Detention Escorting and Population Management Unit (DEPMU) are responsible for providing full details on the background of those initially being transferred from UKBA Enforcement Teams or police/prison services in Scotland and Northern Ireland to escort providers and establishments. DEPMU will relay this information by way of a IS91 Part C form. Escorts should then open a PER for the move using the information provided by DEPMU.

### **Guidance notes**

10. Full guidance notes are contained in the PER document itself. However, annexed to this DSO is some brief information to assist staff completing the PER.
11. The layout of the document shows the guidance notes on the left hand side, on the reverse of the cardboard divider, and the corresponding section to be completed on the right hand side in a carbon copy format. The forms are provided in A4 booklets and each section consists of a white top copy plus three self-carbonating copies in yellow, pink and blue. Each section is then separated by a cardboard divider giving the section title with the guidance notes for that particular section on the reverse. When the 'record of events' pages are full, a separate continuation sheet is available and should be used.
12. The white top copy on which all entries should be made will always travel with the detainee and stay within the A4 booklet. The bottommost carbon copy for each section of the PER should be retained by each agency or escort as they hand over the detainee to another's custody.
13. Staff should note that they have to write firmly in ball point pen for their writing to reproduce clearly on all the carbon copies.

### **Guidance - dispatch**

14. Where a detainee is to be transferred from an establishment in the immigration estate, the responsibility for completing the PER form rests with the sending establishment. It is the responsibility of the establishment who transfers the detainee to ensure that the PER is up to date and contains details of any additional or other care requirements.
15. The form must be completed by a trained and competent officer. The establishment must also ensure that they have arrangements in place to ensure the timely completion of the PER by any department involved in the process.
16. There should be a programme of regular quality assurance checks of completed PERs by a senior manager that address timely completion, quality and accuracy of information, and legibility. Quality assurance checks should be in addition to the

management checks specified in paragraph 37 (for example, it is important to assure that management checks are effective in ensuring quality).

17. The PER form should provide details of the transfer of medication with the detainee, and the establishment must ensure that a sufficient supply of medication is available to the detainee to allow for the onward transfer period. Confidential medical information must be attached in a sealed envelope. [Instructions and guidance to suppliers and UK Border Agency staff on access to medication and 'medical in confidence' documentation during escort is contained in DSO 13/2012.]
18. Detainee custody officers must provide supporting information when ticking any warning marker box. This should be a full written comment that specifies the nature and immediacy of the risk and not an abbreviation or code. All entries will be made on the white top copy of the form.
19. Copies of risk assessment forms (for example, completed suicide/self-harm warning forms) and medical examination records that are not confidential should be attached to the PER; this information should also be completed on the PER. The source and nature of all information about risk of self-harm should be known and understood by staff responsible for detainee care.
20. A direct contact telephone number for both the despatching establishment and their healthcare team should be added to the PER so that immigration, escort, court, tribunal, probation or prison staff can make prompt contact with the centre concerned should they need to clarify any information.
21. A new PER should be raised if a detainee returns to an establishment each day and goes out to the same destination the following day, for example a court appearance that may last several days with the detainee returning each day will require a new PER document for each day of the appearance.

### **Emergency movements to hospital**

22. The PER must be completed before the commencement of any detainee movement to hospital, except where it is not possible to do so because a detainee is moved to hospital in an emergency situation by ambulance. Under these circumstances the PER must be completed retrospectively as soon as possible and the relevant copies must be delivered to the escorting officer/staff as soon as possible.

### **Bedwatches**

23. Bedwatch staff may use 'Section 3: History and Record of Detention and Escort Events' of the PER, and continuation sheets to record events instead of any forms in place locally.

### **Guidance - for escort staff**

24. Escorting staff will ensure that they receive a PER for every detainee they receive (unless the previous custodian was a UK Border Agency enforcement teams or Scottish or Northern Irish police forces or prison service as these organisations do not use PER forms). The officer in charge of the escort should confirm that all

sections of the form have been completed legibly and all relevant sections signed and dated. He/she will then confirm the detainee's identity by ensuring the detainee matches the photograph on the PER [or the photograph on the detainee's IS91] and confirm that where risks have been identified further information or enclosed reports are handed over to the escort. If any documentation is attached to the PER form, then the "forms enclosed" section will be completed on the Handover page. All documents and property/cash seals will be checked and signed for on the record of handover section on the top copy.

25. The escort should take note of any risks identified by the establishment, the prison, the police or the previous escorts and ensure that appropriate action is taken during the escort.
26. The escorting staff will be responsible for the maintenance of a record ('Section 3: History and Record of Detention and Escort Events') of the detainee's movements and any occurrences during transit. If incidents occur or information comes to light which show or suggest that the risk posed by the detainee has changed, a comment will be entered into this section. A corresponding relevant code, examples of which are described in the guidance notes, should then be entered into the Significant Event Code column on the same page. For every entry in this section, one of the escort staff should enter their name and signature against the comment. If 'Section 3: History and Record of Detention and Escort Events' of the form becomes full, then continuation sheets for the PER will be raised and completed. If they are used, the escort staff should ensure that all sections are completed and that the forms are kept together in sequence.
27. All entries should be legible and made on the white top copy of the form. Any changes in risk will be entered in the "initial if risk changed" column on 'Section 1: Risk Indicator' with a corresponding entry on the record of events section on 'Section 3: History and Record of Detention and Escort Events'. The relevant code should also be entered in the "significant event code" column as shown in the guidance notes.
28. Any changes to a detainee's property from point of handover to point of delivery, should be recorded in the 'History and Record of Detention and Escorts Events' section explaining what happened and why and any changes in bag seal numbers.
29. If the movement continues after midnight into the next day, the change of date should be noted in the record of events at Section 3: History and Record of Detention and Escort Events' of the form.

### **At completion of movement**

30. Where escorting staff hand over the detainee to another escort the receiving officer should sign the white top sheet on the Handover page to record the receipt of the detainee, PER and property into his or her custody. The previous escorting staff will retain the bottommost copy of the PER. The originating escort staff will also ensure that they handover any relevant information regarding the detainee relating to risk and should include any new issues that have occurred during the first part of the escort.

31. Where a detainee is returning to the centre at which the movement started, escorting staff should not assume that the centre staff on reception know the detainee or are aware of the risks and vulnerabilities. Any immediate risks must be drawn to the attention of the reception staff and the relevant “risk changed” sections completed together with specific comments on the record of events page.
32. If the detainee is being released or removed, escort staff should ensure that the detainee signs the “statement of receipt of property” on the last page of the “record of events” section. The corresponding bag seal numbers should be copied across from the Property and Cash section, and the person being removed should print their name and sign in the relevant boxes.

### **Guidance notes - reception**

33. When taking receipt of a detainee, reception staff will request the PER from the escort with any continuation sheets that are attached. Reception staff will then sign the white top copy at Section 2 for receipt of the detainee and any property from the escort. The escorting staff will retain one of the remaining copies for themselves.
34. Reception staff will alert appropriate staff in the establishment to any risks identified on the PER, for example, healthcare and security staff, centre manager, orderly officer, DOM/duty manager, safer detention manager.
35. If the detainee is being received back into the same establishment from which he/she was dispatched, reception staff should compare the bottom copy of the form that was completed on dispatch and retained with the top copy of the PER received at the end of the day, taking special note of any new information in the record of events or any incident reports attached.

### **Training**

36. Suppliers must ensure that officers are trained and competent in the completion of the PER form, understand information provided on the PER form and that procedures are established to audit and assess completed forms.

### **Auditing and monitoring**

37. It is a requirement that a detainee custody manager or equivalent grade officer is responsible for reviewing the completion of PER forms by their establishment’s staff. These checks should include ensuring that:
  - a. A PER has been completed for every detainee going on an external movement to any destination;
  - b. All sections of the PER form have been completed by the relevant department in order to ensure all aspects of the form have been considered;
  - c. All boxes which require staff to print their name will be completed in a legible manner;

- d. If risks have been identified, supporting information has been provided for the escort; and
- e. All entries on the PER are legible.

38. The checks carried out at paragraph 37 should be recorded and records kept for inspection if required.

#### **Destruction of PER forms**

39. PER forms should be retained until twelve months after the transfer journey took place. PER forms may then be destroyed.

22 October 2012

## HOW TO COMPLETE THE PER

### Front Cover

The front cover states a protective marker: Protect – Personal (when completed). This is in place due to the level of personal and security information contained in the document and applies as soon as any information is entered onto the form. Staff should ensure that they adhere to the rules applied to the access of information under this heading in order to meet the mandatory requirements relating to personal information. This heading is then repeated on the Risk Indicator, Escort Handover and History and Events pages.

The front cover must be completed with the following if applicable:

- Photograph  
Officers must attach a photo of the detainee.
- Surname
- Forename
- Prison Number [or use CID or Port Ref number or Home Office Ref]
- Date of Travel
- Not for Release  
If the detainee is 'not for release' then a tick must be applied to this box with a full reason given. The reason must also be written on the Risk Indicator page at the top of the PER.
- Care Plan / Self-Harm Warning Form / ACCT or ACDT enclosed  
If there are any issues surrounding safer custody whereby important documentation is attached to the PER, this must be highlighted by ticking the relevant box depending upon which agency has provided the documentation. The PER lists these 3 forms as specific to the police, contractors and HMPS, but they are all relevant to the UKBA estate.

### Section 1: Risk Indicator page

- Person/detainee if not for release tick, and reason  
This is designed to avoid releases in error. This box must be completed for any person/detainee with outstanding warrants or charges against them or if they remain subject to detention under the Immigration Act. When this box is ticked ensure that a reason is entered in the space provided. This is extremely important because the information could prevent wrongful release or wrongful imprisonment. The escort cannot be held responsible for releases in error if this information is not fully disclosed to them.
- From and to and date of travel  
This is required to be filled in from the starting point of the detainee journey and to the detainee destination. The date of travel is to be completed for the day of travel and **not** the day the PER is completed.

- **Personal details**  
The surname, forename, the reference number which UK Border Agency gives to the individual, date of birth, aliases, religion and (where appropriate) the PNC ID number must also be entered. The male or female box must be ticked to identify the sex of the individual being conveyed. The nationality of the detainee should be entered. If the detainee is under 18, then the appropriate box must be ticked.

The ethnic code, DYO, PoPO, PNC warning signals, PNC ID and CRO No. boxes are not used by UKBA and should not be completed.

- **Offence/charge**  
Include the Offence if the detainee is a foreign national offender (FNO). If further information is required, tick the box and include it on the Record of Events page.
- **Previous custodial history**  
Delete either Yes or No on every occasion
- **Risk Indicator**  
Complete the Risk Indicator in accordance with the Guidance Notes in the PER form. If no risk is present, tick the 'No known risk' box and sign to confirm at the bottom of the form. The details of risk provided on this form must be accurate at the time of dispatch. The person(s) completing this section must print and sign their name and enter the date and time of completing the relevant section of the form.
- **Suicide and self-harm**  
To be completed if the detainee:
  - has or has attempted to self-harm;
  - is at known risk of self-harm (e.g. has threatened self-harm/on open ACDT plan);
  - has recently been at risk of self-harm (e.g. post-closure phase of ACDT plan/PNC suicide/self-harm warning marker in last six months);
  - gives other reason to indicate at risk of self-harm (e.g. has killed or seriously injured a family member/unexpected recall/bizarre behaviour or other signs of mental disorder/withdrawal from drugs/alcohol); or
  - becomes at risk during this custody (e.g. received unexpected remand/long sentence).

It must be recorded which of the above (or other reason) is relevant, along with details.

- **At risk of physical or verbal abuse**  
Consideration must be given to the nature of the charge or offence or if there is any history of bullying or intelligence of threats against the individual.
- **Violent**  
To be completed if there is any relevant history of violence, actual or threatened. Specific reference must be made if it has been directed against specific groups



such as women, children, minority ethnic groups or is homophobic or transphobic, police/prison/private contractors or any other criminal justice agency.

- Escaper or category A restricted status  
To be completed if
  - there is relevant history of escape attempts; and
  - intelligence suggests an escape attempt is likely.
- Drugs/alcohol  
To be completed if there is a history or intelligence of the individual attempting or actually trafficking drugs/alcohol into secure establishments. (This is not to be completed if the individual is drug or alcohol dependent - this will be recorded in the Health Risk Section).
- Hostage taker  
To be completed if there is an actual history or a relevant threat of a hostage situation.
- Conceals weapons/drugs or other items  
To be completed if there is intelligence to suggest that there is the possibility of concealed weapons or items with the individual.
- Stalker/harasser/intimidation  
To be completed if the individual has a Restraining Order or a Civil Injunction against them or intelligence to suggest that the individual will attempt to harass or intimidate witnesses, co-defendants or other specific individuals. Reception staff must ensure that information recorded here is passed to the relevant person on the day of arrival.
- Racial/homophobic motivation  
To be completed if the detainee has committed offences which are homophobic or racially motivated hate crime, or if there is a history of homophobic or racially motivated hate.
- Sex offence  
To be completed if the detainee has committed an offence of a sexual nature.
- Communication/language difficulties  
Please insert the main language of the detainee and if any barriers to verbal communication exist. This is to include any issues regarding foreign language and literacy requirements and will relate to those who are visually or hearing impaired.
- Other  
To be completed if there is any relevant information that is not covered above. For example, adverse reaction to the service of removal directions, refusal of bail, or movement of a detainee from Rule 40 or Rule 42.
- Health risks section and contact number

A contact number for the healthcare team must be provided so that questions or clarification relating to health matters can be dealt with directly by the healthcare department.

- **Health - medical**  
To be completed if there is any current and relevant medical health risk. All medical holds should be highlighted.
- **Health - mental**  
To be completed if there is any current and relevant mental health risk. A contact number for the health care team must be given in the box provided in the event that more information is required.
- **Initial if risk changed**  
If a risk changes after completion of the form, consideration must be given to completing a new form. If this is considered impracticable or unnecessary then the 'Initial if risk changed' must be initialled, a statement made in the relevant risk box and an entry made on the 'History and record of detention and escort events' form.
- **Signature**  
There are two places where printed names and signatures are required. This reflects the fact that the form may be completed by more than one person. If only one person is completing the form then the first section must be initialled and the signature completed at the bottom of the form. If more than one person has completed the PER, i.e. security and healthcare, a signature by the discharge officer must be completed at the bottom of the form to acknowledge that they have read the PER. The time and date must be recorded as the time and date that the relevant section of the form was completed.

## **Section 2: Escort handover details**

- **Number and surname**  
These details must be taken from the Risk Indicator and are included again here for quick reference.
- **Escort details**  
At each point where a detainee is handed over or received, both the dispatching and receiving areas' contact telephone numbers must be completed on the form. Escort Contractors will use their Control Room number.

This is so that contact can be made to clarify information or to communicate new information.

- **Prescribed medication**  
Please circle "Yes or No" in order to indicate if the detainee has prescribed medication. If "No" is circled, a name and signature is still required.

If medication is accompanying the detainee then the appropriate box must be ticked and the name and signature of the member of staff must be completed.

Note that it is not essential to list the medication but space is provided for agencies to list it if they choose to.

- **Forms enclosed**  
Where specific forms are to travel with the escort, they must be handed over to the escort staff and be highlighted by circling the “yes” in this section. The quantity of each form enclosed must also be recorded. This is to help ensure that documents are fully accounted for and are passed on to the receiving agency.
- **Property and cash**  
The receiving officer is responsible for ensuring that the seal number is correct and that the bag and seal are intact. Should there be any discrepancy then this is to be detailed on the ‘History and record of detention and escort events’ form and escalated to a manager. The ‘Out’ and ‘In’ boxes should be ticked to confirm the property has been handed over at the start of the escort and received at the end.

The following Codes are used:

- ‘V’ = Valuables
- ‘SP’ = Stored Property
- ‘IP’ = In Possession
- ‘C’ = Cash
- ‘D’ = Documentation

Mobile phone(s) should also be listed separately.

Property Retained relates to any organisation which withholds property. The Yes or No box should be circled accordingly. If yes, state the organisation which has retained the property. An entry should then be made on the record of events page.

- **Record of handover**  
All individuals that complete this section are to ensure that the ‘Dispatching Officer’ and ‘Receiving Officer’ details are legible. The section containing the heading ‘ID’ requires the epaulette or ID number of the ‘Dispatching Officer’ and ‘Receiving Officer’ if applicable. The heading ‘Initial if entry made on R.O.E’ refers to if there are any discrepancies in the Property & Cash, the Dispatching officer is to initial following the entry that has been made on the ‘History and record of detention and escort events’.

The Receiving Officer is signing for the following:

- the correct detainee is being received;
- the property and cash described are complete and accurate at the time of the handover. Contractor staff will only sign for an intact bag against the seal number; and
- the risks associated with the detainee are understood.

### Section 3: History and record of detention and escort events

- Sheet number  
This must be sequential so that receiving agencies can read through the additional sheets in the correct order.
- Number and surname  
These details must be taken from the Risk Indicator and are included again here for quick reference
- Time  
The time must be completed for every entry.
- Details  
Details of the event must be clear and unambiguous.
- Name and signed  
The name of the officer completing any entry must be legible (print name).
- (SEC) Significant event codes  
See below for the significant event codes. Use the following significant event codes to highlight lines that contain important information to be handed over. Significant Events may be suicide attempts, self-harm, escapes, violence, drugs, although this list is not exclusive.
  - A - New risks identified during the escort or detention or old risks that have been re - presented.
  - B - First Aid administered/Unplanned urgent treatments.
  - C - Incapacitant Spray/Device used.
  - D - Meals offered and taken or refused.
  - E - Change of Status
  - F - Any apparent injuries
  - G - Use of batons
  - H - Other significant events
- Detainee correctly identified  
This section requires a signature and name to be printed to confirm that the detainee has been correctly identified.
- Detainee searched  
The level of search that has been undertaken must be recorded and requires a signature and name to be printed.
- Escort fully verbally briefed  
The escort must receive a verbal brief before departure and any risks identified on completion. This must be recorded and requires a signature and name to be printed.

- **Detainee searched by contractor**  
The level of search that has been undertaken by the contractor must be recorded and requires a signature and name to be printed.
- **Release at court or tribunal**  
When a person is released at court or tribunal the release should be recorded using this section. Any checks that need to be made to authorise the release should be recorded in the boxes provided.

The senior custody officer will ensure all checks have been carried out by contacting the relevant agency or establishment and obtaining both a contact name and level of authority. These details must then be entered onto the form together with any related remarks. Having confirmed the release has been authorised, the senior custody officer must then print and sign their name in the relevant boxes.

A second officer should check the documentation and the release information, and then print their name and sign in the box.

- **Statement of receipt of property**  
If a person is being released and has property held in your possession then they should acknowledge the return of their property using this section. The corresponding bag seal numbers should be copied across from the Property and Cash section, and the person being released should print their name and sign in the relevant boxes.