



Sent by email

16 August 2024

Dear colleagues

NATIONAL ROLLOUT OF ADAPTED SECURITY SEARCHES BEGINS

I wrote to you on 17 June 2024 to confirm that we were planning to introduce a new adapted security search for Professional Users' Access Scheme (PUAS) members, starting with early adopter sites in London. This followed our continuous review of risk assessments to ensure the safety of all our court users and that our security measures are proportionate whilst allowing smooth access to our buildings by minimising queues.

The agreed changes were initially trialled at three early adopter sites in the London region - Woolwich Crown Court, Westminster Magistrates' Court and Stratford Magistrates' Court in June and July 2024. We've listened to feedback at these sites and are now rolling out the adapted search nationally as Court and Tribunal Security Officers (CTSOs) are trained in how to conduct it.

The process has been positively received at the 'early adopter' sites and I am confident that these changes will enable PUAS members to enter our buildings even more smoothly. We're very grateful in advance for your patience while our CTSOs are being trained on the changes and as the new process is embedded.

During a staggered national rollout there will be times when PUAS members who work at multiple HMCTS sites will experience both processes, where one site is using the new process and another site is not. I'm very grateful to your members in anticipation of their cooperation whilst each site adopts and embeds the new process.

Further information

If your members would like to feedback, escalate or make a complaint about their experience, they can continue to do so by asking to speak to the court manager on the day who will make a record of the feedback or by [raising it online at our GOV.UK pages](#).

We'll be rolling out nationally from Monday 19 August 2024 and are aiming for all sites with the scheme to be operating the adapted search process by the end of October 2024, subject to any necessary adjustments that may arise.

All necessary information will be set out in writing to your members as part of the local communications as each site goes live.

Please note that at the Central Criminal Court (Old Bailey) security is managed by City of London authority who are currently reviewing their local risk assessment and will communicate any changes separately.

A polite reminder

If you have not already done so, please may I take the opportunity to gently remind you to share the updated PUAS Conditions of Entry that I included with my last letter directly with your members who are part of the scheme. This will make sure they are clear on what to expect when going through the adapted search.

And finally, it remains the case that at the limited number of courts where, for security reasons, we are unable to offer the PUAS, whilst all PUAS members will still be required to undergo a search, searches of PUAS-authenticated members will follow the adapted process as now set out. We hope that your members find this helpful even when they are visiting our higher security sites.

Thank you for your cooperation as we work together to introduce these improvements.

You can [find out more about the PUAS](#) by visiting GOV.UK.

Yours sincerely



Nick Goodwin
Chief Executive, HM Courts & Tribunals Service