

Service	Management of Prisoners at Risk of Harm to Self or Others	Version	P2.2
Document	Service Specification	Sign-off Complete	07-03-2011



National Offender
Management Service

Service Specification for

Management of Prisoners at Risk of Harm to Self or Others

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

1. Service Specification Document	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	05-07-2011
P2.0	Go Live publication. Changes since preview publication: generic text in the Example Measurement/ Assurance Method for Commissioners section has been updated, to reflect changes to template.	28-10-2011
P2.1	Mandatory references updated, in line with new Prison Service Instruction on Safer Custody and other new Instructions issued. Correction to section 10 (example assurance methods for Commissioners) to conform to template.	01-03-2011
P2.2	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014

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Introduction to Management of Prisoners at Risk of Harm to Self or Others Specification

1.	Service Name	Management of Prisoners at Risk of Harm to Self or Others
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • The risk of self-harm, violence and death is managed and reduced • A safe, secure and decent environment is maintained • Prisoners and their families feel supported • Staff feel supported • Visitors feel supported • Perpetrators of violence recognise the consequences of their behaviour • A learning culture regarding the management and reduction of risk exists
3.	Definition of Service	<p>The outcomes for this service are intended to be achieved within the narrower context of “risk of harm to self or others” during their time in custody rather than the overall context of public protection.</p> <p>To identify, manage and support prisoners and detainees who are at risk of harm to self or others, with a view to reducing incidences of self-harm and inter-personal violence in prison custody and deaths in custody including: self-inflicted deaths, prisoner on prisoner homicide and natural cause deaths or terminally ill prisoners, and work with terminally ill prisoners.</p> <p>To support the first response and ongoing case-management of incidents of self-harm or violence including effective prisoner support or intervention, family liaison and engagement; effective responses to incidents and investigations of deaths and improved prisoner experiences.</p> <p>To manage and reduce violence, deal effectively with perpetrators, support victims and promote a safe and healthy prison environment and foster a culture of non-violence amongst prisoners.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Identification of risk or risk factors • Assessment of risk or risk factors • Management and reduction of risk • Staff and visitor support • Post incident actions and learning • Family liaison and engagement

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5.	<i>Out of Scope Service Elements</i>	<ul style="list-style-type: none"> • Reception • Prisoner Induction • Person Escort Record • Prisoner Property Services • Investigations • Incident Reporting • Use of Force • Segregation of Prisoners • Prisoner Discipline Procedures • Discharge • Referral to Police • Manage Prisoner Finance
6.	<i>Dependent Service Elements</i>	<ul style="list-style-type: none"> • Interventions for those at risk of harm to self or others identified through individual care or management plans to manage self harm or violent behaviour (such interventions are covered in the Deliver Accredited Programmes specification or unaccredited interventions within the Rehabilitation Services – In Custody specification) • Post-incident care services provided to staff, prisoners or visitors (these are covered under local and national support arrangements) • Residential Services (including Incentives & Earned Privileges) • Safer Cells and Built Environment (these are covered under NOMS technical instructions) • Health Services (including mental health), this includes immediate clinical response to an incident of harm or violence • External movement of prisoners (this is covered in the External Movements & Appearances specification)
7.	<i>Strategic Context</i>	<p>The management of prisoners at risk of harm to themselves or to others encapsulates a number of former Prison Service Orders. While this service details what safeguards can be used to ensure prisoners' safety, it should be recognised that this service has clear links with other prisoner-facing services. In short, as a statutory provider of custodial services we have a duty of care to all those in our care.</p> <p><u>Laws and Regulations</u></p> <p>Articles 2, 3 and 8 of the European Convention on Human Rights (ECHR)</p> <p>Numerous applications concerning the detention of prisoners have been brought before the ECHR under Article 2 (the right to life), Article 3 (prohibition of torture) and Article 8 (right to respect for private life). The case law sets</p>

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		<p>out the requirement for an independent investigation to be held following a death in custody and in certain circumstances an incident of serious self-harm or an assault.</p> <p>Coroners Act 1988 The Coroner has a duty to hold an inquest into all deaths in prison custody under the Coroners Act 1988. The inquest is the primary way in which the State's investigative obligations under Article 2 ECHR will be discharged.</p> <p>Corporate Manslaughter and Corporate Homicide Act 2007 Section 2(1) (d) of the Corporate Manslaughter and Corporate Homicide Act 2007 relates to the duty of care custody providers owe to those detained. Once commenced, custody providers such as the Ministry of Justice may be liable to criminal prosecution if serious management failings cause the death of a prisoner.</p>
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
9.	Reference to Supporting Documents	None.
10.	Example Measurement/ Assurance Method for Commissioners	<p>The specification identifies examples of methods for Commissioners to measure / obtain assurance on the delivery of the outputs/output features. Where an output or output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by Assurance Statements and Contract/SLA Management and/or more specific audits of the service.</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering outcomes and outputs of the Service Specification. Contract/SLA Management refers to the Commissioner, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring of Contract/SLA compliance against the service as a whole. 'Audit' may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by MoJ Internal Audit and Assurance, of a key process contributing to the delivery of an outcome in a Service Specification.</p> <p>Security Audit, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).</p>

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11.	References for Detailed Mandatory Instructions	<ul style="list-style-type: none"> • Corporate Manslaughter and Corporate Homicide Act 2007 • Coroners and Justice Act 2009 • PSI 64/2011 Safer Custody • PSI Segregation [to be issued] • PSI 09/2011 The Cell Sharing Risk Assessment • PSI 25/2011 Discharge • PSI 32/2011 Ensuring Equality • PSI 47/2011 Prisoner Discipline Procedures • PSI 74/2011 Early Days in Custody • PSI 08/2010 Post Incident Care • PSO 2205 Offender Assessment and Sentence Management - OASys • PSO 3050 Continuity of Healthcare to Prisoners • PSO 4800 Women Prisoners
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • The Corston Report. A report by Baroness Jean Corston of a review of women with particular vulnerabilities in the criminal justice system (Home Office, March 2007) • Race equality in prisons. A formal investigation by the Commission for Racial Equality into HM Prison Service of England and Wales. Parts I and II (Commission for Racial Equality, 2003) • Prisons and Probation Ombudsman (PPO) Annual Reports • Expectations. Criteria for assessing the treatment of prisoners and conditions in prisons (Her Majesty's Inspectorate of Prisons (HMIP), version 4, 2012). Includes self harm and suicide prevention • Time out of Cell. A short thematic review (HMIP, December 2007) <p>Suicide and self harm in prison is a comprehensively researched area both internally and externally. Manchester University undertake the Confidential Inquiry into Suicides (a national study with a subset of prison deaths), Cambridge University and Oxford University have produced significant research papers that have directly informed prison policy, including the Safer Prisons Programme. Violence reduction policy has a research ethos based on the work of Jane Ireland (Lancaster University & Ashworth Hospital) and the 'what works' literature for violence, including Rational Emotive Behaviour theory. In relation to cell sharing, predictive factors for violent misconduct in close custody has been an influential source.</p>
13.	Review	Review cycle to be determined

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National Minimum

<i>Row</i>	<i>Service Element</i>	<i>Outputs/Output Features</i>	<i>Applicable Prisoner Types</i>	<i>Policy Theme</i>	<i>Example Measurement / Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
1.	Identification of risk or risk factors	Prisoners who pose a risk to themselves, to others or who are at risk from others (hereafter referred to as 'at risk') are identified.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 09/2011 Cell Sharing Risk Assessment (CSRA) PSI 25/2011 Discharge PSO 1025 Person Escort Record PSI 47/2011 Prisoner Discipline Procedures PSO 4800 Women Prisoners	HMIP Expectations Corston Report 2007

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Row	Service Element	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
2.	Identification of risk or risk factors	Staff, prisoners and visitors (including family members) are aware of risk identification procedures.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody	HMIP Expectations
3.	Identification of risk or risk factors	Information is identified, recorded and shared with relevant stakeholders.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and sSelf-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 47/2011 Prisoner Discipline Procedures PSO 2205 Offender Assessment & Sentence Management - OASys	HMIP Expectations

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4.	Assessment of risk or risk factors	Prisoners are assessed for risk.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality PSI 09/2011 CSRA PSO 4800 Women Prisoners	CRE Report 2003 HMIP Expectations Corston Report 2007
5.	Assessment of risk or risk factors	Staff, prisoners and visitors (domestic, legal and official) are aware of risk assessment procedures.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody	HMIP Expectations

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6.	Assessment of risk or risk factors	Information is shared with relevant stakeholders and is recorded.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSO 2205 Offender Assessment & Sentence Management OASys PSO 3050 Continuity of Healthcare to Prisoners	HMIP Expectations
7.	Assessment of risk or risk factors	Prisoners at risk or posing a risk are involved in the assessment process where safe to do so.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSO 4800 Women Prisoners	HMIP Expectations Corston Report 2007

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8.	Management and reduction of risk	Staff, prisoners and visitors (particularly family and friends) are aware of and contribute to risk management procedures.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody	Corston Report 2007 HMIP Expectations
9.	Management and reduction of risk	Prisoners at risk or posing a risk are managed according to the level and type of risk they pose, up to and including constant supervision in line with mandatory requirements and systems.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 09/2011 CSRA PSI 32/2011 Ensuring Equality PSO 3050 Continuity of Healthcare to Prisoners PSO 4800 Women Prisoners	HMIP Expectations Corston Report 2007

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10.	Management and reduction of risk	Prisoners at risk or posing a risk are involved in risk management procedures where safe to do so.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Active Citizenship Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality PSO 4800 Women Prisoners	HMIP Expectations Corston Report 2007
11.	Management and reduction of risk	Information to and from key stakeholders is shared and recorded.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Active Citizenship Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality PSO 3050 Continuity of Healthcare to Prisoners	HMIP Expectations

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12.	Management and reduction of risk	Prisoners affected by incidents of self-harm, violence or a death in custody are identified, risk assessed, managed and supported, where appropriate.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality	HMIP Expectations
13.	Management and reduction of risk	Prisoners have access to identified peer support schemes in relation to managing the risk of harm to self.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSO 4800 Women Prisoners	HMIP Expectations Corston Report 2007
14.	Management and reduction of risk	Positive staff/prisoner engagement is supported and maintained.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody	HMIP Expectations

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15.	Management and reduction of risk	At risk prisoners are encouraged to engage positively with the establishment regime and interventions to contribute to the reduction of risk.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality PSO 4800 Women Prisoners	HMIP Expectations Corston Report 2007
16.	Management and reduction of risk	Contracts/SLAs with third party providers reflect the need for multi-disciplinary working in relation to at risk prisoners.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality	Corston Report 2007 HMIP Expectations
17.	Staff & Visitor Support	Staff and visitors who are immediately affected by incidents of self-harm, violence or a death in custody are identified, risk assessed, managed and supported.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody	HMIP Expectations

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18.	Post Incident Actions and Learning	Following a death in custody, near death, act of self-harm or violence towards others, all relevant stakeholders are informed, where appropriate, their work facilitated (if applicable) and a record of contact maintained.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody	HMIP Expectations
19.	Post Incident Actions and Learning	Serious acts, incidents of violence and self-harm are investigated at an appropriate level.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody	HMIP Expectations
20.	Post Incident Actions and Learning	Learning from deaths in custody and incidents of self-harm or violence is identified, disseminated and acted upon.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody PSI 74/2011 Early Days in Custody PSI 32/2011 Ensuring Equality PSO 3050 Continuity of Healthcare to Prisoners	HMIP Expectations

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21.	Family Liaison and Engagement	Following a near death in custody, initial and ongoing liaison takes place between the prisoner's nominated next of kin and the establishment.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody	HMIP Expectations
22.	Family Liaison and Engagement	Following a death/ imminent death in custody, initial and ongoing liaison takes place between the establishment and the nominated next of kin.	All prisoners and detainees	Safer Custody Order and Control Health Inequalities Offender Management	Self/Independent assessment Suicide and Self-harm audit Violence Matrix Management Information	PSI 64/2011 Safer Custody	HMIP Expectations