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| Service  | Early Days & Discharge – Reception In | Version           | P 3.0           |
| Document | Service Specification                 | Sign-off Complete | SDWG 05-02-2015 |



National Offender  
Management Service

## Service Specification for

# Early Days & Discharge - Reception In

## 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.

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| <b>1. Service Specification Document</b> | 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  | 21/05/2010  |
| P2.0                  | Go-live publication: references updated in line with new Prison Service Instruction; additional output included to reflect local risk assessment based searching – result of the ‘Searching the Person’ PSI  | 11/10/2010  |
| P2.1                  | Replaced the term DOMs with Commissioners and unmerged rows in output table - DC   | 10/03/2011  |
| P2.2                  | Mandatory references updated in line with new Prison Service Instructions and changes to the National Security Framework. Minor editorial amendments, including ‘out of scope’ and ‘dependent’ service elements separated out.   | 05/08/2013  |
| P2.3                  | Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.<br>Mandatory/non-mandatory references updated, where relevant.   | 08/01/2014  |
| P3.0 IP               | Version prepared for internal publication only, in line with pre-election publication guidance.<br><br>New Service Element added: ‘Social care referral’.<br><br><b>National Minimum Outputs:</b> New output added (output row 6a), requiring NOMS to make appropriate referrals to Local Authorities, where apparent care needs are identified.<br><br>Output rows 4, 6, 6a & 14: References to PSI | 01/04/2015  |

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|      | <p>15/2015 on Adult Social Care and to DH Care and Support Statutory Guidance added in column for 'Detailed Mandatory Instructions'. Social Care added as policy theme.</p> <p>Out of scope service elements: Minor editorial updating.</p> <p>Other minor updating of references.</p> |            |
| P3.0 | Post-election publication version. No significant changes made. Reference to Cell Sharing instruction updated.   | 18/05/2015 |

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## Introduction to Reception In Specification

|    |                                       |  |
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| 1. | <b>Service Name</b>                   | <b>Early Days &amp; Discharge - Reception In</b>   |
| 2. | <b>Key Outcome(s) for the Service</b> | Prisoners are received into lawful custody and are treated with decency and with regard for their and others' safety and well-being.   |
| 3. | <b>Definition of Service</b>          | All prisoners entering prison establishments are correctly identified and the legality of their detention in custody is confirmed. Prisoners and their property are searched, any immediate needs of the prisoner are identified and staff act on all identified risks, and take measures necessary to keep prisoners and others safe. Prisoners are treated decently throughout the reception process.  |
| 4. | <b>Service Elements</b>               | <ul style="list-style-type: none"> <li>▪ Receive from escort</li> <li>▪ Check detention details and identification</li> <li>▪ Search (prisoner and in possession property)</li> <li>▪ Social care referral</li> <li>▪ First night security information</li> <li>▪ Identification of immediate needs</li> <li>▪ Phone call</li> </ul>   |
| 5. | <b>Out of Scope Service Elements</b>  | <ul style="list-style-type: none"> <li>▪ The management of property after initial reception search and record update is out of scope of the Reception In specification (see Prisoner Property Services specification)</li> <li>▪ Personal Hygiene and food has been placed out of scope of Reception In and forms part of the First Night in Custody specification to enable prisoners to shower and eat in a more appropriate environment</li> <li>▪ Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied</li> <li>▪ Escort of prisoners to/from the activity (see Internal Prisoner Movements specification)</li> <li>▪ Detailing of staff to the service and performing overt management checks/observation</li> <li>▪ Staff training</li> </ul> |

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|-----|---|---|
| 6.  | <b><i>Dependent Service Elements</i></b>                              | <ul style="list-style-type: none"> <li>▪ Resettlement issues are covered in the specifications Rehabilitation Services – In Custody and Rehabilitation Services – In the Community. Early resettlement needs screening of all sentenced offenders and of prisoners remanded into custody is contained in the 'Manage the Custodial &amp; Post Release Periods' specification.</li> <li>▪ Prisoners' property is contained in the 'Prisoner Property Services' specification.</li> <li>▪ Prisoner Finance (i.e. arrangement/ eligibility of grants and personal monies by discipline departments) is covered in the 'Manage Prisoner Finance' specification.</li> <li>▪ The prison roll and gate book: see 'Provision of Secure Operating Environment' group of specifications.</li> <li>▪ Prisoner Escort Record (PER)/Risk Assessment preparation are contained in the 'Provision of Secure Operating Environment' group of specifications.</li> <li>▪ Escort transport search is covered in the 'Provision of Secure Operating Environment' group of specifications.</li> </ul>   |
| 7.  | <b><i>Strategic Context</i></b>                                       | The context is the commitment to ensuring that prisoners are lawfully accepted into custody and that all procedures to confirm their identity, to maintain safety and security, and assess and address prisoners' immediate needs, are carried out effectively. Prisoners are treated decently, and safer custody issues are given priority throughout the process.   |
| 8.  | <b><i>Flexibility</i></b>   | All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> .  |
| 9.  | <b><i>Reference to Supporting Documents</i></b>                       | None.   |
| 10. | <b><i>Example Measurement/ Assurance Method for Commissioners</i></b> | <p>The specifications identify examples of methods for Commissioners to measure / obtain assurance on the delivery of the outputs/output features. Where an output/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 the 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 and Self Harm Audit both feature as separate elements within the Prison Rating System (PRS).</p> |

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| 11. | <b>References for Detailed Mandatory Instructions</b> | <p><i>Search 41(1)</i></p> <p><i>Record and Photograph 42(2)</i></p> <p><i>Prisoners property 43(3)</i></p> <p><i>Public Protection Manual</i></p> <p>PSO 4800 Women Prisoners</p> <p>PSO 1025 Prisoner escort form (PER)</p> <p>PSO 3550 Clinical services for substance misuse</p> <p>PSO 3050 Continuity of Health Care for Prisoners</p> <p>PSI 23/2014 Prison-NOMIS</p> <p>PSI 30/2013 Incentives and Earned Privileges (IEP)</p> <p>PSI 32/2011 Ensuring Equality</p> <p>PSI 64/2011 Management of prisoners at risk of harm to self, to others and from others (Safer Custody)</p> <p>PSI 49/2011 Prisoner Communication Services</p> <p>PSI 07/2011 The Care and Management of Transsexual Prisoners</p> <p>PSI 20/2015 Cell Sharing Risk Assessment</p> <p>PSI 16/2006 - Recalled prisoners</p> <p>NSF 3.1: PSI 67/2011 – Searching the Person</p> <p>PSI 25/2002 The Protection and Use of Confidential Health Information in Prisons and Inter-agency Information</p> <p>PSI 15/2015 (AI 10/2015 – PI 11/2015) Adult Social Care</p> <p>Care and Support Statutory Guidance Issued under the Care Act 2014; Chapter 17. Prisons, approved premises and bail accommodation (DH, October 2014)</p> <p>PSI 07/2015 Early Days In Custody</p> <p>PSO 4630 Immigration And Foreign Nationals In Prisons</p> |
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| 12. | <b>Reference to Non Mandatory Guidance</b> | PSI 07/2015 Early Days In Custody<br>National Security Framework - Preservation of Evidence<br>PSO 4800 Women Prisoners<br>PSI 32/2011 Ensuring Equality |
| 13. | <b>Review</b>                              | Review cycle to be determined  |

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## Specification

### National Minimum

| <b>Row #</b> | <b>Service Elements</b>                    | <b>Outputs/Output Features</b>  | <b>Applicable Prisoner Types</b> | <b>Policy Theme</b> | <b>Example Measurement/ Assurance Method for Commissioners</b>  | <b>References for Detailed Mandatory Instructions</b>  | <b>References for Non-Mandatory Guidance</b> |
|--------------|--|---|----------------------------------|---------------------|---|--|--|
| 1.           | Receive from escort                        | Prisons accept lawfully detained prisoners into custody, through appropriate reception procedures that operate within agreed opening hours and exceptionally outside those hours. | All Prisoners                    |                     | Self / Independent Assessment                                   | PSI 07/2015 Early Days in Custody 2.3-2.4  |  |
| 2.           | Check detention details and identification | The identity and legal status of individual prisoners is validated.   | All Prisoners                    |                     |   | PSI 07/2015 Early Days in Custody 2.5-2.9 Annex A<br>PSO 4630 Immigration And Foreign Nationals In Prisons |  |
| 3.           | Check detention details and identification | A record of every prisoner's identification is kept on file and updated when necessary.   | All Prisoners                    | Security            | Self Assessment<br>Independent Assessment (e.g. Security Audit) | PSI 07/2015 Early Days in Custody 2.10-2.13<br>PSI 23/2014 P-NOMIS Chapter 5, esp. 5.5-5.9                 |  |



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| <b>Row #</b> | <b>Service Elements</b>   | <b>Outputs/Output Features</b>   | <b>Applicable Prisoner Types</b> | <b>Policy Theme</b>   | <b>Example Measurement/ Assurance Method for Commissioners</b>               | <b>References for Detailed Mandatory Instructions</b>  | <b>References for Non-Mandatory Guidance</b>  |
|--------------|---|--|----------------------------------|---|--|--|---|
| 4.           | Identification of Immediate Needs and First Night Security Information  | Key information on individual prisoners is identified, including their eligibility for the first night in custody service, and recorded. | All Prisoners                    | Health inequalities pathway<br>Safer custody<br>Drugs and alcohol pathway<br>Domestic Violence pathway<br>Social Care | Self / Independent Assessment  | PSI 07/2015 Early Days in Custody 2.14-2.16<br>PSO 1025: Prisoner Escort Record<br>PSI 16/2006 Recalled Prisoners (Reception section)<br>PSI 32/2011 Ensuring Equality<br>PSI 15/2015 Adult Social Care<br>Care and Support Statutory Guidance, Chapter 17 (DH 2014) | PSO 4800: Issue M – Women foreign Nationals<br><br>PSO 4800: Issue N – Women with Disabilities<br><br>PSI 32/2011 |
| 5.           | Identification of Immediate Needs and First Night Security Information. | All prisoners are risk assessed for potential harm to themselves, to others and from others.   | All Prisoners                    | Safer custody<br>Domestic Violence Pathway  | Self / Independent Assessment<br>Measuring the Quality of Prison Life (MQPL) | PSI 07/2015 Early Days in Custody 2.17-2.18<br>PSI 32/2011 Ensuring Equality<br>PSI 64/2011 Safer Custody (Chapter 7)  | PSO 4800: Issue N – Women with Disabilities<br><br>PSI 32/2011  |

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| <b>Row #</b> | <b>Service Elements</b>  | <b>Outputs/Output Features</b>   | <b>Applicable Prisoner Types</b>                            | <b>Policy Theme</b>          | <b>Example Measurement/ Assurance Method for Commissioners</b>  | <b>References for Detailed Mandatory Instructions</b>  | <b>References for Non-Mandatory Guidance</b> |
|--------------|--|--|---|------------------------------|---|--|--|
| 6.           | Identification to Immediate Needs and First Night Security Information | Information is recorded and shared with other departments and agencies both internal and external, and actions taken are documented. | All Prisoners   | Safer Custody<br>Social Care | Self / Independent Assessment                                   | PSI 07/2015 Early Days in Custody 2.19-2.24 Annex B<br>PSI 64/2011 Safer Custody<br>PSI 15/2015 Adult Social Care<br>Care and Support Statutory Guidance, Chapter 17 (DH 2014) |  |
| 6a.          | Social Care Referral   | Where appropriate, a referral is made and recorded to trigger a Local Authority social care assessment.                              | All Prisoners   | Social Care                  | Self / Independent Assessment                                   | PSI 15/2015 Adult Social Care<br>Care and Support Statutory Guidance, Chapter 17 (DH 2014)   |  |
| 7.           | Search   | Valuables and in possession property are searched and issued.  | All Prisoners   | Security                     | Self Assessment<br>Independent Assessment (e.g. Security Audit) | PSI 07/2015 Early Days in Custody 2.25-2.26<br>NSF 3.1: PSI 67/2011 2.51, Annex C  | NSF – Preservation of Evidence               |
| 8.           | Search   | Prisoners are level B searched and undergo metal detection, and full searched on an intelligence-led basis.                          | Transfer in from other establishment                        | Security                     | Self Assessment<br>Independent Assessment (e.g. Security Audit) | PSI 07/2015 Early Days in Custody 2.27, 2.28<br>NSF 3.1: PSI 67/2011 Table 1, 2.23, Annex C, D, E, H   | NSF – Preservation of Evidence               |
| 9.           | Search   | Prisoners are searched based on local risk assessment.   | Return ROTL (Open prisons),<br>Returns – with prison escort | Security                     | Self Assessment<br>Independent Assessment (e.g. Security Audit) | PSI 07/2015 Early Days in Custody<br>NSF 3.1: PSI 67/2011 Table 1, 2.24, 2.26, Annex C, D, E, H  | NSF – Preservation of Evidence               |

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|--------------|-----------------------------------|---|---|---------------------|---|---|--|
| 10.          | Search                            | Prisoners are full searched.  | New to establishment – not from another prison, Returns – ROTL (Local and Closed prisons), Returns – with other escort (e.g. police, PEMS)<br><br>All HSE | Security            | Self Assessment<br><br>Independent Assessment (e.g. Security Audit) | PSI 07/2015 Early Days in Custody 2.29-2.30<br><br>NSF 3.1: PSI 67/2011 Table 1, 2.22, 2.25, Annex C, D, E, H                               | NSF – Preservation of Evidence               |
| 11.          | Search                            | Prisoners are given a gender specific search.   | Female prisoners  | Security            | Self Assessment<br><br>Independent Assessment (e.g. Security Audit) | PSI 07/2015 Early Days in Custody 2.31-2.33<br><br>NSF 3.1: PSI 67/2011 Table 1, 2.40-2.42, Annex B, C, D, E, H<br><br>PSI 07/2011, 6.1-6.2 | NSF – Preservation of Evidence               |
| 12.          | Identification of Immediate Needs | Prisoners are held in reception for the minimum length of time possible.  | All Prisoners   | Safer Custody       | MQPL  | PSI 07/2015 Early Days in Custody 2.34-2.35   | PSO 4800: Issue B                            |
| 13.          | Identification of Immediate Needs | Prisoners are placed in a waiting area in accordance with their individual needs and risk, to ensure the safety and wellbeing of all prisoners and staff. | All Prisoners   | Safer Custody       | Self / Independent Assessment<br><br>MQPL                           | PSI 07/2015 Early Days in Custody 2.36-2.37<br><br>PSI 64/2011 Safer Custody  | PSO 4800: Issue B, Issue M                   |

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|--------------|-----------------------------------|--|----------------------------------|---|--|---|--|
| 14.          | Identification of Immediate Needs | An assessment of prisoners' health and, where relevant, social care needs is facilitated.    | All Prisoners                    | Health inequalities pathway<br>Safer custody<br>Drugs and alcohol pathway<br>Domestic Violence pathway<br>Social Care | Self / Independent Assessment                                  | PSI 07/2015 Early Days in Custody 2.38-2.40<br>PSO 3050: Continuity of Healthcare for Prisoners (Chapter 2)<br>PSO 3550: Clinical Services for Substance Misusers – mandatory actions Annex A<br>PSI 20/2015 Cell Sharing Risk Assessment<br>PSI 15/2015 Adult Social Care<br>Care and Support Statutory Guidance, Chapter 17 (DH 2014) | PSO 4800: (Issue B, Issue D)<br>PSI 09/2011  |
| 15.          | Phone Call                        | Prisoners are allowed access to telephones, having regard to public protection requirements. | All Prisoners                    | Children and families of offenders pathway<br>Safer Custody   | Self / Independent Assessment<br>MQPL                          | PSI 07/2015 Early Days in Custody 2.41-2.43<br>PSI 49/2011 Prisoner Communication Services, 6.1-6.4   | PSI 07/2015 2.44<br>PSO 4800: Issue B        |