

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015



National Offender
Management Service

Service Specification for

Early Days & Discharge – First Night in Custody

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
--	--------------------	--	---------------------

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

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	11/10/2010
P2.1	Replaced term DOMs with Commissioners - DC	10/03/2011
P2.2	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated. Mandatory/non-mandatory references updated, where required.	09/01/2014
P3.0 IP	<p>Version prepared for internal publication only, in line with pre-election publication guidance.</p> <p>National Minimum Outputs: Row 3, 4, 6, 8 & 10: References to PSI 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. Output row 10: reworded to include reference to additional social care, as well as healthcare, support (if required).</p> <p>Out of scope: Reference to CARATS changed to Substance Misuse Services. Other minor editorial updating.</p> <p>Dependent Service Elements: 'Manage the Custodial & Post Release Periods' specification included for early identification and assessment of immediate or diverse needs.</p> <p>Strategic context: figures updated.</p> <p>Mandatory/non-mandatory references updated, where required.</p>	01/04/2015
P3.0	Post-election publication version. No significant changes made. Reference to Cell Sharing instruction updated.	18/05/2015

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

Introduction to First Night in Custody Specification

1.	Service Name	Early Days & Discharge – First Night in Custody
2.	Key Outcome(s) for the Service	Prisoners are kept safe and supported during their first night in prison and their immediate needs are met.
3.	Definition of Service	All prisoners arriving into an establishment, whether new to custody or new to an establishment, are provided with an appropriate level of care and support. Immediate needs are identified, addressed (where possible) and recorded to enable continuity of monitoring, signposting and support.
4.	Service Elements	<ul style="list-style-type: none"> ▪ Addressing immediate needs ▪ Provision of relevant information ▪ ACCT (Assessment Care in Custody & Treatment) ▪ Risk assessment for cell sharing ▪ Health screening
5.	Out of Scope Service Elements	<ul style="list-style-type: none"> ▪ Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied. ▪ Escort of prisoners to/from the activity (see Internal Prisoner Movements specification) ▪ Detailing of staff to the service and performing overt management checks/observation ▪ Staff training ▪ Drug treatment programmes ▪ Substance Misuse Services ▪ Procurement of goods/stationery
6.	Dependent Service Elements	<ul style="list-style-type: none"> ▪ Identification of prisoners' eligibility for the First Night Service is undertaken as part of the Reception In service ▪ Initial Cell Sharing Risk Assessment (CSRA) and initial phone call are contained in the 'Reception In' specification ▪ Early identification and assessment of immediate or diverse needs will be contained in the 'Manage the Custodial & Post Release Periods' specification'

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

		<ul style="list-style-type: none"> ▪ Although this specification covers the issuing of a meal, the supply of food is covered by the ‘Catering’ specification and the movement of the food by the ‘Residential Services’ group of specifications ▪ Internal prisoner movement is contained in the ‘Provision of Secure Operating Environment’ group of specifications ▪ 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 prisoners remanded into custody are contained in the ‘Manage the Custodial & Post Release Periods’ specification’
7.	Strategic Context	<p>The context is the commitment to ensuring that prisoners spending their first night in prison custody, or in a new establishment, are kept safe, and that their immediate needs and concerns are assessed and addressed.</p> <p>Prisoners are treated decently, and safer custody issues, including cell sharing risks, are given priority.</p> <p>First Night in Custody is recognised as one of the most stressful and daunting times for a prisoner held in custody; family and community links will be broken, the individual will be uncertain about the future and how they will cope with life in custody. There may be a high level of substance misuse and physical health issues which may not have been dealt with whilst in the community/court and the individual may be in a state of shock. All these factors contribute to a heightened risk of self harm and self inflicted deaths occurring during the first night in custody.</p> <p>Well over two thirds of all self-inflicted deaths and half of self harm and assaults occur in the first 100 days of a prisoner arriving in a prison. Although such incidents can occur at any time in custody, the first 100 days pose a particularly high risk from a safer custody perspective. This statement summary shows why Safer Custody policy must be at the forefront of the ‘Early Days & Discharge’ Specifications.</p> <p>Self-inflicted deaths</p> <p>For the three years ending 2014, 10% occurred on the first two days of reception into current prison, 20% in the first week and 39% within a month. Although self-inflicted deaths can occur at any time in custody extra emphasis on the first 24 hours, then week and then month are likely to yield the most benefits in terms of reduced suicides in prison.</p> <p>Self-harm</p> <p>For the three years ending 2013, 10% of self-harm occurs in the first week, 27% within a month and 51% within three months. When new prisoners enter the system for the first time it is important to tackle self harming behaviour promptly. Self-harm incidents are heavily dependent on age with younger prisoners self-harming far more often than older prisoners. A strategy targeting younger prisoners in the first few months of their custody is likely to yield the most benefits in reducing incidents of self-harm.</p> <p>Assaults</p> <p>During the initial induction period, prisoners appear less likely to be involved in assault incidents whether as a fighter, assailant or victim etc. Once they move into the general population risk increases and by the end of the first month in</p>

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

		custody they tend to be over represented in assault incidents compared with prisoners who have been in custody for some time. As with self-harm, younger prisoners are far more likely to be involved in assaults than older prisoners. A strategy targeting younger prisoners and the period when prisoners enter the general population is likely to yield the most benefits.
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum – except for the output at row 12 (one to one welfare support provided within courts / custody suites) which is an Option Available for Commissioners to Commission.
9.	Reference to Supporting Documents	None.
10.	Example Measurement/ Assurance Method for Commissioners	<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 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>
11.	References for Detailed Mandatory Instructions	<p>Mandatory actions related to First Night in Custody from the following should be adhered to in delivering this specification (specific references can be found in the specification):</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>PSI 45/2010 Integrated Drug Treatment System (ITDS)</p> <p>PSI 20/2015 The Cell Sharing Risk Assessment</p> <p>PSI 32/2011 Ensuring Equality</p>

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

		PSI 64/2011 Management of prisoners at risk of harm to self, to others and from others (Safer Custody) PSO 3050 Continuity of Healthcare PSO 4800 Women prisoners
12.	Reference to Non Mandatory Guidance	Guidance related to First Night in Custody in the following: PSO 2300 Resettlement PSO 4800 Women Prisoners
13.	Review	Review cycle to be determined

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

Specification

National Minimum

Row #	Service Elements	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Risk Assessment for Cell Sharing	Prisoners are risk assessed for potential harm to themselves, to others and from others.	All Eligible Prisoners	Safer Custody Security	Self / Independent Assessment Measuring Quality of Prison Life (MQPL)	PSI 07/2015 3.3-3.5 PSI 20/2015 CSRA	PSO 4800 Issue B
2.	Addressing Immediate Needs	Prisoners assessed as being at risk of suicide or self-harm have support identified and managed.	All Eligible Prisoners	Safer Custody	Self / Independent Assessment MQPL	PSI 07/2015 3.6-3.9 PSI 64/2011 Safer Custody	
3.	Addressing Immediate Needs	Prisoners are allocated to first night accommodation which; 1. meets national requirements 2. takes account of their individual needs and risk	All Eligible Prisoners	Safer custody Security Decency Agenda Social Care	Self / Independent Assessment MQPL	PSI 07/2015 3.10-3.14 PSI 64/2011 Safer Custody PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

Row #	Service Elements	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
4.	Addressing Immediate Needs	The immediate needs of prisoners are recorded, and where required action is taken.	All Eligible Prisoners	Safer custody Security Decency Agenda Social Care	Self Assessment Independent Assessment (e.g. Security Audit) MQPL	PSI 07/2015 3.15-3.16 PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSO 4800 Issue B 7	PSO 4800 Women prisoners Issue C: Induction, Resolving Urgent Issues and Assessment
5.	Addressing Immediate Needs	Information on women's prisons, and what to expect on first night in prison is available in courts and local police stations.	All Female Eligible Prisoners	Safer Custody Decency Agenda	Self / Independent Assessment MQPL	PSI 07/2015 3.17-3.18 PSO 4800 Issue A	
6.	Addressing Immediate Needs	Prisoners' hygiene needs are met.	All Eligible Prisoners	Safer custody Decency Agenda Social Care	Self / Independent Assessment MQPL	PSI 07/2015 3.19-3.21 PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	PSO 4800 Issue B
7.	Addressing Immediate Needs	All prisoners receive a hot meal and drink.	All Eligible Prisoners	Safer custody Decency Agenda	Self / Independent Assessment MQPL	PSI 07/2015 3.22-3.23	

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

Row #	Service Elements	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
8.	Addressing Immediate Needs	Prisoners with complex immediate needs receive a supplementary service of one to one interactive support.	All Eligible Prisoners	Accommodation Pathway Skills and Employment Pathway Health Inequalities Pathway Drugs and Alcohol Pathway Children and Families of Offenders Finance, Benefit and Debt Pathway Attitudes, Thinking and Behaviour Pathway Domestic Violence and Sex Worker Pathway Social Care	Self / Independent Assessment MQPL	PSI 07/2015 3.24-3.29 PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	PSO 2300 Resettlement – Annex A

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

Row #	Service Elements	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
9.	Addressing Immediate Needs	Prisoners receive a First Night pack.	All Eligible Prisoners	Safer custody Decency Agenda	Self / Independent Assessment MQPL	PSI 07/2015 3.30-3.32 PSO 4800 Women Issue B	
10.	Health Screening	Prisoners have additional healthcare and social care support if required.	All Eligible Prisoners	Drugs and alcohol pathway Safer Custody Health Inequalities Pathway Social Care	Self / Independent Assessment MQPL	PSI 07/2015 3.33-3.34 PSI 45/2010 IDTS PSO 3050 Continuity of Healthcare for Prisoners (chapter 2) PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
11.	Provision of the Relevant Information	All prisoners new to custody and/or new to the establishment are provided with key information relevant to their first few days in the establishment.	All Eligible Prisoners	Safer custody Decency Agenda	Self / Independent Assessment MQPL	PSI 07/2015 3.35-3.38 PSI 32/2011 Ensuring Equality (inc. paras 8.1-8.5)	

Service	Early Days & Discharge – First Night in Custody	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015

Options Available for Commissioners to Commission

Row #	Service Elements	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
12.	Provision of the Relevant Information	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	All Eligible Prisoners		Self / Independent Assessment MQPL	PSI 07/2015 3.39-3.40	