

Service	Early Days & Discharge – Induction to Custody	Version	P 3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015



National Offender  
Management Service

## Service Specification for

# Early Days & Discharge – Induction to 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.

<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	11/10/2010
P2.1	Replaced term DOMs with Commissioners and unmerged rows in output table - 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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated. Minor updating of references, where applicable.	09/01/2014
P3.0 IP	Version prepared for internal publication only, in line with pre-election publication guidance. <u>National Minimum Outputs: Rows 2 &amp; 3:</u> 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. Other minor referencing updates. <u>Out of Scope Service Elements:</u> Minor editorial updating. <u>Dependent Service Elements:</u> Reference to 'Internal Prisoner Movement specification' included. <u>Strategic context:</u> Details of induction elements removed.	01/04/2015
P3.0	Post-election publication version. No new changes made.	18/05/2015

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## Introduction to Induction to Custody Specification

1.	<b>Service Name</b>	<b>Early Days &amp; Discharge – Induction to Custody</b>
2.	<b>Key Outcome(s) for the Service</b>	Prisoners know and understand their entitlements and responsibilities, and how to access support and facilities available to them.
3.	<b>Definition of Service</b>	Induction begins when First Night in Custody is complete; its purpose is to inform prisoners about prison life, the regime, their responsibilities and how to access support.
4.	<b>Service Elements</b>	<ul style="list-style-type: none"> <li>▪ Prisoners receive the relevant induction to custody package at a time and in a manner relevant to their individual needs.</li> <li>▪ Prisoners understand their entitlements and responsibilities whilst in custody.</li> <li>▪ Prisoners understand how to access support and facilities available to them in this establishment.</li> </ul>
5.	<b>Out of Scope Service Elements</b>	<ul style="list-style-type: none"> <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>▪ Procurement of goods/stationery</li> <li>▪ Staff training</li> </ul>
6.	<b>Dependent Service Elements</b>	<ul style="list-style-type: none"> <li>▪ The identification of prisoners with disabilities, complex needs and social care needs can be found in the 'Reception In' specification</li> <li>▪ Immediate needs are contained in the 'First Night in Custody' specification</li> <li>▪ Offender management and assessments are contained in the 'Manage the Custodial &amp; Post Release Periods' specification.</li> <li>▪ Resettlement needs are contained in the 'Rehabilitation Services – In Custody' and 'Rehabilitation Services – In the Community' specifications</li> <li>▪ Physical Education induction is covered in the 'Physical Education' specification</li> </ul>

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		<ul style="list-style-type: none"> <li>▪ Allocating prisoners to activities can be found in the ‘Activity Allocation’ specification</li> <li>▪ Prisoner movement is contained within ‘Internal Prisoner Movement’ specification</li> <li>▪ The requirement for each prisoner to be seen by a member of the chaplaincy team is contained in the ‘Faith &amp; Pastoral Care for Prisoners’ specification</li> </ul>
7.	<b>Strategic Context</b>	<p>The context is the commitment to ensure prisoners receive the appropriate amount of information and support according to needs and previous custodial experience. The provision of induction to custody has been divided into two phases. Phase 1 provides induction for prisoners new to custody and phase 2 provides induction to prisoners new to a prison but not new to custody. Dividing Induction into these two phases reduces the potential for duplication of input and focuses resources on a ‘needs led’ basis. Induction is intended to provide necessary orientation to custody and to the individual establishment.</p> <p>Prisoners are treated decently, and safer custody issues are prioritised throughout the process.</p>
8.	<b>Flexibility</b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> .
9.	<b>Reference to Supporting Documents</b>	None.
10.	<b>Example Measurement/ Assurance Method for Commissioners</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 &amp; 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.	<b>References for Detailed Mandatory Instructions</b>	<p>Mandatory actions related to Induction to Custody from the following should be adhered to in delivering this specification (specific references can be found in the specification where relevant):</p> <p>PSI 07/2015 Early Days In Custody</p>

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		<p>PSI 15/2015 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>PSO 4800 Women prisoners ‘Statement of Purpose’</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 49/2014 - PI 63/2014 Mother &amp; Baby Units</p>
12.	<b>Reference to Non Mandatory Guidance</b>	PSI 07/2015 Early Days in Custody
13.	<b>Review</b>	Review cycle to be determined

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## Specification

### National Minimum

<i>Row #</i>	<i>Service Elements</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.	Induction to Custody	Prisoners receive the relevant Induction to Custody package at a time and in a manner relevant to their individual needs.	All Prisoners	Children and families of offenders Pathway Accommodation Pathway Skills & Employment Pathway Drug & Alcohol Pathway Finance, Benefit & Debt Pathway Attitude, Thinking & Behaviour Pathway Safer Custody Domestic Abuse Pathway Sex Worker Pathway	Self / Independent Assessment Measuring the Quality of Prison Life (MQPL)	PSI 07/2015: 4.3 - 4.13 PSO 4800 Women Prisoners - Issue C PSI 64/2011 Safer Custody PSI 32/2011 Ensuring Equality PSI 49/2014 - PI 63/2014 Mother and Baby Units: 2.1	.

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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>
2.	Induction to Custody	Prisoners are given appropriate information. Prisoners understand their entitlements and responsibilities while in custody.	Prisoners new to Custody	Children and families of offenders Pathway Accommodation Pathway Skills & Employment Pathway Drug & Alcohol Pathway Finance, Benefit & Debt Pathway Attitude, Thinking & Behaviour Pathway Safer Custody Domestic Abuse Pathway Sex worker Pathway Social Care	Self / Independent Assessment  Measuring the Quality of Prison Life (MQPL)	PSI 07/2015: 4.3 - 4.13  PSO 4800 – Women Prisoners Issue C  PSI 64/2011 Safer Custody  PSI 32/2011 Ensuring Equality  PSI 15/2015 Adult Social Care, esp. 5.1-5.2  Care and Support Statutory Guidance, Chapter 17 (DH 2014)  PSI 49/2014 – PI 63/2014 Mother and Baby Units: 2.1	PSI 07/2015: 4.3 - 4.13

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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>
3.	Induction to Custody	Prisoners are given appropriate information. Prisoners understand how to access support and facilities available to them in this establishment.	Prisoners new to a prison	Children & families of offenders Pathway Accommodation Pathway Skills & Employment Pathway Drug & Alcohol Pathway Finance, Benefit & Debt Pathway Attitude, Thinking & Behaviour Pathway Safer Custody Domestic Abuse Pathway Sex worker Pathway Social Care	Self / Independent Assessment  Measuring the Quality of Prison Life (MQPL)	PSI 07/2015: 4.3 - 4.13  PSO 4800 Women Prisoners Issue C  PSI 64/2011 Safer Custody  PSI 32/2011 Ensuring Equality  PSI 15/2015 Adult Social Care, esp. 5.1-5.2  Care and Support Statutory Guidance, Chapter 17 (DH 2014)  PSI 49/2014 - PI 63/2014 Mother and Baby Units: 2.1	PSI 07/2015: 4.3 - 4.13