

EARLY DAYS IN CUSTODY – RECEPTION IN, FIRST NIGHT IN CUSTODY, AND INDUCTION TO CUSTODY		
This instruction applies to	Reference: -	
Prisons Community Rehabilitation Companies	PSI 07/2015 PI 06/2015	
Re-Issue Date	Effective Date	Expiry Date
04 November 2024 – Revision	1 February 2015	28 February 2016
Issued on the authority of	NOMS Agency Board	
For action by (Who is this Instruction for)	<p>All staff responsible for the development and publication of policy and instructions</p> <ul style="list-style-type: none"> <input type="checkbox"/> HMPPS HQ <input checked="" type="checkbox"/> Public Sector Prisons <input checked="" type="checkbox"/> Contracted Prisons* <input checked="" type="checkbox"/> Governors <input type="checkbox"/> Heads of Groups <input type="checkbox"/> National Probation Service <input type="checkbox"/> All other providers of Probation and Community Service <input type="checkbox"/> HMPPS Rehabilitation Contract Services Team <p><i>* If this box is marked, then in this document the term Governor also applies to Directors of Contracted Prisons</i></p>	
Instruction type	Service Specification Support	
For information	All staff in prison establishments	
Provide a summary of the policy aim and the reason for its development / revision	<p>This instruction replaces PSI 74/2011 and has been revised to reflect changes arising from implementation of the Transforming Rehabilitation Programme. The key changes are the mandating of completion of a resettlement needs screening using the Basic Custody Screening Tool (BCST) and completion of a resettlement plan for all prisoners. <i>Prison governors must ensure that the BCST is completed and shared (automatically via OASys) with Community Rehabilitation Companies (CRCs) within prescribed timescales.</i> CRCs will be required under contract to consider the results of the screening and compile a resettlement plan. It also introduces the new Introduction to Custody standardised induction package.</p> <p>04 November 2024: Paragraphs 2.15 and 2.44 have been updated to refer to the Prison Public Protection Policy Framework. Contact details have also been updated.</p> <p>January 2020 – References to IEP have been changed to the Incentives Policy Framework (IPF), which came into force on 13 January 2020</p>	
Contact	Prison Operational Policy in Counter Terrorism, Operational Policy, and Safety & Security Policy division, Ministry of Justice operational_policy1@justice.gov.uk	
Associated documents	Service Specifications for Early Days and Discharge: Reception In, First Night in Custody, Induction to Custody and Manage the Custodial & Post Release Periods. See MOJ Directory of Service Specifications	

[PSI 72/2011 for Discharge](#)
[PSI 39/2011 – Categorisation and Re-categorisation of Women Prisoners](#)
[PSI 52/2011 – Immigration, Reparation, and Removal Services](#)
[PSI 10/2015 - Managing prisoners who pose an escape risk](#)
[PSI 64/2011 for guidance on risk to self, to others and from others \(Safer Custody\)](#)
[PSI 24/2011 – Management of Security of Nights](#)
[PSI 20/2015 – Cell Sharing Risk Assessment](#)
[PSI 44/2010 – Catering – Meal for Prisoners](#)
[PSI 75/2011 – Residential Services](#)
[PSI 16/2010 – Confiscation Orders](#)
PSI 25/2002 – The Protection and Use of Confidential Health Information in Prisons and Inter-Agency Information Sharing
[PSI 16/2006 – Recalled Prisoners](#)
[PSO 3050 - Continuity of Healthcare for prisoners](#)
[PSO 4600 – Unconvicted, Unsentenced and Civil Prisoners](#)
[Early Release on Compassionate Grounds Policy Framework](#)
[Prison Public Protection Policy Framework](#)
[Security Categorisation Policy Framework](#)
[Searching Policy Framework](#)
[Adjudications Policy Framework](#)
[Restrictions on Prisoner Voting Policy Framework](#)

Replaces the following documents which are hereby cancelled: PSI 74/2011 Early Days in Custody – Reception In, First Night in Custody, and Induction to Custody.

Audit/monitoring: Deputy Directors of Custody will monitor compliance in their region with the mandatory actions set out in the associated Specifications.

NOMS contract management will hold providers to account for delivery of mandated instructions as required in the contract.

Introduces amendments to the following documents: None

Notes: *All Mandatory Actions throughout this instruction are in italics and must be strictly adhered to.*

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1. Executive Summary

- 1.1 This Instruction has been revised to take into account the changes introduced as a result of the Transforming Rehabilitation programme. It sets out guidance and mandatory actions for prison staff regarding reception in, first night in custody and induction procedures. It applies only to prisoners aged 18 and over and extends the requirements for conducting resettlement needs screening on all offenders using the Basic Custody Screening Tool and introduces the new standardised 'Introduction to Custody' process for inducting prisoners into local prisons. All subsequent references to Governors in this PSI should be taken to include Directors of contracted out prisons.

Background

- 1.2 This new instruction replaces PSI 74/2011 which in turn replaced PSI 52/2010 and PSOs 0500 and 0550. It provides guidance to prison staff on how outcomes in relevant specifications can be achieved. Except where mandatory actions are indicated by italics, Governors may adopt alternative methods and procedures, if appropriate, to achieve the required outcomes. The 'early days' specifications have been grouped and are linked with the discharge specification, but discharge procedures are covered in a separate instruction (PSI 72/2011). The latest versions of the specifications, are available on the internet at [MOJ Directory of Service Specifications](#)
- 1.3 Activity relating to the screening of prisoners to help plan to meet their longer term resettlement needs is covered in the new Manage the Custodial & Post Release Periods specification.
- 1.4 Induction consists of two parts. The first is a standardised overview of prisons, prison rules and custody. The second part is a localised introduction specific to each establishment.
- 1.5 *Governors must ensure that all prisoners are given the guidance and information they need on the issues that are important to them.* This will include provision of information about a range of subjects, including but not limited to:
- Offender Management processes including contact with offender managers, which organisations deliver probation services, categorisation and allocation (see PSIs 39/2011 and Security Categorisation Policy Framework, recall procedures, sentence planning, parole and (if relevant) lifer management arrangements, release and supervision arrangements and release on temporary licence (ROTL);
 - Assessment, including screening of all prisoners;
 - Explanation of the "Core Rehabilitative Offer" and access to Rehabilitative Services (further guidance is published in the revised PSI on Rehabilitative Services in Custody);
 - Availability of accredited and unaccredited courses and interventions;
 - Faith issues/contact with Chaplaincy.
- 1.6 *Governors must ensure that all information is made available in an accessible format so that all prisoners understand the range of services that are available to them. Where access to specific services is restricted either by eligibility criteria or targeting policies this must be explained openly and clearly (further guidance and detail will be published in instructions accompanying the Rehabilitative Services in Custody specification).*
- 1.7 *Safer Custody, decency and equality must be treated as high priority issues at all times.*

Desired Outcomes

- 1.8 Prisoners are received into lawful custody and treated with decency and with regard for their and others' safety and well-being.
- 1.9 Prisoners are kept safe and supported during their first night in prison and their immediate needs are met.
- 1.10 Prisoners know and understand their entitlements and responsibilities, and how to access support and facilities available to them.

Application

- 1.11 *All staff involved in the reception in, first night and induction processes.*

Mandatory actions

- 1.12 *Governors must ensure that staff employed on reception-in, first night, and induction duties carry out the mandatory actions set out in this PSI. All staff employed on these duties must be familiar with the relevant parts of the specifications and this instruction.*
- 1.13 *Governors of local prisons must ensure that Part 1 of the Basic Custody Screening Tool is completed within 72 hours of the prisoner's details being entered onto Prison-NOMIS.*
- 1.14 .

Resource impact

- 1.15 This instruction introduces a new mandatory requirement for the Offender Supervisor to complete Part 1 of the Basic Custody Screening Tool and benchmark profiles provide sufficient resource to do so.

(Approved for Publication)

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2. Reception in

Service elements

- 2.1 **The key outcome of this service is that prisoners are received into lawful custody and treated with decency and with regard for their and others' safety and well-being.**
- 2.2 *All prisoners must be held lawfully, and their well being must be the primary concern of staff throughout the reception and first night process. The guiding principle in management of reception and first night is the duty of care to prisoners.*

Service Element: Receive from escort.

- 2.3 **Output: Prisons accept lawfully detained prisoners into custody, through appropriate reception procedures that operate within agreed opening hours and exceptionally outside those hours.**
- 2.4 *Governors must ensure that Reception operates efficiently and effectively for all prisoners entering the establishment. Reception opening hours must be agreed with the Deputy Director of Custody (or with the Deputy Director of Contracted Custodial Services, in those contracted prisons where opening hours are not specified in the contract), and arrangements put in place to deal with prisoners exceptionally arriving outside those hours.*

Service Element: Check detention details and identification.

- 2.5 **Output: The identity and legal status of individual prisoners is validated.**
- 2.6 *All prisoners entering an establishment must be identified, and the validity of the warrant or other documentation authorising their detention must be verified. Warrants can be either hard copy or electronic, do not need to be signed and do not have to contain a seal. The warrant must identify:*
- a) *the person(s) to whom it is directed (the Governor of the first prison receiving the prisoner from court);*
 - b) *the defendant against whom it was issued (the prisoner);*
 - c) *the reason for its issue (the charge or offence);*
 - d) *the court that issued it, unless that is otherwise recorded by the court officer; and*
 - e) *the court office for the court that issued it.*
- 2.7 *A list of such documents is at [Annex A](#). If the warrant or other document is not available on arrival, but Reception staff are satisfied it exists, the prisoner must be admitted and the court or other issuing authority, or the prison where a transferred prisoner was previously held, must be requested to forward it immediately. Photocopied or faxed warrants are acceptable on arrival, but the original must be obtained as soon as possible unless an electronic warrant has been issued, in which case it should be printed for retention in the F2050. An electronic signature or emailed warrant is acceptable. If there is any doubt about the validity of the warrant (e.g., the court order appears to be incorrect, or the prisoner disputes the name on the warrant), the prisoner must be admitted and the court asked for clarification. Prisoners should also be allowed to contact their legal advisers for help in resolving such disputes.*
- 2.8 *Foreign national prisoners, or prisoners who hold British passports but have lived for a substantial period in another country, must be identified. PSI 52/2011 includes guidance on establishing nationality.*
- 2.9 *Guidance on dealing with prisoners who have been unlawfully at large is in [Annex C](#).*
- 2.10 **Output: A record of every prisoner's identification is kept on file and updated when necessary.**

- 2.11 *Details of all newly arriving prisoners must be recorded in their personal record F2050 and on Prison-NOMIS. The information recorded must include the name and contact details of the prisoner's next of kin or nominated contact, the prisoner's ethnic group, and their religion (including nil religion), using the Religion Card as an aid if necessary. If the name on the warrant is different to that used by the prisoner on a previous sentence, the current name must be used to identify him/her, and any alternative names recorded as aliases.*
- 2.12 *Warrants must be date-stamped on the first occasion a prisoner arrives in prison custody after the warrant is issued, to confirm that the court's order has been complied with. On subsequent entries to the prison, or moves to other establishments, it is only necessary to record details of the move on the F2050 and Prison-NOMIS (or alternative system in establishments where P-NOMIS is not available).*
- 2.13 *All prisoners must be photographed in accordance with the National Security Framework, and the photograph downloaded onto Prison-NOMIS. Features that will aid identification including tattoos, scars, and biometric data must also be recorded. See PSI 10/2015 Security Management Function: Management and Security of Escape List (E-list) Prisoners*
- Service Element: Identification of immediate needs. First Night security information.
- 2.14 **Output: Key information on individual prisoners is identified, including their eligibility for the first night in custody service, and recorded.**
- 2.15 *The completed Person Escort Record (PER) form that must accompany each new prisoner, and any other available documentation, must be examined in Reception to identify any immediate needs and risks already recorded. Where a prisoner has been remanded by the Courts, reception staff must refer to the [Prison Public Protection Policy Framework](#) for the processes to follow where there is any indication of a risk to witnesses/victims, so that appropriate restrictions on communications are put in place. The prisoner must also be interviewed, in private if possible, to discover and record any further immediate needs and risks, and any other information about the prisoner that may be relevant, particularly during their first night in custody. Alerts on Prison-NOMIS must be created and updated.*
- 2.16 *As soon as all Reception procedures have been completed new prisoners should be moved on to the First Night Unit, or other accommodation, such as the Segregation Unit or Healthcare, as necessary, where they will spend their first night in the establishment. Prisoners who are returning to the same establishment after a temporary absence should move back to normal accommodation unless, following a revised risk assessment owing to a change in status or circumstances, they require location in healthcare or other special accommodation. Prisoners who were informed about obtaining legal services during an earlier stage of imprisonment may need further advice and support if their status changes, e.g. from remand to convicted/sentenced prisoners, or if their appeal fails.*
- 2.17 **Output: All prisoners are risk assessed for potential harm to themselves, to others and from others.**
- 2.18 *The PER and any other available documentation including Suicide & Self Harm Warning Forms, ACCT documents and CSRAs, must be examined, and the prisoner interviewed in Reception, to assess the risk of self-harm or harm to others by the prisoner, or harm from others. All available, relevant information must be considered including that held on OASys/Delius. Staff should liaise with the OMU where necessary. Assessments must also be made of prisoners who by-pass some Reception processes owing to their late arrival or disruptive behaviour, and those whose status and demeanour may change after a court appearance via video link. See [PSI 64/2011 for guidance on risk to self, to others and from others](#) and [PSI 20/2015 for Cell Sharing Risk Assessment](#).*

- 2.19 **Output: Information is recorded and shared with other departments and agencies both internal and external, and actions taken are documented.**
- 2.20 *All relevant information available about the prisoner must be noted in the appropriate record, and forwarded to other staff as necessary, both within the establishment and externally. Actions taken in relation to this information must also be recorded and the relevant other departments and agencies informed. Local policies and procedures must make clear the options available to reception, first night and healthcare staff to keep safe and support those identified on reception as being at risk of suicide or self-harm, and how to access any additional care or healthcare, including management of drug and alcohol withdrawal.*
- 2.21 *The Border and Immigration Authority must be notified of any prisoner with outstanding immigration issues. In accordance with [PSI 52/2011 \(Immigration, Repatriation and Removal Services\)](#), once convicted and sentenced the following categories of foreign national prisoners must be referred to Criminal Casework Directorate (CCD) within five working days of sentence and before transfer to another establishment, using the CCD/Local Immigration Team Referral Form (LIT):*
- *All those recommended for deportation by a court.*
 - *All foreign nationals (European Economic Area and non-EEA nationals) sentenced to 12 months or more imprisonment (except Irish citizens).*
 - *All non-EEA nationals sentenced to less than 12 months but where the current sentence plus one or two previous sentences within the last 5 years (taking account of the most significant sentences during the period) total 12 months or more.*
 - *All non-EEA nationals who receive a custodial sentence for a drug offence (except possession only cases)*

A copy of the completed CCD/LIT Referral Form should be kept with the prisoner's record.

- 2.22 A table giving examples of information, reasons it may be needed, and who needs it, is at [Annex B](#).
- 2.23 *Governors of local prisons must ensure that Part 1 of the Basic Custody Screening is completed within 72 hours of the prisoner's details being entered onto Prison-NOMIS, for both prisoners entering and recalled to custody. The results will be shared automatically with the CR via OASys.*

2.24

Service Element: Search.

- 2.25 **Output: Valuables and in possession property are searched and issued.**
- 2.26 *All property in the possession of incoming prisoners, or forwarded on later from a previous location, must be searched and either returned to the prisoner to retain in possession, or else securely stored, in accordance with the National Security Framework, the Local Security Strategy, the [Searching Policy Framework](#) and the Prisoner Property Policy Framework , All property must be recorded on the appropriate record. All new prisoners must have a property box number allocated to them on the P-NOMIS system before they leave Reception. If any valuable items are found in a prisoner's possession on reception that appear prima facie not to be the prisoner's property - for example bank cards or identity documents in names other than that of the prisoner - this must be reported to the PIO unless this has already been done. Where the police take no action, the documents should be placed in the prisoner's stored property and returned on release.*

Service Element: Search.

- 2.27 **Output: Prisoners are level B searched and undergo metal detection and are full searched on an intelligence-led basis.**
- 2.28 *All incoming prisoners must be searched in accordance with the procedures described in the National Security Framework, the Local Security Strategy, and the [Searching Policy Framework](#). In high security prison all male prisoners must be given a full search on reception. Female prisoners must not be routinely full searched, but only when intelligence or reasonable suspicion suggest that an item is being concealed that may be revealed by the search.*
- 2.29 **Output: Prisoners are full searched.**
- 2.30 *Full searches of male prisoners must be conducted in accordance with the National Security Framework, the Local Security Strategy, and the [Searching Policy Framework](#).*
- 2.31 **Output: Prisoners are given a gender specific search.**
- 2.32 *Female prisoners must be searched in accordance with the National Security Framework, the Local Security Strategy, and the [Searching Policy Framework](#).*
- 2.33 The National Security Framework and [Searching Policy Framework](#) include guidance on searching disabled or injured prisoners, transsexual / gender dysphoric prisoners, and religious or cultural searching issues.

Service Element: Identification of immediate needs.

- 2.34 **Output: Prisoners are held in reception for the minimum length of time possible.**
- 2.35 *The reception-in procedure can be a stressful experience for prisoners, who must not be held in escort vehicles or holding rooms any longer than is necessary while waiting to complete the procedures, before moving on to their first night location.*
- 2.36 **Output: 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.**
- 2.37 *An initial assessment of individual prisoners' risk of harm to or from others must be made and reasonable steps taken to minimise any risk during the waiting period. If the prisoner is identified as being at risk of suicide or self-harm an ACCT must be opened and followed up as required, or an existing ACCT followed up. The environment prisoners are held in while waiting to complete reception-in procedures is likely to influence their mood at this time, and Governors should ensure, as far as possible, that holding rooms are clean and reasonably comfortable, with diversionary material such as magazines, information on the prison, or TV.*
- 2.38 **Output: An assessment of prisoners' healthcare needs is completed.**
- 2.39 *All incoming prisoners must be medically examined, in private if possible, by a qualified member of the Healthcare team, or a competent and trained Health Care Assistant, who has been trained in ACCT procedures, to determine whether they have any short or long term physical or mental health needs, including disability, drugs or alcohol issues, and ensure that any follow up action is taken, that anyone who needs to know about individual prisoners' ongoing healthcare requirements is informed, and that actions taken are recorded in the appropriate record. If a prisoner is identified as being at risk of suicide or self-harm an ACCT must be opened, or an existing ACCT followed up. Disability data should be entered on Prison-NOMIS, if the prisoner consents.*
- 2.40 Prisoners spending their first night in the current prison following transfer from another establishment may undergo the detailed medical assessment on the following day, (or if this

is not possible, no later than one week after arrival) *unless there are urgent health issues that must be addressed on the day of arrival. Any medical records transferred with the prisoner must be examined as part of the assessment.*

Service Element: Phone call.

- 2.41 **Output: Prisoners are allowed access to telephones, having regard to public protection requirements.**
- 2.42 *Newly arrived prisoners must be given access to a telephone in Reception, if available, or else in the first night location, to contact their legal adviser, or to address urgent domestic issues (e.g., childcare or other dependant care arrangements, etc, or to advise a family member where they are being held). If a prisoner wishes to make a legal call the onus will be placed on the prisoner to inform staff that they wish to make such a call. On reception calls to legal advisers must not be made via a PINphone until a prisoner's PINphone account has been properly set up. A member of staff must first ring the number provided by the prisoner to verify that the number is a bone fide legal number.*
- 2.43 *Wherever possible prisoners must agree and sign a copy of the Communications Compact before making their first call. Failing this the Compact must be signed before the prisoner is issued with their own personal PIN number.*
- 2.44 If the prisoner is subject to, or likely to be subject to, public protection restrictions (Protection from Harassment Act or Child Protection measures, and others – see Prison [Public Protection Policy Framework](#)) a member of staff should make the call on the prisoner's behalf, checking that the recipient is willing to receive the call in the first instance. Staff should also be aware of those prisoners on remand who are subject to restrictions on their communications with victims and witnesses under the [Prison Public Protection Policy Framework](#).

3. First Night in Custody

- 3.1 **Key outcome: Prisoners are kept safe and supported during their first night in prison and their immediate needs are met.**
- 3.2 First Night in Custody, when family and community links are broken and the future is uncertain, is one of the most stressful times for prisoners. Many self-inflicted deaths and self-harm incidents occur within the first 24 hours, the first week, and the first month, particularly among younger prisoners. Extra emphasis placed on tackling safer custody issues during the first 24 hours and beyond is likely to produce most benefit in this early period. Listeners or other peer supporters may offer additional help to prisoners, particularly during the first night.

Service Element: Risk assessment for cell sharing.

- 3.3 **Output: Prisoners are risk assessed for potential harm to themselves, to others and from others.**
- 3.4 *A Cell Sharing Risk Assessment must be completed, by an appropriately trained member of staff, whenever required in accordance with national instructions ([PSI 20/2015 The Cell Sharing Risk Assessment](#)). The rating resulting from the paper based CSRA must be entered onto Prison-NOMIS before any offender is physically located in the cell.*
- 3.5 *Staff must be aware of, and comply with, national and local instructions on violence reduction ([PSI 64/2011 and the local Violence Reduction Strategy](#)).*

Service Element: Addressing immediate needs.

- 3.6 **Output: Prisoners assessed as being at risk of suicide or self-harm have support identified and managed.**
- 3.7 *All newly arrived prisoners must be assessed as part of the reception health screen process to determine whether they are at risk of suicide or self-harm, and an Assessment Care in Custody and Teamwork (ACCT) Plan opened, or an existing ACCT continued, as appropriate. An ACCT alert must be updated on Prison-NOMIS when an ACCT is opened. Prisoners returning to custody are at increased risk of suicide/self-harm, and the risk occurs with transferred prisoners as well as those on initial reception into custody.*
- 3.8 *Staff must be aware of, and comply with, national and local instructions on preventing suicide and managing self-harm*
- 3.9 *A list of the categories of prisoners who may be especially vulnerable to suicide or self-harm is at [Annex D](#).*
- 3.10 **Output: Prisoners are allocated to first night accommodation which:**
- 1 meets national requirements;**
- 2 takes account of their individual needs and risk.**
- 3.11 *Prisoners who are new to prison custody, or new to the current establishment, must be allocated initially to dedicated first night accommodation, if available, or to another location which meets at least the minimum national standard for certified accommodation, and which is suitable for new prisoners. Where appropriate, following medical assessment, new prisoners may be located in Healthcare or a detoxification unit, or, if appropriate, a vulnerable prisoners unit or segregation unit.*

- 3.12 *When allocating prisoners to their accommodation for their first night in the establishment, and subsequently, staff must take account of the requirement to manage any risk of harm to or from others, and any risk of suicide or self-harm. They must also take account of information in the PER and other relevant documentation, and all relevant information obtained during reception, particularly in relation to any form of risk to the prisoner or others. Refer to Caremaps for prisoners transferring on an open ACCT, or in the post-closure phase.*
- 3.13 *Governors must ensure that arrangements are in place for staff to monitor prisoners' safety and well-being throughout the first night in the current prison, and that action is taken to address any concerns as necessary. Prisoners must be advised on how to summon help during the night, if needed. See Management and Security of Nights PSI 24/2011.*
- 3.14 *As far as possible convicted and unconvicted prisoners must be accommodated separately, in accordance with Prison Rule 7. Smokers and non-smokers must also be kept separate (see Smoke Free Policy Framework).*
- 3.15 **Output: The immediate needs of prisoners are recorded, and where required action is taken.**
- 3.16 *All information about prisoners' immediate healthcare needs and details of any urgent issues that require immediate intervention and resolution must be recorded in the appropriate record, and suitably followed up by the relevant staff.*
- 3.17 **Output: Information on women's prisons, and what to expect on first night in prison is available in courts and local police stations.**
- 3.18
- 3.19 **Output: Prisoners' hygiene needs are met.**
- 3.20 *All new prisoners must be given access to a bath or shower in reception or before they are locked up for the first night. All prisoners must be provided with toiletries (soap, toothpaste, toothbrush etc) sufficient to last for at least the first 24 hours. Female prisoners must be provided with appropriate sanitary items. Where appropriate, items suitable for particular ethnic groups should be available.*
- 3.21 *All new prisoners must be provided with clean, reasonably fitting clothing as necessary.*
- 3.22 **Output: All prisoners receive a hot meal and drink.**
- 3.23 *Prisoners who have completed the reception-in process in time must be served the normal evening meal (or lunch, if they arrive early enough). Prisoners who arrive too late for the normal evening meal must be provided with hot food and a drink in reception or wherever they spend the first night, before lock up (PSI 44/2010, Annex B, paragraph 4.27, and Annex A, service element 12). The food and drink provided must take account of religious, cultural and medical needs (PSI 44/2010, Annex B, paragraph 3.13).*
- 3.24 **Output: Prisoners with complex immediate needs receive a supplementary service of one to one interactive support.**
- 3.25 *Some prisoners arriving in prison custody will need support and assistance to resolve urgent and immediate issues arising as a result of their imprisonment and which adversely affect their lives (or the lives of others) outside the prison. It is important that we help prisoners to uphold their immediate responsibilities to others by assisting them to solve immediate problems and make arrangements to cover the time they will spend in prison. For example, they may be worried about having left children or family members without an explanation of*

where they are or about not being able to let their employer know that they will not be at work the following day.

- 3.26 *During the initial interview, staff must take time to listen to prisoners and offer them help and support in resolving or managing their most urgent issues and in particular those that arise directly as a result of their imprisonment, Time and resources must be available to resolve issues that cannot be left unresolved overnight and to provide personal help and support to prisoners as needed. First night staff should be supported by the chaplain, Samaritans, Listeners and Insiders, and others in this task.*
- 3.27 The complete range of issues that might need immediate attention and resolution cannot be captured in a list. Possible topics that may need to be addressed on the first night include but are not limited to:
- urgent issues related to accommodation (for example where dependents are locked out or where homes have been left unsecured);
 - health related issues (for example where either prisoners or dependents need access to specialist medication that is not in their possession);
 - issues relating to the safety or well being of children or family members;
 - Issues relating to the prevention of harm to others.
- 3.28 Equally, some prisoners may need additional support and assistance in understanding and adapting to the prison environment.
- 3.29 *Particular care should be taken to ensure that prisoners with special needs in relation to communication or understanding receive the support and information they need to overcome immediate issues that arise. The immediate needs of prisoners with disabilities or learning difficulties must be addressed. Prisoners identified as having a disability should be issued with the 'Information Book for Prisoners with a Disability' which is also available in Easy Read format.*
- 3.30 **Output: Prisoners receive a First Night pack.**
- 3.31 *New prisoners must be issued with a pack (variously known as a reception pack, comfort pack or first night pack) containing items such as tea, milk, sugar and sweets. Prisoners aged over 18 may also be provided, on request, with tobacco ('smoker's pack'). Diversionary reading material should also be included where possible, along with writing materials and, where there is no TV access, a radio. Prisoners should be told that the cost of the pack will be recovered from their future earnings in the establishment, and they may therefore choose to refuse to accept it.*
- 3.32 *Prisoners must be told when and how they will be able to make purchases from the prison shop/canteen. If items routinely provided by the prison shop/canteen are needed urgently before prisoners are able to obtain them from the shop/canteen they may be provided in advance and paid for later.*

Service Element: Health screening.

- 3.33 **Output: Prisoners have additional healthcare support if required.**
- 3.34 *Prisoners who require detoxification from the effects of drugs or alcohol, or other immediate medical needs (e.g., medication, help with disabilities) must be referred to the appropriate specialist unit or staff. See PSI 45/2010 on the Integrated Drug Treatment System (IDTS) for actions in relation to substance misuse and reception/first night.*

Service Element: Provision of the relevant information.

- 3.35 **Output: 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.**
- 3.36 *All new prisoners must be provided with a pack or booklet giving essential information about what will happen during their first few days in the establishment, and including information about the Samaritans, Listeners, Insiders, and any other peer supporter initiatives. This pack or booklet will contain a brief description of what the prisoner can expect from their Offender Supervisor and clarify that they will be allocated an Offender Supervisor during their period in custody who will work closely with their Offender Manager in the community. As far as possible, this information should be available in a variety of formats (e.g., written, video, audio) and a range of languages reflecting the make-up of the local prison population. Prisoners new to custody are likely to find the reception and first night periods confusing and even overwhelming, and while staff should try to help them settle in and overcome their anxieties, it is good practice not to overload prisoners with information when they first arrive.*
- 3.37 *Staff must reassure prisoners that safer custody (e.g., violence reduction/prisoner safety measures) is a high priority, and Governors must ensure that these measures are effective. Staff should explain to prisoners that the induction stage, which will explain more about prison life, will follow shortly. If not already clear from the reception stage, staff should enquire about the prisoner's previous prison experience and knowledge, so as to make an appropriate recommendation about a suitable individual induction programme.*
- 3.38 *All newly convicted prisoners must be advised that they are entitled to a social visit within 72 hours of their conviction.*
- 3.39 **Output: One to one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.**
- 3.40 This is an additional service for prisoners which may be commissioned. Its aim is to provide prisoners with complex needs with a more personal service, including advice and support ahead of their arrival at the establishment. See PSI 64/2011.

4. Induction to Custody

- 4.1 **Key outcome: Prisoners know and understand their entitlements and responsibilities, and how to access support and facilities available to them.**
- 4.2 *All prisoners undergoing induction must be treated decently, with full regard for equality, vulnerability, and any special needs. Safer custody requirements must be followed at all times and risks appropriately managed.*

Service Element: Induction to Custody.

- 4.3 **Output: Prisoners receive the relevant Induction to Custody package at a time and in a manner relevant to their individual needs.**
- 4.4 Induction consists of two parts. The Introduction to Custody (ITC) presentation has been developed to provide a standardised process for inducting prisoners into local prisons. The Purpose of the 'ITC' presentation is to provide prisoners with all information that is mandatory under this instruction. ITC has to be completed within 5 days of a prisoner arriving into the prison. The day of Reception is counted as day one and is therefore included in the 5 days. Part Two is a localised introduction specific to each establishment. Public sector prisons that have a 'Local' function *must* deliver both parts. *Outside of the local estate governors can determine how induction is delivered but they must still cover all parts of PSI and may wish to use the model provided for local prisons.* Prisoners with wide custodial experience are likely to need less input than those comparatively new to prison, but staff should be aware that some prisoners may not retain information for very long and will need reminding. A flowchart detailing what is expected in the first 5 days in custody is contained in [Annex F](#) and for further detail about the process and presentation please see the 'Local Prisons delivery model for induction
- 4.5 Every prisoner's knowledge and previous experience of custody should be explored during the reception and first night stages, and all prisoners requiring induction should be referred on to either the full Part One and Two programme, or only Part Two, as appropriate.
- 4.6 *Prisoners must be placed on an appropriate induction programme, as described above, as soon as they are able to benefit from it (eg, after completing a detox period if necessary) and as soon as a vacancy on a programme is available. Arrangements must be made for those whose induction is delayed to be able to obtain information in the interim. The induction package must be adapted as far as possible to take account of individual prisoners' learning abilities and language competencies, and make use of a variety of formats (eg, visual, oral, written, etc) as appropriate. The location and accessibility of the induction accommodation must be taken into account in relation to disabled prisoners. The multi-lingual Prisoners' Information Book is a useful source of guidance for prisoners.*
- 4.7 **Output: Prisoners are given information. Prisoners understand their entitlements and responsibilities while in custody.**
- 4.8 Prisoners undergoing Part One of induction should be provided with information on the following topics:
- Prison or YOI Rules, and local rules or regulations. Remand prisoners should be informed of the particular rights and obligations that apply to them under the Rules;
 - Advice on living co-operatively with others within the prison, including sensitivity to their needs and diversity, care for the environment and personal care, safeguarding their property, suicide prevention and self-harm management, and local responses to violence;
 - Samaritans and Samaritan Listener scheme within the prison;
 - Raising the alarm and emergency situations;

- Working with staff;
- Making applications;
- Making complaints, including the role of the Prisons and Probation Ombudsman;
- Adjudications procedures;
- The role of the Independent Monitoring Board;
- Faith issues and the role of the Chaplaincy;
- Arrangements for release (including temporary release) and (where relevant) deportation (in general – arrangements specific to the individual prisoner will come under Offender Management, not induction);
- Making applications for bail and obtaining advice on legal services;
Details of active civil and criminal providers can be accessed via the following website link: <https://www.gov.uk/find-a-legal-adviser>
- Local healthcare services;
- Counselling, Assessment, Referral and Throughcare Services (CARATS), and other substance misuse services;
- The Assisted Prison Visits scheme;
- Voting rights for eligible prisoners (Restrictions on Prisoner Voting Policy Framework).

4.9 As far as possible, induction staff should confirm that prisoners understand the information they have been given, and know where to seek further guidance.

4.10 **Output: Prisoners are given information. Prisoners understand how to access support and facilities available to them in this establishment.**

4.11 Prisoners undergoing Part Two of induction should be provided with information on the following topics:

- Prisoners' pay arrangements;
- The Incentives scheme;
- Safer custody issues, including suicide prevention, self-harm management, peer support (Samaritan and Listener) and violence reduction;
- Health and Safety;
- Any other locally relevant information likely to help prisoners integrate into the establishment (e.g., visiting arrangements, mealtimes, access to library, gym, exercise, association, work and education, and placing orders with the prison shop/'canteen');
- Obtaining advice on legal services;
- Explanation of the "Core Offer" of Rehabilitative Services (*further guidance and detail will be published in the revised instructions accompanying the Rehabilitative Services in Custody specification*)

4.12 Again, as far as possible, induction staff should confirm that prisoners understand the information they have been given, and know where to seek further guidance.

4.13 Guidance on accessing legal advice for existing prisoners will be added to PSI 75/2011 on Residential Services.

Contact

4.14 If you require further information about this PSI contact:

Equality, Rights & Decency Group: ERDGPolicyTeam@noms.gsi.gov.uk

Warrants and other documents authorising prisoners' detention in prison custody

BASIS FOR DETENTION	DOCUMENTATION
When detention has been ordered by a court in England or Wales or by the Secretary of State	
1] A prisoner committed by a Magistrates' Court	A] A copy of the warrant of commitment
2] A prisoner convicted on indictment	B] The order for Imprisonment (Form 5035) and a copy of the court record (Form 5089) containing in respect of each count details of the plea, verdict and sentence and preferably a copy of the indictment
3] A prisoner convicted by a Magistrates' Court and sentenced by the Crown Court	C] As for 'B' except that there will not be an indictment
4] A prisoner convicted by a Magistrates' Court who has appealed to the Crown Court (whether or not the original sentence has been modified on appeal)	D] As for 'B' except that there will not be an indictment; and the Crown Court record (F5012A) showing the result of the appeal
5] A prisoner convicted by the Crown Court who has been granted leave to appeal to the Court of Appeal and whose appeal has been heard	E] As for 'B' and the court record (F5035A) showing the results of the appeal
6] Prisoners (including civil prisoners) committed by any other court	F] A copy of the warrant of commitment or order made by the court
7] Prisoners detained under the Immigration Act 1971 on the authority of the Secretary of State or an Immigration Officer, or by virtue of a court recommendation for deportation	G] A copy of the warrant (which may have a recommendation for deportation), an IS91 warrant, or a deportation order DO2 or DO3.
8] A prisoner whose parole or life licence has been revoked by the Secretary of State or the Parole Board	H] A copy of the revocation order
9] A prisoner whose case has been transferred to the Crown Court by a Magistrates' Court	I] A transfer certificate from the Serious Fraud Office
10] A prisoner who has been committed into custody following the issue of a voluntary bill of indictment	J] A copy of the warrant issued by the Crown Court
11] A prisoner who has been convicted on indictment but where the sentence has been deferred (known as "judgement respited" cases)	K] A copy of the remand order (F5038)
12] A prisoner detained under the Anti Terrorism Crime and Security Act 2001	L] Immigration form ICD giving notice of the Decision to Make a Deportation Order, Immigration form IS91 Detention Authority, ATCSA 2001 form ACTS1 signed by the Home Secretary
When detention has been ordered by a court in Scotland or Northern Ireland	
13] Prisoners detained for non-payment of fines in either of those jurisdictions (NB: except for fine defaulters, a committal warrant or order etc issued by a Scottish or Northern Irish Court is insufficient authority to detain a person in custody in England and Wales)	M] Warrant of commitment of the Scottish or Northern Irish court

14] Prisoners serving a sentence of detention or imprisonment in either of those jurisdictions transferred to England and Wales under the Criminal Justice Act 1961	N] An order for transfer to England and Wales made on or by authority, as appropriate, of the Secretary of State for Scotland or Northern Ireland
When detention has been ordered by a court outside the United Kingdom	
15] Prisoners transferred from the Isle of Man, Jersey and Guernsey under the Criminal Justice Act 1961	O] An order made on the authority of the Secretary of State for the prisoner's transfer to England and Wales
16] Prisoners repatriated to this country under the Repatriation of Prisoners Act 1984	P] A warrant made under the authority of the Secretary of State for the prisoner's transfer to England and Wales
17] Prisoners transferred to this country on the request of a government of a British Dependent Territory under the Colonial Prisoners Removal Act 1884	Q] As for 'P'

Information to be forwarded from Reception to other departments within the prison, or to other criminal justice agencies

This Annex provides examples of the information gathered during the Reception stage that must be forwarded to other departments or criminal justice agencies as necessary. It is not exhaustive, and any other relevant information, whenever it becomes available, must also be forwarded to whoever needs it. Governors should ensure that effective local systems operate to obtain, analyse, record, forward, and act upon this information as appropriate.

Type/Source of Information	Reason Needed	Needed By	Comments
Warrant	Confirmation of lawful detention; informs CSRA, suicide & self-harm risks, public protection risks	Reception, Safer Custody, First Night, Security, F2058 & Cat A submission	<i>All escorted prisoners must be accompanied by a Warrant</i>
Prisoner Escort Record (PER)	Audit trail of movements, risk assessments, including violence, suicide, and self-harm risks	Reception, healthcare, custody office, Safer Custody, Security	<i>All escorted prisoners must be accompanied by PER</i>
Previous convictions	Risk assessment, sentence planning, & CSRA	Sentence planners, public protection staff, custody office, residential staff, Safer Custody, Security, Cat A submission, PIO	
Open ACCT, or post-closure of ACCT	Safer custody – suicide prevention/self-harm risk management	All staff in contact with prisoner, particularly Reception, healthcare, First Night	<i>Must be given priority attention in Reception and First Night</i>
Suicide/Self Harm Warning form	As for ACCT	As for ACCT	As for ACCT
Cell Sharing Risk Assessment form	To identify risk of harm to potential cellmates	First Night and wing staff, custody office	<i>Must be completed as part of the reception process before allocation to a shared cell. Required by PSI 09/2011 and PSI 64/2011</i>
Prisoner's medical records (if transferred from another establishment)	Healthcare assessments, safer custody assessments	Healthcare	Medical in confidence; checked for information pertinent to risk – violence, suicide, or self-harm
OASys records	Sentence planning, risk identification	Healthcare (if risk of harm identified), sentence planners, public protection staff, custody office, Safer Custody, Offender Supervisor, NPS	
Multi-Agency Public Protection Arrangements (MAPPA)	To identify prisoners subject to arrangements described in	Custody Office/Sentence planners/OASys/Risk	

	the Statutory MAPPA Guidance	Management Teams/Probation/Police Intelligence Officer/Public Protection Co-ordinator, Security, PIO	
Safeguarding Children statutory guidance	To identify prisoners subject to restrictions on child contact – see Prison Public Protection Policy Framework	As for MAPPA above	
Current and previous convictions, non-contact orders	To identify prisoners posing a risk to children – see Prison Public Protection Policy Framework ; CSRA, suicide and self-harm risks	Social Care/Children's Services/Probation/YOT (if under 18) As for MAPPA above	
Current and previous convictions non-contact orders	To identify prisoners subject to Sexual Offences Act 2003 – Prison Public Protection Policy Framework ; CSRA, suicide and self-harm risks	As for MAPPA above/ Police/Probation/Offender Manager/Safer Custody	<i>Prisoners must be informed of requirement to register on reception and discharge procedures</i>
See Prison Public Protection Policy Framework	To identify prisoners to whom harassment procedures/restraining, injunction or non-molestation orders apply	See Prison Public Protection Policy Framework	
Potential Category A prisoners – current and previous convictions/previous categorisation assessments	<i>To identify prisoners to whom high security measures must be applied; suicide and self-harm risks</i>	Custody Office/Category A section, HQ; Safer Custody, Security	
Potential/convicted life sentence prisoners	To identify prisoners subject to life sentence procedures; suicide and self-harm risks	Custody Office/Local Lifer Unit/Sentence Planners/OASys/Safer Custody	
Prolific offenders	<i>To identify prisoners whose release date must be notified to the police; suicide and self-harm risks</i>	Custody Office/MAPPA; Safer Custody, Security	
Target offenders	To identify racists, football hooligans, gang members, extremists, CSRA	Custody Office/National Criminal Intelligence Service (NCIS), Security	

Members of the armed forces, including reservists	To advise forces of location of their personnel; suicide and self-harm risks	Custody Office/Relevant Commanding Officer; Safer Custody	
Foreign nationals/British subjects who have lived abroad for a significant period	To identify prisoners with outstanding immigration issues and/or those facing difficulties due to inability to speak English or lack of knowledge of local customs; suicide and self-harm risks	Custody Office/Race & Equality Officer/BIA	
Court Record (F5089)	May include confiscation order/recommendation for deportation	Custody Office, Reception, Safer Custody, First Night	
Indictment (F5088)	To identify charge against prisoner, and relevant law; CSRA, suicide and self-harm risks	Custody Office, Reception, Safer Custody, First Night	
Confiscation Order	To highlight that another warrant for non-payment will be received, unless prisoner pays up	Custody Office	See PSI 16/2010
Civil Prisoners committed on a civil warrant for contempt of court	To notify Official Solicitor	Custody Office	See PSO 4600
Prisoners with outstanding fines	To notify sentencing court	Custody Office	
Request for psychiatric court report	To assess prisoner for sentence; suicide and self-harm risks	Healthcare, Custody Office, Reception, Safer Custody, First Night	Request will either be on warrant, or accompanying it
Former prison staff or police officers	Risk from other prisoners	Security, Intelligence	

Prisoners previously unlawfully at large, ROTL failures, and recalled prisoners

1. Prisoners who are returned to custody after a period spent unlawfully at large will normally be accompanied by a PER form confirming their identity. If a previously UAL prisoner voluntarily returns to custody the receiving prison should obtain documentation to confirm the prisoner's identity, and other records if available, from the establishment s/he escaped or absconded from. If the receiving establishment is not an appropriate location in view of the prisoner's age, gender, or security category, his/her transfer to a suitable location should be arranged. Similarly, if the prisoner was previously in custody in Scotland or Northern Ireland, arrangements should be made for his/her transfer back to those jurisdictions (but meanwhile the prisoner should be accepted into custody in a prison in England or Wales under section 49 (1) of the Prison Act 1952 and paragraph 17 of Schedule 1 to the Crime (Sentences) Act 1997).
2. A prisoner who has returned to custody after escaping or absconding, or after breaching the terms of a release on temporary licence (ROTL), should be charged with a disciplinary offence under Prison Rule 51(7) or (8) within 48 hours of his/her return, unless the police have already charged him/her with escaping – see the Adjudications Policy Framework
3. Prisoners recalled to prison after the revocation of a licence (see Early Release on Compassionate Grounds Policy Framework and [PSI 16/2006](#)) should be accepted into custody on production of a valid revocation order or sentencing warrant, or other evidence that the prisoner has been lawfully recalled. Such prisoners should be provided with guidance on the procedure for making representations to the Parole Board about their recall and the arrangements for Board hearings, normally by issuing a 'reps pack' which will be sent to the prison by the Release and Recall Section within 24 hours of receiving notification that the prisoner is back in custody.
4. If a prisoner (e.g, a recaptured escaper or returning absconder) arrives at an establishment that is not appropriate for their age or gender, arrangements should be made to transfer them to more suitable location as soon as possible. *This category of prisoner presents additional risks of suicide and self-harm, and must be managed accordingly.*

Healthcare Screening, Suicide Prevention, Self-Harm Management, and Disabled Prisoners

1. *All prisoners' immediate medical needs must be assessed by a member of the healthcare team on first entry to an establishment, and any identified clinical concerns must be appropriately followed up. Efforts should be made to retrieve any information required from the prisoner's GP, or other relevant service the prisoner has recently been in contact with, normally with the prisoner's consent.
See PSO 3050, paragraph 2.1.*
2. *Any prisoner who appears to reception staff to be ill, injured, or affected by alcohol and/or drugs must be referred to healthcare immediately, and suitably cared for in reception until they are located in the healthcare or detox unit etc, as appropriate.*
3. *Any prisoner arriving with an open ACCT, Suicide/Self-harm Warning form, or any other indication that s/he may be at risk of suicide or self-harm must be managed appropriately, in accordance with Safer Custody guidance.*
4. All staff should be alert to the enhanced risk of suicide/self-harm posed by prisoners in the following categories, and act appropriately to address any concerns:
 - those in prison for the first time
 - those whose status has recently changed (e.g., from remand to convicted/ sentenced, those whose appeal has failed, etc)
 - those transferred from another establishment (e.g., young offender to adult, or open back to closed on recategorisation, etc), particularly where family contact may be more difficult due to distance
 - those accused of particularly violent offences, especially against a family member
 - women prisoners who are primary carers
 - those subject to child protection or harassment measures
 - those with a history of self-harm or attempted suicide
 - potential category A prisoners
 - those sentenced to life imprisonment or other indeterminate sentences
 - those with mental health problems or drug/alcohol dependency
 - potential deportees/asylum seekers
 - recalled prisoners
5. Peer supporters such as Listeners or Insiders, the Samaritans, chaplains, and other staff should be available to offer support to prisoners, and reception staff should advise prisoners how to make contact if needed. Prisoners should have free and private access to Samaritan telephones, and information about all sources of help should be prominently displayed in reception and elsewhere.
6. *Prisoners who are about to spend their first night in prison custody must undergo a detailed medical examination before lock-up to assess their physical and mental health, including any safer custody concerns or substance abuse issues, and to determine whether there are any clinical needs that must be followed up (e.g., medication to be supplied, further medical tests/examinations, disability aids to be arranged, detox programmes, etc). Prisoners about to spend their first night in the current establishment, on transfer from elsewhere, may undergo the detailed medical assessment on the following day (or, if this is not possible, no later than one week after arrival), unless there are urgent needs that must be addressed on the day of arrival.*

7. Prisoners returning to the prison after any temporary absence need only be medically assessed if they are in any of the categories listed in paragraph 4 above, or if reception staff have any other concerns about their health.
8. It is good practice for a doctor to be contactable to advise reception staff, and to be available to attend if necessary, but it is not a requirement for a doctor to see new prisoners unless healthcare staff consider it necessary.
9. *All information relating to prisoners' health is confidential and must be dealt with in accordance with [PSI 25/2002](#).*
10. HM Chief Inspector of Prisons' thematic report on the care and support of disabled prisoners (2009) made the following recommendations which are relevant to the 'early days' in custody. Comments have been added to show how staff should act on these recommendations. See also [PSI 32/2011](#).
 - All prisoners should be asked whether they have a physical, mental and/or sensory disability on arrival at a prison. Reception staff to include this in initial interview with the prisoner, taking care to ensure prisoner's privacy
 - All prisoners should be formally screened for potential learning disabilities or difficulties on first arrival to custody. Care should be taken to ensure the prisoner's privacy
 - Information on disabilities from assessments on arrival should be recorded on Prison-NOMIS, including when a prisoner indicates that they do not have a disability or opts not to disclose. This should be updated if they later disclose, learn of or develop a disability. Reception staff to update Prison-NOMIS following interview
 - When a prisoner transfers to another prison, information about their physical, mental and/or sensory disability, or their learning disability or difficulty, should be passed to the receiving prison. Reception staff to request Custody Office to follow up with sending prison, as necessary
 - Formal procedures for declaring a disability after arrival should be in place, promoted and known by staff and prisoners.
 - There should be formal protocols for reception staff, including health services staff, to share relevant information with other appropriate staff that satisfy PSI 25/2002 guidelines [protection and sharing of confidential health information].
 - Reception, first night and induction procedures should offer additional, tailored support to address the individual needs and/or anxieties of disabled prisoners. *All 'early days' staff must ensure reasonable adjustments are identified and made.*
 - The induction process should cover the help available for prisoners with a disability. *Staff must provide information on available help in reception and first night, and whenever it is requested*
 - Induction procedures, prison information and notices should be reviewed to ensure that they can be understood by, and meet the needs of, prisoners with a disability, including those with learning difficulties. *Governors must ensure this is complied with* 'Respectful Searching' will take place for all offenders searched in Reception (comment in report, not recommendation). In line with NSF.

Reception and First Night Checklist

This is an example of a checklist that governors may wish to use to aid the management of reception and the pre-first night lock-up period, focusing on suicide and self-harm prevention. See the main PSI text for mandatory actions.

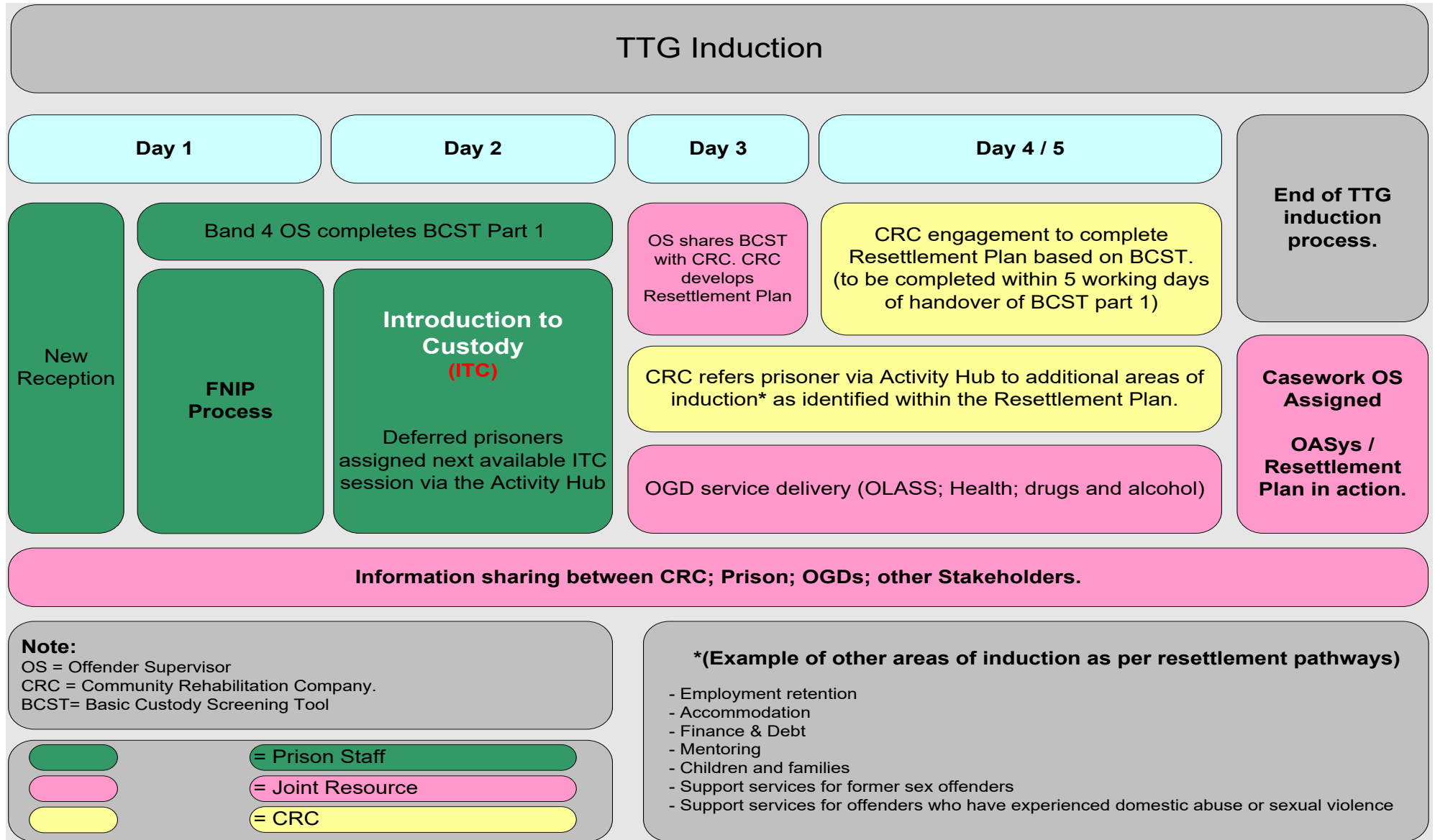
1. Reception Environment
 - Prisoners spend the minimum amount of time necessary in Reception
 - The Reception environment is clean, tidy and well-lit
 - Staff establish what name each prisoner would like to be addressed by – thus setting a precedent for the way that prisoners will be treated throughout their time in custody
 - There is an adequate number of comfortable seats for prisoners while they wait
 - Refreshments are provided in Reception for all prisoners. Food should be hot where possible.
 - The environment is relaxed and welcoming, with appropriate decoration and furnishings
 - Posters and notices in the Reception area are appropriate for new arrivals – they take into account the needs of prisoners with disabilities or those with learning or language difficulties, do not raise fear and do not overload prisoners with information
 - Interviews are conducted in private
 - Searching is conducted out of sight of any other person; it is conducted at all times with dignity and decency; the process of searching is explained verbally to the prisoner beforehand; the prisoner is allowed (if possible) to bathe or shower immediately after undergoing a full search; illustrated posters explain what will happen during a full search
 - Prisoners' property is treated with respect and staff explain to prisoners what will happen to their property and money
 - Basic Custody Screening Tool – part one commenced by O/S
 - There are designated cells for new receptions, which are clean and well-equipped with functioning heating and lighting
2. Diversionary/ information material
 - Diversionary material, such as newspapers, magazines and televisions/videos, is provided
 - Prisoners are not overloaded with information, but essential information covering what happens in Reception and First Night is provided. This includes information about the Samaritans and local peer support schemes, as well as use of the cell call bell
 - Information is given in the form of booklets, videos and audio tapes (where possible)
 - All material (diversionary and information) is provided in languages appropriate to the needs of the individuals at the prison
3. Peer support

- Prisoners are told about Samaritans and peer support schemes (e.g. Listeners) in operation at the prison, orally and in writing, and it is explained how they can access them (e.g. any dedicated telephone)
 - Publicity material about the Samaritans is displayed by all telephones designated for prisoners' use
 - If a prisoner wishes to telephone the Samaritans, he/she is given free and private access
 - If the prison has an Insiders scheme in operation, prisoners are given access to Insiders and time to talk with them, privately if necessary
 - ITC attendance list produced
4. Outside contact
- Prisoners are given a phone call – if necessary at the prison's expense – before being locked up for the first night
 - Details of the prisoner's family and next-of-kin are noted
 - Support is provided to assist prisoners ensure suitable care arrangements have been made for their children and any other dependants
5. Violence Reduction
- A cell sharing risk assessment is completed for all prisoners before being located in a shared cell (in accordance with PSI 20/2015 and PSI 64/2011)
 - Staff look out for signs of intimidation or violence and know what to do if they see any
 - The ethos of the establishment's Violence Reduction Strategy is displayed by all staff at all times
 - Staff reassure and give support to prisoners who may be feeling worried and anxious – this is done sensitively so as not to raise fear
6. Picking up the signs
- Where indicators of risk of suicide/self-harm are apparent (from Suicide/Self-Harm Warning Form, open ACCT, PER, OASys, any other document, telephone call, observation, something a prisoner says), these are discussed with the prisoner and appropriate action is taken to keep the prisoner safe
 - Staff know how to use ACCT procedures
 - All prisoners are assessed by a member of the healthcare team before lock-up on the first night
 - Staff are aware that the following groups are at higher risk of suicide/self-harm:
 - Those in prison for the first time
 - Those with a change of status or transfer
 - Those accused of violent offences, particularly against family members
 - Those who are primary carers
 - Those with a history of self-harm or attempted suicide
 - Potential Category A prisoners

- Those sentenced to life imprisonment or equivalent (or expecting a life sentence)
- Those with a mental disorder
- Those who are dependent on drugs/alcohol
- Potential deportees
- Asylum seekers
- Those who have been in care
- Those subject to Child Protection Measures and/or Protection from Harassment Act 1997
- Those on remand
- Recalled prisoners

7. Personal needs

- All prisoners are given a Reception pack containing items such as tea, milk, sugar, sweets, tobacco (if requested, over 18s only), reading material, a radio/music player, writing materials
Note: Smoking is now banned within the Young Peoples Secure Estate. Local Smoking Cessation arrangements have been developed and agreed with PCTs, Area Managers and Governing Governors, as per the National Partnership Agreement, 2007.
- Prisoners are given any items required to meet essential personal needs for their first 24 hours, including toiletries, a towel, and clothing if required – these cater for the needs of prisoners from minority ethnic groups too
- Appropriate clothes are provided to those who do not have their own
- Prisoners are able to have a shower or bath before being locked up for the first night
- If a prisoner wishes to see a member of the Chaplaincy team, this is arranged for them.
- Prisoners who require a legal service are given advice on how to obtain it.



Prisoners Introduction Process

