

West Midlands Police and Crime Commissioner (WMPCC)

Specification schedule:

The Arrest Referral Service

1. Brief summary of service

- 1.0. The PCC is looking to commission a provider (henceforth “service provider”) who will deliver a force area wide, substance misuse referral service within the seven custody blocks (henceforth “the service”).
- 1.1. The service will maximise the opportunities to engage people who are addicted to drugs and/or alcohol, in contact with the police, with treatment and other support services and will complement existing services.
- 1.2. The service provider will also contribute to building the evidence base on the effectiveness of substance misuse engagement and treatment, in the CJS context, and work with partners to address barriers to engagement.

2. Brief Description of Current Service

The West Midlands Police and Crime Commissioner commissioned the Arrest Referral Service in January 2020. This service covered the four custody suites in the West Midlands force area, and Cranstoun were commissioned to deliver the service. The service completes Required Assessments following a positive Drug Test on Arrest, and suitability assessments for Community Sentence Treatment Requirements within custody. The service also offers Harm Reduction advice and referrals into treatment. The West Midlands Police and Crime Commissioner is looking to re-commission the Arrest Referral Service. At the time the new contract starts, there will be seven West Midlands Police custody suites.

[‘Lessons Learnt’ document from the current provider to be included with finalised spec]

3. Service Delivery and Value

- 3.0. The contract value of the service is up to a maximum of £1,300,000 excluding taxes, for the period from XXX to XXX (tbc).
- 3.1. There is a possibility of extension after three years subject to strategic relevance remaining and the service provider’s performance. This will be up to a further two financial years. This will be to a maximum value of £1,300,000 per financial year.
- 3.2. There may be some variance in the dates, depending on when the service is commissioned.

- 3.3. The service is being procured through an Open Procedure. All proposals will be subjected to a thorough evaluation to establish the Most Advantageous Tender.
- 3.4. The contract could increase in value if other funding becomes available, and activity could be increased.
- 3.5. In addition to the core contract, the provider could be expected to provide a team to complete court requested assessments and have a physical presence within selected Magistrates Courts in the West Midlands. This would be dependent on local authority funding and would be reviewed before the end of every financial year. Additional funding for court work would be the value of £XXX (tbc).
- 3.6. A key principle for the West Midlands PCC Simon Foster in his Police and Crime Plan is Prevention and Rehabilitation, a key aspect of this principle being reducing the harm from illegal drugs.

4 Specific aims and objectives.

4.1 The **aims** of this service are to:

- deliver a harm reduction and diversion approach where possible
- improve access to and engagement with drug treatment and other support services for those addicted to drugs and/or alcohol across criminal justice journeys
- contribute to the improvement of criminal justice outcomes (e.g. reducing reoffending)
- contribute to the improvement of health outcomes (e.g. entry into treatment).

4.2 The **objectives** of this service are to:

- provide a comprehensive substance misuse needs assessment service for those addicted to drugs and/or alcohol in police custody suites
- maximise opportunities to identify and engage those addicted to drugs and/or alcohol in police custody suites
- conduct Required Assessments following a positive Drug Test on Arrest (DTOA)
- complete Suitability Assessments for Community Sentence Treatment Requirements in custody
- complete all assessments through face to face appointments
- deliver brief interventions, signposting to relevant agencies and other support
- secure referrals into mainstream drug and alcohol treatment and other support services

5. Service description

Elements needed as part of the Arrest Referral Service	Requirements	Tender criteria
Core offer	<ul style="list-style-type: none"> • Complete face to face Required Assessments following a positive Drug Test on Arrest (DTOA) as close to the time of the test result as possible. • Complete face to face Suitability Assessments for Community Sentence Treatment Requirements (CSTRs) in custody prior to court appearances. • Provide face to face Out of Hours Appointments for service users who receive a positive DTOA out of normal service hours. The preference would be for the appointments to be completed at community treatment centres. • Complete face to face mandatory Follow on Appointments for individuals identified as vulnerable by West Midlands Police. The preference would be for the appointments to be completed at community treatment centres. • Offer referrals into treatment as part of all assessments. • Offer harm reduction advice, deliver brief interventions, and signpost to relevant agencies. • Submit all required data on NDTMS 	Tenders should set out how the core requirements and priorities are to be met and what the Tenderer believes they can deliver, within the available budget, to most effectively meet the broader ambitions set out in this specification.
Other activities completed by the service	<ul style="list-style-type: none"> • Maximise opportunities to identify and engage those addicted to drugs and/or alcohol using different approaches (for example due to police intelligence or through cell sweeps), considering the level of support needed and variations in learning styles • Identify and utilise appropriate tools to assess individual's substance misuse treatment needs and other support needs • Provide Harm Reduction Advice and Interventions, and raise awareness of the range of support and interventions available • Complete Gambling Screening as part of assessments • Notify the safeguarding team when needed • Provide signposting and access to other organisations and services that may help service users, for example for people who are homeless and people involved in sex work • Work in partnership with other custody-based services to ensure appropriate referrals and assessments are made 	Tenders should set out how they plan to deliver these activities as part of the arrest referral service within the available budget, to most effectively meet the broader ambitions set out in this specification.

	<ul style="list-style-type: none"> • Share information with the force's healthcare provider in custody • Attend monthly meetings with the force and the healthcare provider to understand the performance between the two services; to understand the impact on the force and service users; and to establish joint reporting and mechanisms to identify and work with repeat offenders through joint agency problem solving. Provider performance data to facilitate these meetings. • Identify and understand domestic abuse and utilise appropriate pathways. The provider will be trained and equipped to deal with domestic abuse perpetrators. The provider will be trained and equipped to approach and speak with potential victims of domestic abuse. • The service provider may be required to attend local or regional meetings at the request of the Office of the Police and Crime Commissioner (OPCC) 	
Advice and information that should, as a minimum, be provided to all service users	<ul style="list-style-type: none"> • Safer injecting practices • Support to move to non-injecting methods of drug misuse • The importance of BBV testing and treatment • Risks (physical and behavioural) associated with detoxification where appropriate • Government guidelines relating to alcohol • General healthy lifestyle information including dental care, diet, exercise, sexual health and smoking cessation • Emergency response • Basic life support/recovery position • Provision of Naloxone • Overdose awareness • How to access local services including Primary Care, local Peer Services and other services • Local mutual aid group meetings. • Provide signposting and access to other organisations and services that may help service users, for example for people who are homeless and people involved in sex work 	<p>Tenderers should provide an outline of how they will ensure this advice and information is delivered consistency across teams and custody suites.</p> <p>Tenderers should outline any additional advice or information they could provide as part of the service.</p> <p>Tenderers should outline how they will record the delivery of this advice and information.</p>
Referrals into treatment	<ul style="list-style-type: none"> • Make appropriate referrals into mainstream substance misuse services • Provide practical and motivational support when making assessments and offering referrals into treatment • Ensure procedures are in place so that those referred into treatment are ready. • Ensure a clear pathway and communication between custody and the seven local authority treatment providers, for both adults and young 	<p>Tenderers should provide an outline of how they would ensure:</p> <p>A clear pathway between custody and all treatment providers</p>

	<p>people (and where required children).</p> <ul style="list-style-type: none"> • Build and maintain relationships with local authority treatment providers • Engage with substance misuse treatment providers regarding service users' decisions to refuse the referral, to understand why someone might refuse a referral and work together to find solutions. • Monitor referrals into treatment, and follow up attendance at treatment, to assess the effectiveness of pathways • Act on data to increase the number of people referred into treatment from the custody blocks • Ensure appropriate referrals are made to safeguard women, children, young people and vulnerable adults. 	<p>How they would build and maintain relationships with all treatment providers</p> <p>How they would monitor referrals into treatment</p> <p>How they would act on data to increase the number of people referred into treatment from the custody blocks</p>
Lived Experience within the service	<ul style="list-style-type: none"> • Explain the peer service offer in each local authority during assessments • Link into the local authorities' peer services already available to bridge the gap between custody and the first treatment appointment • Explore other ways to include lived experience within the service 	<p>Tenderers should outline how they might work with different providers with different approaches, and identify other ways to include lived experience within the service.</p>
Eligibility	<ul style="list-style-type: none"> • The core clients of the service would be over 18s who have a positive drug test on arrest or those who volunteer to be assessed and referred into treatment. • However, the service should also engage with and assess any under 18s who volunteer to be assessed, and staff should be trained on how to engage with children and young people. • The service will be available to all those in the police custody suites identified as having, suspected of having, or self-report as having a substance misuse problem, irrespective of the nature or class of offence under investigation and regardless of whether the substance misuse is a driver of the offence in question. • Priority will be given to those needing a Required Assessment and those requiring a CSTR Suitability Assessment in custody. • The service will not be expected to support: <ul style="list-style-type: none"> - individuals who, as a result of a professional risk assessment, are considered to pose a serious risk to staff, other service users or members of the public. - individuals whose behaviour breaches accepted rules and standards, at the 	<p>Tenderers should outline how they would:</p> <p>Make reasonable efforts to accommodate the individual's needs taking into account language, culture, disability, sexual orientation and gender sensitive issues.</p> <p>Meet the specific needs of women</p> <p>Meet the specific needs of young people (18-25 and occasionally under 18s)</p>

	discretion of the service but within a structure of users' rights and responsibilities.	
Location and hours	<ul style="list-style-type: none"> As a minimum, the service will be provided across the seven custody suites in West Midlands Police force area: Perry Barr, Oldbury, Coventry, Stechford, Wolverhampton, Bloxwich and another location to be confirmed. Please note custody suites may be subject to change and flexibility of the service will be required The service would need to: <ul style="list-style-type: none"> be covered 7am-10pm as a minimum Monday-Friday in all custody suites be covered at least 8 hours on Saturdays, Sundays and bank holidays have core hours to cover the drug testing peaks and to cover busiest periods <p>As part of the commissioning process, operating times would be negotiated with the provider and monitored as part of service provision.</p> <ul style="list-style-type: none"> The service must provide a 24/7 electronic system or single point of contact so that when the service is not active in custody the police are able to book appointments, e.g. for Required Assessments, both inside and outside of core working hours. 	<p>Tenderers should set out how they intend to ensure service cover and capacity is maintained across the area and outline how they will distribute staff across custody suites.</p> <p>It is important that the service provider recognises the geography of the West Midlands and tenders need to demonstrate their ability to meet individual need across a widely diverse population</p>
Staffing	<p>The OPCC will not be prescriptive about the number and type of staff employed within the service. It is expected that as a minimum the provider will ensure:</p> <ul style="list-style-type: none"> there is a service manager responsible for the management of the staff team and delivery of the service, who is based and has a visible presence within the West Midlands policing area the staffing profile can meet demand for the longevity of the contract there is an appropriate spread of staff across the whole geographical location there is an appropriate spread of staff to cover the service hours necessary vetting checks must be undertaken to enable staff to access to Police premises and IT systems The provider must have practitioners on site and able to facilitate demand at all times during operating hours 	
Partnership working	<ul style="list-style-type: none"> Develop effective working relationships with all partners involved with those with substance use disorder who have committed offences Ensure that police officers and custody staff are supported by the service and the service 	<p>Tenderers should outline how they will work with partners to ensure the service</p>

	<ul style="list-style-type: none"> offer Support custody officers and staff in identifying substance misuse problems Build effective relationships with the in-custody healthcare provider and make appropriate referrals into this service Ensure appropriate data sharing with criminal justice services and other partners including the handover of suitability assessments to the court team on a daily basis in respect of those appearing at court direct from police custody Ensure individuals are assessed and supported by the most appropriate service Notify the police within three working days of any failure to attend Required Assessments Assist West Midlands Police and the OPCC in improving understanding of support needs, support provision available and barriers/enablers to engagement Develop and enhance partnership protocols with other agencies, services and professionals to share in the provision of services to the client group Work with others to develop and update care pathways including substance misuse services, mental health services, primary and secondary care, domestic abuse services and all criminal justice agencies 	successfully works with relevant partners.
Reporting	<ul style="list-style-type: none"> Ensure that an appropriate case management system is in place for recording information Ensure that all data protection laws are adhered to Provide quarterly monitoring and performance reports for the OPCC, and attend quarterly monitoring and performance meetings with the OPCC and West Midlands Police Provide quarterly data for local authorities Facilitate reasonable data requests that identify or address trends, and assist joint working practices 	Tenders should set out how the reporting requirements will be met.
<p>Court Work</p> <p>Additional to the core contract and local authority funding dependent to be reviewed annually</p>	<ul style="list-style-type: none"> Provide a high-quality service within a court setting to offenders who have a history of substance use related problems. This will entail having a physical presence in the relevant Magistrates' courts in the West Midlands Force area (the Court locations will depend on funding available). For the financial year 2025/26, the Magistrates Courts expected to be covered could be Birmingham, Dudley, Walsall and Wolverhampton for the residents of Birmingham, Coventry, Sandwell, Walsall, Wolverhampton, and those who reside outside 	Tenders should set out how the these additional requirements are to be met, should additional funding be made available by local authorities in the West Midlands.

	<p>of the West Midlands. This could change depending on funding available each year.</p> <ul style="list-style-type: none"> • The court work service will be provided 9am-5pm Monday-Friday (35 hours a week) • For the financial year 2025/26 there could need to be one court Black Country Worker and two Birmingham Court Workers (with annual leave cover for the Birmingham Court Workers). • Complete court requested suitability assessments for community sentences (DRR & ATR); and provide information to Court Probation Staff to inform Pre-Sentence Reports (PSRs) on potential individuals suitable for a Community Sentence Treatment Requirements (CSTRs). • Provide a single point of contact (SPOC) within courts to identify service users suitable for a CSTR using Liaison & Diversion (L&D) assessments, Arrest Referral Suitability Assessments, court listings, Delius information, as well as referrals from the Court Duty Officer (CDO) and Legal Representatives • Provide advice, advocacy and support to clients who have a history of problematic substance use • Show an awareness of the needs of each individual service user • Attend local court and CSTR meetings when necessary • Attend OPCC and partnership meetings when requested • Take opportunities to promote CSTRs, train partners on the benefits of DRRs and ATRs, and promote Restrictions on Bail. • Provide monthly reports on the number of DRR and ATR suitability assessments completed by the court worker(s) to the OPCC, broken down by court and area of residence. • Liaise with Probation to provide monthly reports to the OPCC on the number of ATRs and DRRs granted by each court, broken down by court and area of residence. • Provide additional data when requested by the OPCC. 	
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