

Drug Interventions Programme Guidance on the CJIT Single Point of Contact (SPOC)

1. Introduction and Background

- 1.1 The Drug Interventions Programme (DIP) is a critical part of the Government's strategy for tackling drugs. It began as a three-year programme in 2003 to develop and integrate measures for directing adult drug-misusing offenders out of crime and into treatment, and has been extended by a further two years. It has brought about, and continues to drive, a step-change in the way Drug Action Teams and partner agencies currently work, because it forges a "joined up" approach to case management and information sharing. This "joined up" approach is facilitated by the CJIT SPOC.
- 1.2 Part 3 of the Drugs Act 2005 introduced a new power for the police to require persons who test positive for a specified Class A drug when tested on arrest or charge, to attend two assessments of their drug use (an initial assessment and a follow-up assessment). An effective CJIT SPOC list is essential for arranging both of these assessments.
- 1.3 This guidance has been produced in response to a number of queries which have been received about the role of the CJIT SPOC list during the regional follow-up assessment awareness seminars in January 2007 and as a response to the results of a questionnaire issued by the DIP to all SPOCs in April 2007. To address these issues and to assist in the continued successful implementation of follow-up assessment this guide aims to:
 - a) Outline the current situation regarding the CJIT SPOC – in relation to circulation, handling amendments and the role of the Home Office, Government Offices and local CJITs in this process;
 - b) Give brief details of other circulated SPOC lists and what they are;
 - c) Outline the specific purpose of the CJIT SPOC;
 - d) Provide a steer as to how areas can enhance their CJIT SPOC service.
- 1.4 This further guidance is designed to assist partnerships on the use of their SPOC and to add value to the processes already in place; not to replace existing arrangements. Arrangements should be in place in every area to facilitate referrals to and from the CJIT team, and so we hope to build on these arrangements, rather than hinder or devalue them in any way.

- 1.5 Guidance was issued in September 2005 entitled, "Single Point of Contact for referrals from drug workers and other professionals in the field to CJITs". This guidance updates that document.
- 1.6 The first version of this document was issued on 1 March 2007 in preparation for the implementation of follow-up assessment. As a response to the issues which have since been raised by CJITs, this guidance has been redeveloped to issues which were previously not mentioned.
- 1.7 In addition to the CJIT SPOC, the Home Office also circulates:
- 1) SPOC for Drug Testing Police Force Leads – Provides contact details for the main DIP lead within each drug testing Police force. Home Office contact is Olubimpe Dina, Drug Testing, DIP, olubimpe.dina@homeoffice.gsi.gov.uk
 - 2) 24/7 Contact line – 24 hour client advice line, designed as an enhancement of the day to day service offered by CJITs. Home Office contact is Kum-Fong Yeung, Throughcare and Aftercare, DIP, kum-fong.yeung2@homeoffice.gsi.gov.uk
 - 3) CARAT SPOC – contact details of each CARAT team from across the Prison Service. Prison service contact is Jill Richardson, National Drug Programme Delivery Unit, HMPS, jill.richardson@hmps.gov.uk
- 1.7 From 1 June 2007, each list will be circulated on the same Excel spreadsheet but as different workbooks, to avoid multiple files being sent and saved.
- 1.8 At any time during each month, areas are able to send direct to the nominated staff members any alterations which need to be made to any SPOC list. Any amendments to the CJIT SPOC should be directed to Frances Bardrick (frances.bardrick@homeoffice.gsi.gov.uk).
- 1.9 Amendments to all the other lists should be sent to the contacts listed in section 1.6. In addition, any further information, issues or problems with these lists should also be sent to these colleagues.
- 1.10 The responsibility for the quality of information contained on each contact list rests firmly with each CJIT area. Each area needs to ensure their contact details are correct, and that all changes are notified to the relevant contact as soon as is possible.

2. The Purpose of the CJIT SPOC

2.1 The CJIT SPOC has two main purposes –

- 1) To provide a single and consistent mechanism for practitioners to communicate and to ensure the efficient exchange of information for a DIP client to be correctly case managed through the system so that their continuity of care is ensured; and
- 2) A mechanism to facilitate the arrangement of either the initial or follow-up assessment in accordance with the Drugs Act 2005.

2.2 With the introduction of follow-up assessment, the SPOC list takes on added importance. While the Police have been, and continue to be responsible for organising initial assessments; where a follow-up assessment is now needed, the drug worker must arrange this assessment before the initial assessment is concluded.

2.3 A follow-up assessment will almost always be held in the individuals' DAT of residence, meaning that potentially all areas (intensive and non intensive) need to be able to deal with arranging assessments. Therefore, it is imperative that sufficient coverage is provided for every call to the SPOC to be answered, or for clear instructions to be available to assist the Police officer or the drugs worker to make appropriate arrangements for the assessment.

3. Circulation

3.1 The email containing all four SPOC lists will be circulated by the DIP in the Home Office on the first working day of every month to contacts from across the Criminal Justice System.

3.2 Individuals who receive the email are requested to forward the document on to front line staff or to partners/other stakeholders who require a copy but are not on the distribution lists.

3.3 All alterations to any list need to be sent to the Home Office no later than the 29th of each month (27th in February). This is to allow us time to amend the circulation lists with any new details. Alterations sent in before this date will be added to the next SPOC circulation. Any alterations received after this date will not be added to the next circulation and will have to wait until the following month. A commissioning email will be sent out to all CJITs and Government Offices in the middle of each month; this email will reiterate the deadline dates.

4. Key Practice Issues

The following issues need to be considered to ensure the CJIT SPOC meets the purposes in paragraph 2.1 above. This list is not exhaustive,

and the issues mentioned will probably have already been addressed; however if they have not, they need to be reviewed as soon as possible. All the issues apply whether the DIP is intensive or non-intensive.

- It is important that all phone/fax numbers are kept operational. Any changes albeit temporary or permanent, should be notified to the Home Office DIP team and regional Government Office as soon as is practically possible.
- Ensure that the staff member(s) who are the CJIT SPOC for each area are aware of their role and responsibilities, including what local services are available.
- Ensure that if the CJIT SPOC cannot be contacted, instructions are clear either on the CJIT SPOC list or an answer phone message, as to when and where a Required Assessment (be it an initial or follow-up) or a voluntary appointment should be arranged. Instructions should be precise but accurate.
- The CJIT SPOC should have clear instructions if they prefer the drug worker undertaking the initial assessment to contact them before starting the initial assessment. This means that you can give a provisional appointment for the follow-up assessment, or to allow an opportunity to check worker availability for when the next appointment is available. This may be important for large, rural, non-intensive areas.
- The person manning the CJIT SPOC should be able to give pre-arranged appointments for a Required Assessment. The need to alter the time/place of assessments should be avoided wherever possible.
- A messaging service to pick up calls other than to arrange required assessments may need to be put into place.
- Ensure that all Criminal Justice Drug Workers in Police custody suites have easy access to both a phone and the CJIT SPOC list while in custody to arrange any further interventions.
- Ensure that each monthly SPOC circulation is passed to front line staff members as soon as possible. All four SPOC lists will be circulated on the first working day of every month. If you usually receive a copy of the SPOC list direct from the Home Office, but do not receive the list on the first working day of a month, please contact the DIP team in the Home Office.
- Contact the Home Office if you wish to receive a copy of the monthly circulation direct. While we encourage contacts to disseminate the lists to front line colleagues and partners, it is possible to add further contacts to the electronic distribution lists.

- Report any problems or non-operational SPOC numbers which have been identified to the DIP team in the Home Office as soon as is practically possible. The DIP team will liaise with the relevant Government Office to investigate the matter.
- Two free text boxes exist on the CJIT SPOC; the first is for information for how Required Assessments should be arranged in each CJIT and the second is for any other additional information which areas consider necessary to be included. This could include a hyperlink to the location of where the Required Assessment will be completed, any RoB details, particular working patterns, numbers for other local contacts (custody suite, PPO team etc) and potential geographical area which the CJIT covers. All areas are encouraged to use these text boxes fully.
- Ensure that only the most recent SPOC list is being used. From June 2007, an expiry date will be included on the CJIT SPOC (the end of the month that the list was issued). Previously, only the month in which the list was circulated was placed on the SPOC list. Unless you knew that the list was circulated monthly, it is understandable that individuals may not have been aware of the circulation arrangements and have continued to use out of date information. SPOC lists should be destroyed after the expiry date has passed, and a new copy obtained to ensure that all information is correct.

5. Further Information

Single Point Of Contact for referrals from drug workers and other professionals in the field to CJITs (September 2005). This guidance is designed to supersede the original guidance explaining the purpose and role of the Professional SPOC. A copy of this guidance can be downloaded at: <http://www.drugs.gov.uk/publication-search/dip/single-point-of-contact?version=1>

The 24/7 Client Single Point of Contact - Case Study Examples of Good Practice (April 2006). This guide briefly provides an overview of case study examples of how a selection of intensive DATs have implemented their 24/7 client single point of contact phone line service. This can be found at: http://www.drugs.gov.uk/publication-search/dip/AC_24-7_CaseStudy

Summary of findings from the Quality Checks undertaken on 24/7 Client Phone Lines in England (Updated 14 September 2006). This can be downloaded at: http://www.drugs.gov.uk/publication-search/dip/AC_247_SUMMARY_final_140906

6. Contact details

Home Office

Stephen Polly

CJIT Team, Drug Interventions Programme

6th Floor, Peel Building, 2 Marsham Street

London, SW1P 4DF

Email – stephen.polly@homeoffice.gsi.gov.uk

0207 035 0522