

**Criminal Justice Interventions Programme
Throughcare and Aftercare
Guidance on Single Point of Contact for Referrals From Drug Workers and
Other Professionals in the field To CJITeams**

1 Guidance Note: Single Point Of Contact For Referrals From Drug Workers and Other Professionals in the field To CJITeams

This paper sets out the arrangements needed to ensure that there is a Single Point of Contact (SPC) for drug workers and other professionals in the field in each DAT. The SPC will be delivered through the CJI Team to receive referrals within normal working hours, from those working in different parts of the Criminal Justice System as well as treatment services.

The initial guidance on throughcare and aftercare circulated 24 June 2003, to all 25 DATs highlighted the need to have a Single Point of Contact for:

- drug workers and other professionals in the field (such as CARAT workers, probation, prison health care, treatment services etc), to which referrals can be made by phone/fax. This Single Point of Contact would be during working hours only.
- existing or potential CJI team clients residing in the DAT area to have one phone number with 24/7 coverage for out of hours support.

This paper will focus on the Single Point of Contact for drug workers and other professionals in the field to which they can make referrals. (For information on the SPC for clients see Section 3 'Recommended Further Reading').

It is important to note that there may already be arrangements in place to facilitate referrals to and from the CJI Team, particularly where workers may be visiting on site. The purpose of the Single Point of Contact is to identify a single phone/fax number to act as a central contact point in the DAT area for workers. The guidelines outlined in this paper should add value to any existing arrangements already in place and not replace them. The process for receiving and managing referrals has already been addressed in the separate guidance note 'Managing Continuity of Care' - December 2003. (See Section 3 'Recommended Further Reading').

2 Specific Action Needed by DAT and CJI Team

- Identify and agree phone and fax number to be used, within normal working hours. This may involve using the current phone/ fax arrangements.
- Ensure all CJI Team workers and relevant stakeholders have agreed use of and understand the process for information sharing to inform a continuity of care as set out in Home Office/NTA 'Managing Continuity of Care' Guidance, November 2003 and the Prison Service Guidance September 2003 - this includes information on the initial single point of contact within each prison establishment.

- Assess readiness of CJI Team to start receiving and making referrals; identify a start date for when this will happen; and identify a start date when CJI Team can deliver Tier 2 level services, including use of a case management approach.
- Review and complete the check list attached at Annex A, 'Check List - Single Point of Contact For Referrals From Drug Workers and Other Professionals in the field'. If you have answered Yes to questions 1-5 complete in Annex A then please complete Annex B and return to Home Office contact given.
- Please note that details provided by the DAT/CJI Team on Single Point of Contact for referrals for professionals/drugs workers in the field – i.e phone, fax and opening hours will be circulated by the Home Office, CJIP Throughcare & Aftercare Team to the Prison Service, NTA and Probation service to inform their contact lists.

The 'Check List' at Annex A provides a brief summary of what minimum requirements need to be in place in order for the Criminal Justice Integrated Team to be ready to both receive as well as make referrals from the Criminal Justice System including Treatment Providers. The list can be used by DATs to assess their readiness for this process to begin.

3 Recommended Further Reading

- Managing Continuity of Care – Home Office Guidance. This sets out the information sharing process/good practice and guidance on confidentiality and data protection.
- Criminal Justice Interventions Programme (CJIP) Guidance For Prison Staff- Prison Service Drugs Strategy Unit – September 2003. This guidance provides good practice guidelines on information sharing arrangements between Prison Service staff and CJI Teams and details of the arrangements for the single point of contact in prisons. For copies contact Chris Kottler: chris.kottler@hmps.gsi.gov.uk Tel. 020 7217 5325
- Taking Forward Throughcare and Aftercare – Further Information on The Single Point of Contact 24/7 After Hours Cover For Clients – Home Office Guidance - November 2003. Provides guidelines and rationale for setting up a single point of contact with after hours cover for existing and potential CJI Team clients. For copies contact Beverly Love: Beverly.Love@homeoffice.gsi.gov.uk Tel. 020 7273 2160

ANNEX A

**Check List: Single Point of Contact For Referrals
From Drug Workers and Other Professionals in the field**

	Single Point of Contact for drug workers and other professionals in the field – Check List	Readiness	Comments
1	There is coverage of custody suite & court and capacity to make and receive referrals from all parts of the Criminal Justice System including prison and community.	Y / N	
2	CJI Team have been informed of and are aware of the information sharing arrangements needed to inform continuity of care between community prison, probation and are aware of existing arrangements for the community.	Y / N	
3	DAT with the CJI Team and stakeholders has agreed a start date for phone number and fax details to receive/send referrals within working hours.	Y / N	
4	DAT with CJI Team is aware that Home Office Throughcare & Aftercare Team will share this information with the Prison Service, NTA and Probation Service to inform contact lists.	Y/N	
5	DAT has agreed locally with CJI Team how information on single point of contact should be communicated.	Y / N	

If you have answered Yes to questions 1-5 then please complete the form attached at Annex B – ‘Contact Details Sheet’.

Contact Details Sheet

Before completing this information sheet you will need to have completed the checklist at Annex A and answered 'yes' to questions 1-5.

Contact Details Sheet for Single Point of Contact – Referrals From Workers		
DAT Name:		Date Form Completed:
CJIT Team Details: (Name, Address, Telephone, Email)		
Start Date:		Completed By:
Phone Contact Details For Referrals.	Opening Hours Covered	Comments
Fax Details To Send/Receive Information About Referrals		

Once the forms at Annex A and B have been completed, please send by fax/email to Natalie Wood: Natalie.Wood4@homeoffice.gsi.gov.uk
Telephone 0207 273 3403 Fax 0207 273 3100

The Home Office CJIP Throughcare and Aftercare team will Email/Fax confirmation that the above information has been received and that details have been sent to Prison Service Drug Strategy Unit, Probation and National Treatment Agency to inform their central records for the Single Point of Contact.

Please forward to the Throughcare and Aftercare team any updates or changes to the information outlined so these details can be updated.

