

Commercial in Confidence



Southwest Police Procurement Department
Regional Collaboration Programme

Bid for:

T50 Healthcare and Forensic Examination Services

Lot 1 Custody Health & Driver Impairment Tests

Conducted under Open Procedure

OJEU Notice Reference 2014/S 188-332122

BIDDER NAME:

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LOT 1 – SPECIFICATION / STATEMENT OF REQUIREMENTS

1.1 BACKGROUND

Under the current statutory position, Police Forces are responsible for procuring police custody healthcare and forensic health services for detainees. Police Forces do, however, work in conjunction with the NHS to procure these services as NHS advice and assistance is crucial in informing the terms upon which the services are procured.

In 2009 Lord Bradley published a review into how the criminal justice system interacted with those individuals suffering with mental ill health. The Bradley review found that police custody marks a crucial stage in the criminal justice pathway for identifying health and social care needs and providing access to appropriate treatment, care, diversion and referral. Accordingly, Lord Bradley recommended that the commissioning responsibility for procuring healthcare services in so far as they relate to police custody be transferred from the police to the NHS. The recommendations were accepted by the previous government under the "improving health, supporting justice" delivery plan and have been adopted by the coalition government.

Proposals are now in place whereby commissioning responsibility for police custody healthcare services will transfer from Police Forces in England to NHS England. Secondary legislation is required for this transfer to formally take effect and whilst no date has been set for this, it is anticipated that such legislation will come into force in 2016. However, there are no plans to legislate for NHS England to have an equivalent power in respect of forensic health services, such as the taking of blood samples to ascertain the levels of alcohol in blood under the road traffic act; therefore, commissioning responsibility for forensic health services will remain with the police for the foreseeable future.

Many police Forces and NHS local area teams in England are already working towards the transfer of commissioning responsibility for healthcare in police custody from the home office to the department of health. Although, they recognise that in practice an integrated approach to commissioning both forensic and healthcare in custody will provide a favourable outcome for each organisation. The ongoing agenda for these changes sits within the national police transition programme. Although the healthcare services being procured are now being commissioned in line with statutory functions by Forces, they are doing so in collaboration with NHS England and the local area team have had a significant advisory input in respect of the service specification for the service being procured.

As and when legislation is passed to transfer the commissioning responsibility for police custody healthcare services from the police, a statutory transfer scheme is likely to give effect to novate or transfer all contracts for such services and other liabilities associated with this function to NHS England. It is, therefore, anticipated that during the contract term the contracting party will change from the Forces to the local area team and the contract will be novated.

The police and the NHS currently share contract governance due to the nature of police custody healthcare and forensic services and it is envisaged that this will continue after the formal transfer of commissioning responsibility takes place. The contract will therefore be governed by the strategic healthcare joint partnership board, currently chaired by Kier Pritchard along with representatives from the NHS regional local area team (and any other representatives as deemed appropriate).

1.2 NHS ENGLAND

The Forces of Avon & Somerset, Devon & Cornwall, Gloucestershire, Wiltshire, the SwPPD and NHS England have agreed to collaborate in relation to the procurement of police custody healthcare. The SwPPD may share all information submitted in relation to this tender with NHS England local area team. By complying with this ITT and/or submitting a tender and/or entering into a contract agreement, the Bidder/Contractor acknowledges and agrees that the SwPPD/4 Forces may share all information submitted in respect of this tender with NHS England local area team.

The SwPPD and the NHS local area team acknowledge their respective duties under the Data Protection Act 1998 and the Freedom of Information Act 2000, and will work together to ensure that these duties are complied with

1.3 INSTRUCTIONS TO BIDDERS

This section sets out the minimum requirements for the provision of Healthcare Professionals to attend locations throughout each Force area for the examination of detainees for the purposes of determining fitness to detain, fitness to interview and taking forensic samples including those required under the Road Traffic Act 1988 and for the examination of injuries to officers which will form the basis for the Schedule of Services for each Force model. To ensure Bidders fully consider the Customer's requirements, Bidders are required to confirm that they understand the requirement and are able to provide that element of the services by ticking the box confirming their compliance. Bidders not able to confirm compliance with each element of the goods or services as requested will not have their Tenders evaluated further.

The SwPPD requires the Bidders to provide Method Statements for the delivery of specific elements of the services which will be evaluated in accordance with the process set out in Section Two and this will be set out within the relevant question. The Method Statements produced by the Bidders in response to this Section Four will also form part of Schedule 1 (The services) of the contract if awarded. Accordingly Bidders should ensure that their Method Statements are written in formal language which will form clear obligations that the Bidder will comply with in the event the contract is awarded to that Bidder. **Responses may not exceed 1500 words.**

T50 Healthcare and Forensic Examination Services

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	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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Scoring/Weighting

Mandatory	Responses will be evaluated and must, in the opinion of the Evaluators, receive a score of at least 5 or above to be compliant.	Weighting High = multiplied by 5	The maximum score achievable for this question is 10 The maximum weighted score achievable for this question is 50
		Weighting Medium = multiplied by 3	The maximum score achievable for this question is 10 The maximum weighted score achievable for this question is 30
		Weighting Low = multiplied by 1	The maximum score achievable for this question is 10 The maximum weighted score achievable for this question is 10

1.4 OVERVIEW AND GENERAL REQUIREMENTS

The Contractor must meet the healthcare needs of people in police custody and carry out healthcare and forensic examinations on suspects, witnesses, voluntary attendees, Force personnel and sudden deaths. Where applicable this must then be followed by screening to reduce reoffending and referral to community services. After this where applicable health promotion and disease prevention activities must be provided to patients.

The Contractor shall provide effective, efficient, and high quality clinical assessment, treatment, intervention, health advice and information and appropriate onward referral to any individual as requested by a custody officer, detainee or other members of the Force. The basis of the work will be to examine detainees to establish if they are fit to detain, fit to interview and to respond to detainees own requests for medical attention. The Contractor will be required to fulfil a range of medical and healthcare functions and will be required to carry out forensic work along with the care and welfare on detainees, providing a statement if required and giving evidence in court if necessary

The scope shall include:

- Handling requests for call outs
- Initial healthcare assessment and advice over the telephone or telemedicines where available
- Examination and healthcare advice duties
- General healthcare duties provided by Clinical Staff located in the custody suites
- Taking of blood for the purposes of driver impairment tests sometimes at other locations including hospitals
- Forensic examinations including taking of blood and intimate samples
- Authorise the taking of X-Rays or Scans in a hospital for non medical reasons (packers and swallowers)
- Records/Witness statements/Reports
- Attendance at Court/Police disciplinary tribunal/Public enquiries

The Pricing Schedule should include the full costs for providing these services as detailed in this specification.

Ref No.	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR1	The Contractor shall provide Healthcare Services and HcP to deliver high quality clinical assessment of all individuals where an assessment is requested or required. Where a detainee does not consent to assessment, a visual observation and use of other clinical information (previous clinical notes, Summary Care Record (SCR), information from GP, drug & alcohol services, prison health, mental health services) maybe used to form the basis of the assessment. <u>Outcome</u>	Evidence of adherence to relevant guidance is demonstrated in clinical audits, supervision and competency assessments of HcP.	Quarterly	Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	The clinical assessment should be informed by information gained from the detainee's Summary Care Record (where consent is gained for access or justification for access without consent can be demonstrated) and/or previous clinical notes (if seen before in custody), as well as any further information that can be gained (where detainee consent is given or where it is in the best interests of the individual) from external organisations (such as drug and alcohol services, GPs, prison healthcare etc) about the detainees health.				
SR2	High quality clinical assessments will include (but are not limited to): • detainee signed consent (or reason for non-signed consent), • demographic information, • medical information and history, • physical health (including acute and long term conditions, • physical disabilities, diagnosis), • current medication, • mental health (including any mental vulnerability, diagnosis, learning disability), • alcohol and drug use (including history, dependence, withdrawal symptoms), • clinical observations such as blood pressure, • pulse rate, • temperature, • pupil size, • GCS score etc. The assessment should also include the names of any support services and any designated alternative Healthcare professional that the detainee is currently engaged with and contact details for that service. High quality, clear and accurate records of the assessments are kept securely.			Mandatory High	Understood and will comply ☐
SR3	HcP will provide intervention and/or treatment (including medication) to detainees in custody, where appropriate and necessary in line with National Guidance. <u>Outcome</u> Detainees are safely prescribed and administered relevant and necessary medication when required (including for withdrawal symptoms assessed using appropriate screening tools), either by verification of detainee's own medication, administration under a Patient Group Direction (PGD) or by prescription of medication (including over the counter medication) by an HcP. To ensure all administration of medication is recorded on the custody record and in the clinical notes. With consent, the Contractor will share this information about medications administered where appropriate and obtain information from patients' GP regarding prescribing.	Submit evidence of adherence to medicines management policies through management reports on: clinical audit, supervision, competency assessment. Submit management information on administration of medicines, PGD use and private prescriptions.	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR4	HcP will be required to act as a professional exercising an			Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	independent clinical judgement, bound by the relevant codes of practice of the GMC/NMC			High	
SR5	In situations where facilities are not sufficient to treat an individual in Police custody, the HcP will liaise with custody staff about transferring the detainee to hospital or by immediately calling 999 to request an ambulance in an emergency situation (where the HcP will assist the custody staff in organising the emergency response and administering emergency first aid where necessary). When a detainee is transferred to hospital, any relevant information about their health must be transferred with them in a 'medical in confidence' sealed envelope and any relevant risks will be communicated to ambulance, Hospital, custody and escorting staff, in accordance with the local protocol. A record of the transfer must be kept along with the reason for transfer.			Mandatory High	Understood and will comply ☐
SR6	HcP will provide advice and relevant information to the custody staff about the detainee in relation to any risks or problems with a detainee's continued detention, when it would be appropriate to carry out an interview and the need for safeguards (including Appropriate Adults) <u>Outcome</u> Custody staff are kept informed about detainees' risks or problems with continued detention, appropriate time for interviewing the suspect and the requirement for safeguards, including appropriate adults.	Feedback from custody staff will be sought and discussed at contract review meetings	Quarterly	Mandatory High	Understood and will comply ☐
SR7	Upon arrival at the location the HcP will report immediately to the requesting Custody Officer/or a member of Custody staff. The Custody Officer/custody staff member will brief the HcP on arrival and include any special instructions/information required in connection with the detainee/individual to be examined. The examination shall commence immediately or as soon as reasonably practicable and appropriate			Mandatory High	Understood and will comply ☐
SR8	The Customer reserves the right, in the interests of safety and propriety, for an Officer to be present at any examination. There may be instances when the detainee requests to see the HcP in confidence. In such a situation there must be agreement from both the HcP and the Custody Officer on the best way to proceed.			Mandatory High	Understood and will comply ☐

1.5 HOURS OF SERVICE AND RESPONSE TIMES

Ref No.	Statement of Requirement / Outcome	Performance Indicator – Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR9	The Contractor must make available a pool of HcP to service requirements within the response times in this contract. Unless otherwise agreed, the Contractor must respond to the Call (as defined in the Specification) in accordance with the			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	response protocol. The Contractor must make available to the Force on a 24 hour/7 day per week (i.e. Including out of hours), 365/366 days a year basis: a) Forensic Medical and Healthcare Services; b) Call Centre facilities through which the Force can ask for forensic medical and healthcare services. The Contractor shall ensure appropriate Clinical Staff are available at all times to recognise, diagnose, treat and manage detainees with minor, acute, long-term, urgent or life-threatening conditions or injuries. The Contractor shall ensure that HcP achieve the 60-minute response time for each call out to each location on no less than 95% of all requests.				
SR10	Calls for Impairment Tests must be responded to within 60 minutes in 100% of all requests.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR11	The Contractor shall provide the service 24 hours per day for each day of the year.			Mandatory High	Understood and will comply ☐
SR12	Doctors will respond to any request to attend regardless of whether a nurse would normally carry out the work.	No doctor refuses to attend on the basis that it is a nurse call.		Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR13	The HcP must attend the custody suite or other location within the time prescribed in the response protocol, following the initial request to the Contractor by an officer, or as otherwise agreed. The Contractor must ensure that the HcP only carries out the duties within the scope of their professional practice/competency. The Contractor must ensure that they have an appropriate communication system between themselves and the HcP to enable: a) The HcP to carry out their duties within the agreed response times; b) And the immediate transfer of any call from the Force to the HcP for the purpose of giving medical advice and ensuring the call is recorded. The Contractor must ensure that the HcP has the appropriate transport to carry out their duties within the response times specified. All travel and subsistence costs will be included in the service charge.			Mandatory High	Indicate full compliance to the general requirement Please indicate what service credits you would be willing to pay against attendance outside of the response times. Bidders' responses to this question will indicate their confidence in their ability to meet the requirement. In addition it will provide a meaningful consequence for failing to provide the service as stated. Compliance Understood and will comply with the response time ☐ State whether full or partial to the SLA and Service Credit Regime ☐ Full ☐ Partial Where partial provide alternative

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	If not already located within the custody unit the HcP shall attend the detainee in response to the initial telephone call within 60 minutes. The response time will be determined from the receipt of the initial call to the arrival of the HcP at the location. Where there is a failure to achieve response times Customers will be credited, as per the SLA at Schedule 5, Annex 2.				
SR14	The HcP shall continue to see all other detainees within the same custody unit whether or not they were included in the initial call if required to do so but the Custody Officer.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR15	HcP must respond to requests for the taking of bloods under the Road Traffic Act within 60 minutes on all occasions. Contractors may wish to sub-contract this element of the service. <u>Outcome</u> No loss of evidence for road traffic incident prosecutions.	Provide report on the number of responses to Road Traffic Incidents and the response times.	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR16	The Contractor shall provide a service, which includes the availability of suitably qualified, experienced and appropriate HcP to recognise, diagnose, treat and manage detainees with minor, acute, long-term, urgent or life-threatening conditions or injuries at all times.	Submit report on staffing levels and response time targets in management information, including exception reports for all calls not responded to within the targets	Monthly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR17	Where nurses are used in any capacity a doctor shall be available at all times for consultation and advice. <u>Outcome</u> On-call support for nurses is available 24/7 (minimum of one doctor on call at all times).	Submit report on staffing levels, on-call support, and supervisor rota.	Monthly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.6 SERVICE LOCATION

Ref No.	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR18	The Contractor must deliver Medical Services at the premises detailed in Appendix B. The Contractor must from time to time deliver services to the following locations: - Locations outside, but likely to be within 10 miles of the Force boundary; - Such other locations may be required for the provision of Services in relation to, but not limited to, hospital			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	attendances or sudden death locations.				
SR19	The premises within the Force's area for delivery of Medical Services shall include but not be limited to those listed in Appendix B. The Contractor and its representatives must only use the premises, furnishings, facilities and equipment for the provision of Services to the Force and shall not use them, or allow them to be used, for any other purpose unless authorised in writing by the Authorised Representative.			Mandatory High	Understood and will comply ☐
SR20	There may be instances where the Customer requires attendance at any Police premises or other locations throughout the customer boundaries. These will include external sites e.g. scenes of sudden death, hospitals, rural locations, traffic incidents (the list is not exhaustive). The service will be provided to all locations at no additional charge.			Mandatory High	Understood and will comply ☐
SR21	The successful Contractor should be aware that the environment in which they work may be contaminated and therefore should ensure that HcP that are providing the service are suitably vaccinated for this environment.			Mandatory High	Understood and will comply ☐
SR22	Normally examinations at Custody Units will be undertaken in the 'Medical Room'. However examinations may be undertaken in a cell or other location within the Custody Unit. This will be dependent on the outcome of the Risk Assessment carried out by the Custody Officer.			Mandatory High	Understood and will comply ☐
SR23	Attendance at hospitals will be required for the taking of forensic samples and blood samples from individuals under the requirements of the Road Traffic Acts. Permission to take such samples must be obtained from the hospital doctor who is attending the individual.			Mandatory High	Understood and will comply ☐

1.7 CLINICAL OBJECTIVES AND PRINCIPLES

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR24	The Contractor must deliver "high quality clinical services". Services must be: • Patient-centred; • Delivered safely and through a learning environment; • Effective; • Timely.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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1.8 LEGISLATION AND GUIDANCE

(Forensic & Clinical Requirements under Legislation, PACE etc.)

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR25	The Contractor shall deliver a service that meets the forensic and clinical needs of the Force in a timely manner and in accordance with the relevant legislation and guidance. Medical advice must be independent to the investigative process and in accordance with relevant legislation, guidance and identified best practice. In delivering the Medical Services the Contractor and HcP must comply at all times with the following legislation and guidance as a minimum, as presently constituted or as later updated: A. Police and Criminal Evidence Act 1984 (PACE): Code of Practice C Section 9 deals with the care and treatment of detained persons. Paragraphs 9.5 - 9.17 refer to the clinical treatment, attention to and documentation for detained persons. Notes of guidance in respect to this section of the Code are provided at paragraphs 9A to 9H. Further specific attention is drawn to the following: - Annex A - intimate and strip searches - Annex E - summary of provisions relating to mentally disordered and otherwise mentally vulnerable people - Annex G - fitness to be detained - Annex H - detained person: observation list - Annex K - x-rays and ultrasound scans; B. Authorised Professional Practice for Custody and detention; C. Road Traffic Act 1988 including Section 7A as amended by Section 56 Police Reform Act 2002; D. Criminal Justice & Immigration Act 2008; E. Police (Conduct) Regulations 2012; F. Police (Complaints and Misconduct) Regulations 2012; G. Home Office Manual of Guidance for the Preparation of Case Files; H. The Prescriptions Only Medicines (Human Use) Amendment Order 2003; I. Patient Group Directions (PGD) and the appropriate professional code of conduct; J. Home Office Circular 20/2003 (as amended or replaced from time to time);			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	K. The Misuse of Drugs Regulations 2001; L. NCPE/ACPO 2005; Guidance on Investigating Child Abuse and Safeguarding Children; M. Mental Health Act 1983 (as amended); N. Mental Health Act 1983 Code of Practice; O. Mental Capacity Act 2005 (as amended); P. Working Time Regulations 1998 (as amended); Q. Health and Safety at Work Act 1974; R. Management of Health and Safety at Work Regulations 1992; S. Equality Act 2010, T. National Service Framework for Children, Young People and Maternity Services; U. The national specifications for cleanliness in the NHS: Guidance on Setting and Measuring Performance Outcomes in Primary Medical and Dental Premises; V. The Faculty of Forensic and Legal Medicine Guidance: i. Operational Procedures and Equipment for Medical Rooms in Police Stations and Victim Examination Suites; ii. Recommendations for the collection of specimens from complainants and suspects; iii. Recommendations for the Safe and Secure Administration of Medication In Police Custody; W. Successful Interventions {formerly known as Adverse Incidents) and Death In Police Custody; X. Additional Guidance from i. College of Policing; ii. Association of Chief Police Officers; iii. Force specific policies and procedures; iv. Current standard NHS requirements and all other relevant guidelines Y. All core and developmental standards in the SBH; Z. NHS Outcomes Framework 2012-13 AA. NICE Quality Standards BB. The Medical Profession (Responsible Officers)				

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Regulations 2010 CC. IM&T Adoption i.e. NHS commissioned Care in Police Custody -Informatics input to local procurement: Memorandum of Information (MOI) for Police Services, 2013 DD. In so far as it does not conflict with police requirements, the NHS Act 2006 (as amended).				
SR26	The Contractor must deliver patient-centred services (as defined by the NHS Constitution for England and Everyone Counts: Planning for Patients*) to the maximum extent possible within the security constraints in which they are working. The Contractor must ensure that services are provided in a clean and safe environment that is fit for purpose, based on national best practice (pledge). *The above document highlights four key areas that the Contractor must focus on: a) Accessible and convenient services; b) Appropriate and responsive care; c) Environment; and d) Effective delivery of the services.			Mandatory High	Understood and will comply ☐
SR27	The Contractor shall provide a service that delivers a clinical assessment of a detainee's fitness to detain, interview, charge or release as required/requested by the Force and in accordance with PACE (1984), Authorised Professional Practice for Custody and Detention (APP) and Quality Standards in Forensic Medicine (FFLM) January 2013 (or latest relevant legislation and guidance).	Evidence of adherence to relevant guidance is demonstrated in clinical audits, supervision and competency assessments of HcP.		Mandatory High	Understood and will comply ☐
SR28	HcP may be required to examine any person in order to confirm life extinct, and if so requested to provide an opinion as to whether the circumstances of the death are suspicious from a medical perspective. Contractor to ensure that HcP meet the requirements of the coroners within each Customer boundary.			Mandatory High	Understood and will comply ☐
SR29	The Contractor shall provide HcP to attend the scenes of sudden/suspicious deaths to assist in crime scene analysis, gathering of forensic evidence and examination of the body (using: Sudden Death - Forensic Notes Pro Forma, FFLM Feb 2010).	Submit management information which identifies reasons for service requests, including attending the scene of sudden/suspicious deaths and call response times for these calls, per custody unit (or other location), per month.	Monthly	Mandatory High	Understood and will comply ☐
SR30	HcP may be required to examine if required any remains believed to be human remains and to give an opinion (if possible) as to whether or not they are human remains.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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1.9 CALL CENTRE REQUIREMENTS

The Contractor shall deliver a 24/7 service that fulfils the healthcare and forensic requirements of the Force including the handling, processing, recording and reporting of requests for service and adhering to response time targets, at all locations (and others as required)

	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR31	The Contractor shall provide a single (free phone), dedicated telephone number for call out requests, staffed 24 hours a day, 7 days a week, throughout the year. Calls should be answered within 20 seconds for 90% of calls and 120 seconds for 100% calls. In the event of failure of the dedicated (free phone) service telephone number, the provider will ensure back up arrangements are in place to maintain continuity of service	The Contractor to monitor this requirement. Feedback from custody staff will also be highlighted if call answering times become a problem. Submit report on call answered times in management information Confirm arrangements for back up telephone system are in place	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR32	The Contractor shall provide the ability to record conversations of all service telephone requests (keep these recordings securely and confidentially and supply recordings for the purposes of incident resolution and audits when requested), transfer calls directly to an HcP to enable telephone advice to be given directly to the custody officer if necessary. All service calls will be recorded for incident resolution and audit purposes and can be produced on request within 1 day. All telephone recordings of service requests will be kept securely and confidentially.	Submit recording of any requested call within 1 days Confirm arrangements are in place for keeping call recordings securely and confidentially Demonstrate ability to transfer calls directly to HcP to provide telephone advice The Contractor shall monitor this requirement. Feedback from custody staff will also be highlighted if they are unable to talk directly to an HcP for telephone advice	N/A	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR33	All responses to calls requesting telephone advice will go via the call centre to allow for recording of the call. When an HcP call custody units or SARCs to respond to calls via telephone, these calls must go through call centre to enable them to be recorded.			Mandatory High	Understood and will comply ☐
SR34	The Contractor shall provide a detailed hand over of active/open service request calls between the changes of shifts of call centre staff.	Provide service request calls handover policy/procedure as part of management information.	At start of contract and upon any changes	Mandatory High	Understood and will comply ☐
SR35	The Contractor shall ensure all call centre staff have sufficient knowledge of the service/contract requirements and clinical needs of detainees and victims in order to be able to manage service request calls.	Submit training and induction plan for call centre staff and quarterly questionnaire demonstrating their knowledge and understanding of the contract.	At start of contract and upon any changes	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR36	All telephone calls can be transferred directly to an HcP if required for telephone advice.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR37	The Contractor will receive a call from the Customer. This initial telephone call for healthcare services will be answered by the Contractor's call taker and the time of the call recorded. The call taker must be sufficiently trained and have the knowledge to refer to the appropriate healthcare assistance required. If the Customer specifically requests the attendance of a doctor or nurse then the Contractor must provide this. The Contractor should be able to provide healthcare advice over the telephone from the contact centre within the scope and cost of this contract.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR38	The Contractor must ensure that the communication system between the Contractor and HcP allows for immediate transfer of any call from the Customer direct to HcP for the purpose of giving/receiving urgent healthcare assessment and/or advice.			Mandatory High	Understood and will comply ☐
SR39	The Customer will identify the incident type and the Contractor will then offer healthcare advice as appropriate and/or give an estimated time of arrival of and HcP within the maximum time specified. Attendance will be by a suitably qualified HcP for the level of healthcare service provision required as assessed and identified by the Contractor at the time of taking the initial telephone call. Where specifically requested the Contractor must ensure that a doctor attends.			Mandatory High	Understood and will comply ☐

1.10 SERVICE MODEL

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR40	The Contractor must deliver a service model that offers a comprehensive range of consultation methods that include, as a minimum, telephone with custody staff. This must include delivery of face-to-face services to custody staff and patients through a call out service or an embedded service or through a combination of both, with proposals for such made by the Contractor based upon achieving the Force's service requirement, maximising efficiency and value for money.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR41	The Contractor must review the service model in order that services are delivered in the most efficient and cost effective manner. The Contractor must conduct this review every 6 months and report on this at governance meetings. The Force may vary the service model or any aspect of it, in agreement with the Contractor throughout the term of the contract.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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1.11 CALL OUT PERSONNEL AND HcPs

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR42	The Contractor must have a robust management structure that sits behind the call out personnel taking the telephone calls in order to meet the requirements of this contract. The Contractor must ensure that there is a management escalation process in place to support call out personnel and HcP at all times. This must be sufficiently robust in order to maintain contract service levels during times of particular difficulty, i.e. an increase in phone call or email volumes. A clinical lead must be available at all times to provide all necessary advice and support in order to meet the contract service levels and standards. The Contractor must ensure that it has sufficient numbers of call out personnel and HcP with appropriate skills to meet contract service standards with regards to the number of calls or emails generated. Before working on this Contract, call out personnel and HcP must be trained to: - Ensure that they understand the procedures involved for all types of phone calls and emails; - Have knowledge of the Force area and of the locations so that any potential issues can be considered to ensure the call is attended on time (e.g. known traffic hot spots). At the point the call out personnel receives a phone call or an email, they must as a minimum: - Log the nature of the call/email and relevant code; - Log the originators name and collar number or payroll number; - Log the custody reference number or incident log number; - Log the location details (of where the examination is required); - Ensure the correct HcP resource is deployed; - Issue a unique reference number for each callout.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.12 PROVISION OF CLINICAL ADVICE BY PHONE

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR43	Where appropriate, and with the agreement of the Force, an HcP must provide medical advice and opinion over the telephone as an alternative to an Attendance. The provision			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	of clinical advice shall be included in the Service Charge. For Advice Only phone calls the call handler must transfer the call directly to an HcP immediately. Where this is not possible the HcP must contact the call handler as soon as practicable, but no longer than 10 minutes after the original request for advice was made. In the case of Advice Only phone calls where the call is not transferred to an HcP immediately, the Contractor must ensure that arrangements are made for the HcP to make contact with the caller via the call handler to ensure that the call is logged and recorded for audit purpose. The use of telemedicine is appropriate for this requirement.				

1.13 HcP ACTION ON RECEIPT OF A CALL

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR44	In circumstances where the HcP considers that a phone call may be inappropriately categorised they must contact the originating Police Officer responsible for the reporting of the call in order to satisfy themselves that the call out is appropriately categorised. Where HcP attendance is outside the expected response time the Contractor must immediately notify the Officer in Charge requesting attendance, about the reason for delay and the anticipated time of arrival. The Officer in Charge may request the attendance of a different HcP. A written report from the Contractor detailing the reasons for the failure of an HcP to attend will be required by the Authorised Representative within 18 hours of the occurrence On arrival at any location or scene, the HcP must report immediately to the Officer in Charge.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.14 EMBEDDED SERVICE

(i.e. an HcP is on duty at a specific location for a given period of time)

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR45	The HcP must create a record for all medical assessments, prior to consultation or as soon as is practicable. As a minimum, the HcP must ensure that the following information is logged: a) Log the nature of the contact and relevant code; b) Log the name and collar number of the officer in			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	charge requesting the consultation; c) Log the custody reference number or incident log number; d) Log the location details; Any requests that are outside the scope of the HcPs professional practice/competency must be directed to the Contractor's staff who handle phone requests for service for allocation to an HcP who is competent/professionally qualified. Use of telemedicine For this requirement is appropriate				
SR46	Any time not taken up by required contacts must be spent undertaking the following duties which must be delivered in priority order as listed: a) HcP to jointly contribute, with the Force to complete risk and exit assessments; b) Complete the appropriate screening tools (see section 1.31 Self harm) and if appropriate refer to community services prioritising for drugs and alcohol use, learning disability/and mental health issues for those not referred to the HcP; c) Administration of medicines; d) And health promotion.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.15 CRIMINAL JUSTICE SERVICE

Attendance at Court and Statements

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR47	In connection with carrying out their duties in accordance with the Contract, HcP may be requested to attend Court as a witness. The HcP will be advised in writing and asked to submit inconvenient dates. When a date for Court is fixed the HcP will be notified. Unless the Crown Prosecution Service requests the HcP to attend at a certain time on the Court date, the HcP will be allowed to be on standby. Under this arrangement the Contractor will ensure that the HcP is able to be contacted at any time to enable attendance at Court within 30 minutes. An HcP may be called as a witness to court by both the CPS or by the defence. The cost of attending court will be met by the CPS unless present for the Defence. CPS currently meet costs via a compensatory allowance which may not reflect the true costs the HcP will actually achieve if working.			Mandatory High	Understood and will comply ☐
SR48	HcP shall also attend to, or advise on, as appropriate, any other case or issue of a similar nature requested by the Customer but not specifically covered in this specification. The cost of an HcP attending a tribunal will be deemed to be			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	included in the service charge.				
SR49	HcP will provide written statements/in-person evidence at courts or in tribunals within 14 days of a request (see SLA & Service Credits) and cooperate fully in investigations by the Force or any other organisation (including the Independent Police Complaints Commission) when requested (this includes investigations into deaths in custody or following police contact). <u>Outcome</u> Statements are submitted within 14 days calendar following the request. HcP provide in-person evidence in court or at tribunals when requested. The Contractor (and all HcP involved) cooperates fully with any investigations (including deaths in custody of following police contact) by the Force or other organisations when requested to.	Submit evidence of production of statements within 14 calendar days following request. Evidence of cooperation into investigations either by the Force or other organisations.	Monthly	Mandatory High	Indicate full compliance to the general requirement Please indicate what service credits you would be willing to pay against failure to produce statements within 14 days. Bidders' responses to this question will indicate their confidence in their ability to meet the requirement. In addition it will provide a meaningful consequence for failing to provide the service as stated. Compliance Understood and will comply with the response time ☐ State whether full or partial to the SLA and Service Credit Regime ☐ Full ☐ Partial Where partial provide alternative
SR50	Every time an HcP is required to give medical advice or attend a Service Location, and in addition to the due completion of any official documentation required as part of those duties and the giving of any witness statement when required, they will promptly make a full and contemporaneous note of the duties performed and relevant findings – see SLA.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR51	The Contractor must update these requirements in the light of any subsequent changes to statement format or requirements made by the Home Office. The Contractor must monitor the standard of witness statements produced by HcPs and the timeliness within which they are provided. HcPs must attend any court of law or tribunal when required to provide evidence (whether by an officer or employee of the Force, solicitor acting for the Force, by the Crown Prosecution Service (CPS), or a defendant's solicitor or the Coroner) in order to give evidence in connection with the provision of any Medical Services or related matters with which they have been involved, including but not limited to criminal investigations and disciplinary tribunals under the Criminal Justice and Immigration Act 2003 and the Police (Performance) Regulations 2012 and the Police (Conduct) Regulations 2012.			Mandatory High	Understood and will comply ☐
SR52	The Contractor must ensure that HcPs attend a court of law or tribunal as per the requirements of the Force and provide all necessary support in relation to such attendances. The Contractor must ensure that where the investigation officer requires emergency charging advice from CPS then the HcP will provide an interim statement exhibiting the body map and their notes at the time of the examination. There may be additional information in the medical notes that the HcP considers confidential or not relevant to the case and so was not divulged. This information can be released with			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	appropriate consent or a judge's order.				

1.16 ACTING AS AN EXPERT WITNESS INSTRUCTED BY THE DEFENCE

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR53	The Contractor's HcPs must not appear as an expert witness instructed by the Defence in any criminal proceedings arising from any matter investigated or reported by any officer of the Force, except in the following cases and subject to the following conditions: a) The defendant concerned is or has been a patient of the HcP in another medical practice or any partner in the HcPs practice or; b) Where the HcP has examined the Defendant in the course of the HcP duties, but is not called as a witness by the prosecution and/or; c) The HcP has not had any involvement in the case in their capacity as an HcP and the alleged offence occurred outside the Force. HcPs must notify the Authorised Officer normally in writing before appearing as a witness instructed by the defence in cases, which occur in the area of the Force. This also applies to appearing as an expert witness in civil proceedings.			Mandatory High	Understood and will comply ☐

1.17 EQUITY OF ACCESS

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR54	The Contractor must document consideration of how it meets the needs of people with different Protected Characteristics under the Equality Act and The Public Sector Equality Duty. The Public Sector Equality Duty requires all public authorities to give "due regard" to equality in their activity, and this duty is a continuing one that includes any outsourced functions, including the Contractor's services,			Mandatory High	Understood and will comply ☐
SR55	The Contractor must collect monitoring data and make active consideration (at the design stage and in delivery) of how different people will use a service. The Contractor must deliver the Equality Act and the Public Sector Equality Duty with regards to: 1. Age; 2. Disability; 3. Gender Reassignment; 4. Pregnancy and Maternity; 5. Race;			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	6. Religion; 7. Sex; 8. Sexual Orientation				
SR56	In addition this includes making consideration of: a) Those who do not understand written or spoken English; b) Asylum seekers or refugees; c) Those who have no permanent address; d) Those who misuse alcohol or illicit drugs; e) Those who belong to a lower socio-economic class or who are unemployed.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR57	In considering the above the Contractor must take into account guidance in the NHS Outcomes Framework 2012/13, page 9 - Promoting Equality and Reducing Health Inequalities. The Contractor must also deliver screening and referral to community services and where possible, for health promotion and disease prevention to all patients within the context of the custody setting.			Mandatory High	Understood and will comply ☐
SR58	The Contractor must follow Royal National Institute for the Blind, Action on Hearing Loss guidance (in each case, as amended from time to time) and other relevant guidance to ensure patients who have disabilities and/or communication difficulties are able to access the services.			Mandatory High	Understood and will comply ☐
SR59	The Contractor must demonstrate how they intend to meet the healthcare requirements of patients who have Learning Disability/Difficulty and Speech, Language and Communication Needs.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR60	The Contractor must supply all translations of materials describing procedures and clinical prognoses in languages recommended by the Force as being the most common languages spoken by patients. Information must be available in written, easy read and pictorial format.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR61	The Force will provide access to telephone and/or face to face interpreting services, as required, for non English speaking patients during all consultations.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.18 PATIENT DIGNITY AND RESPECT

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR62	The Contractor must deliver the Services from an			Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	environment that treats every patient as a valued individual, with respect for their dignity and privacy by: a) Ensuring that the provision of the Services and the premises protect and maximise patient dignity, privacy and confidentiality; b) Allowing patients to have their personal clinical details discussed with them by a person of the same gender or gender of choice, where required by the patient, if reasonably practicable and where there is no risk to the HcP; c) Ensuring that all HcPs behave professionally and with discretion towards all patients and colleagues at all times; d) And taking regard of the patient's cultural and religious observance that are relevant to the medical assessment.			High	

1.19 PATIENT CENTRED DELIVERY

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR63	In delivering services to patients the Contractor must recognise this may include challenging the traditional models of service delivery. HcP will be delivering care within an essentially non-health environment in custody/hospital and other settings. The Contractor must use innovation to make its service more convenient for patients to access primary and in some cases traditionally secondary medical care e.g. the Contractor must undertake dressing, gluing etc. In order to maintain patient respect and dignity transfer to external hospitals must be kept to a minimum and therefore the range of services delivered by the Contractor must support this intention to reduce hospital attendance. The Contractor must offer a comprehensive range of consultation methods, which must enable the custody staff to ensure robust risk assessments, safety and security along with providing a high standard of direct clinical care to patients.			Mandatory High	Understood and will comply ☐

1.20 CHILDREN AND YOUNG PEOPLE UNDER 18 YEARS

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR64	The HcP must deliver appropriate and responsive care to all young people. This must be in accordance with the standards set out in the National Service Framework for Children, Young People and Maternity Services and any local protocols			Mandatory High	Understood and will comply ☐
SR65	The HcP must give consideration to safeguarding children when dealing with adults in custody who may be parents or			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	carers.				
SR66	The Contractor must ensure that all HcPs who provide care to children are trained in the local Safeguarding Children's Boards policies and any other relevant processes relating to concerns about the welfare of a child. This includes Common Assessment Framework (CAF), referral to Social Care for assessment and information sharing with other agencies such as Youth Offending Teams.			Mandatory High	Understood and will comply ☐
SR67	The Contractor must have due regard for ensuring access to specific gender HcP when appropriate, unless a delay would result in a deterioration of physical or mental health or where there is a risk to the HcP.			Mandatory High	Understood and will comply ☐
SR68	Where concerns exist with regard to alleged sexual abuse, the case will be referred to the relevant Safeguarding Professionals and/or the SARC.			Mandatory High	Understood and will comply ☐
SR69	The HcP may be required to conduct an initial visual examination of children brought to a police station as a Place of Safety under a Police Protection Order.			Mandatory High	Understood and will comply ☐

1.21 VULNERABLE ADULTS

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR70	The HcP must recognise that a person may be vulnerable by reason of age and/or their circumstances or because they have mental or physical disabilities, illness, or other such special features, which renders them either permanently or temporarily unable to care or protect themselves against harm or exploitation. This could include those with learning difficulties/disabilities, victims of domestic violence, asylum seekers.			Mandatory High	Understood and will comply ☐
SR71	The HcP must deliver appropriate and responsive care to all adults, including provision for those deemed to be vulnerable. This must be in accordance with any local Safeguarding Boards' Guidance.			Mandatory High	Understood and will comply ☐
SR72	The Contractor must ensure that all HcPs who provide care to vulnerable adults are trained in the local and national NHS and Police policies and any other relevant processes relating to concerns about the welfare of a vulnerable adult. This includes referral to Social Care for assessment and Information sharing with other agencies such as Mental Health Trusts or Substance Misuse teams.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR73	The Contractor shall ensure that all HcP are trained in Mental Health, Autism Awareness and Learning disability awareness, identification of potential issues, medication detainees take in relation to mental health and their possible effects on physical health, as well as mental health and learning disability legislation. <u>Outcome</u> All HcP are trained and aware of the issues concerning mental health and learning disabilities, including awareness of behavioural issues, identification of issues, medication taken, effects on physical health and legislation.	Submit management information report on training plan and evidence of attendance training for all HcP (in mental health and learning disability awareness, identification, impacts and effects on physical health and legislation), clinical audit, supervision, competency assessment to report on number of detainees identified with mental health and/or learning disabilities.	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR74	The Contractor shall ensure that links are made with the local Liaison & Diversion projects, community mental health teams or learning disability services, emergency duty teams/home treatment teams and crisis teams and that any detainees demonstrating mental health issues or learning disabilities are referred to, and encouraged to engage with, relevant services. <u>Outcome</u> Good working relationships between the Contractor and liaison & diversion, community mental health and learning disability services (and all other relevant services) exist and are used to make effective referrals for detainees into such services. All HcP have a good understanding of the services available to detainees with mental health or learning disabilities and active encouragement is given to detainees to engage with these services.	Submit management information report demonstrating evidence of multi-agency partnership working from clinical audit, supervision, competency assessment and report on number of detainees referred to partnership agencies.	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR75	HcP will advise the custody officer of the necessity for an appropriate adult where a detainee has been identified as being mentally vulnerable (whether the detainee is a young person or a vulnerable adult). <u>Outcome</u> Custody staff are informed of the necessity for an appropriate adult where a detainee has been identified by the HcP as being vulnerable	Police Custody records evidence the recording of advise on the requirement for an appropriate adult	Quarterly	Mandatory High	Understood and will comply ☐
SR76	All HcP will record all information regarding the identification of mental health/learning disability issues, information gained from other services, referrals to other services and outcomes in the IT clinical record system which shall be installed as part of this contract within the custody units. <u>Outcome</u> All issues related to mental health/learning disabilities are recorded in the clinical notes, including identification, information gained from services and referrals made to services for the detainee.	Submit management information report demonstrating evidence of recording of mental health/learning disability issues in clinical notes from clinical audit, supervision, competency assessment.	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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1.22 CLEAN ENVIRONMENT

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR77	The Contractor must maintain a safe and hygienic environment for staff and patients. This involves cleaning those items agreed with the Force and monitoring other standards of cleanliness for all other items.			Mandatory High	Understood and will comply ☐
SR78	The Contractor must ensure that they deliver the Services from a clean environment that meets the 2010 National Patient Safety Agency (NPSA) guidance for cleanliness: "The National Specifications for Cleanliness in the NHS: A Framework for Setting and Measuring Performance Outcomes In Primary Medical and Dental Care Premises". In order to maintain the required standards the Contractor must undertake regular audits of the environment and where appropriate raise any non-compliance issues immediately with the Force's Authorised Officer and report these at governance meetings. If during the contract period Care Quality Commission registration becomes applicable the provider must register and comply with this standard.			Mandatory High	Understood and will comply ☐
SR79	The Contractor must make available and ensure HcP use as appropriate body fluid cleaning kits for immediate cleaning of small amounts of body fluids			Mandatory High	Understood and will comply ☐

1.23 INFECTION CONTROL

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR80	The Contractor must ensure that it has appropriate arrangements for infection control and decontamination.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR81	The Contractor must use the waste disposal facilities for clinical and sharps waste supplied by the Force.			Mandatory High	Understood and will comply ☐
SR82	The Contractor must comply with the Health and Social Care Act 2008 Code of Practice for the Prevention and Control of Healthcare Associated Infections and implement best practice from Saving Lives/ High Impact Interventions and High Impact Actions.			Mandatory High	Understood and will comply ☐
SR83	MRSA Bacteraemia: The Contractor must ensure that it does not exceed the annual number of bloodstream infections at no more than 1 per annum and undertake Root Cause			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Analysis.				
SR84	The Contractor must ensure that appropriate procedures are implemented in relation to cleaning, disinfection, inspection, packaging, sterilisation, transportation and storage of reusable medical devices.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR85	The Contractor must ensure that reusable medical devices are handled safely and decontaminated effectively prior to re-use.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR86	The Contractor must make arrangements to minimise the risk of infection, toxic conditions and the spread of infection between patients and staff (including any HcP which the Contractor has asked to carry out clinical activity).			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR87	The Contractor must have policies and protocols for the management of Communicable Disease, decontamination of staff and environment and reduction in acquired infection, including but not limited to MRSA and C Difficile.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR88	The Contractor must ensure that it has appropriate arrangements for infection control which include: a) Implementing infection control programmes; b) The management of outbreaks; c) Reporting any concerns or trends detected through infection control/communicable diseases activities to the Health Protection Agency as appropriate; d) Developing infection control/communicable disease control policies, procedures and guidance, including providing timely and immediate support and advice to the Police; e) Assessing the healthcare environment against national cleaning standards; f) Undertaking infection control audits, developing and implementing action plans; g) Ensuring all clinical staff undertake infection control training; h) Adopting the health economies antibiotic formulary and implementing it within the custody setting; i) Having a role in any outbreaks (including pandemic flu) and delivering agreed actions relevant to their area of responsibility and being part of the Force and local health contingency plans to ensure the health and safety of patients and to ensure that resources required for planned contingencies are planned and funded; j) And escalation and learning processes.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.

1.24 CLINICAL SAFETY & MEDICAL EMERGENCIES

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR89	The Contractor must ensure the availability of appropriate HcP to recognise, diagnose, treat and manage patients with urgent or life-threatening conditions at all times. The Contractor must ensure policies and protocols are in place to manage medical emergencies when HcP are present within the custody suite and when they are not. The Contractor must possess/provide the equipment and in-date emergency drugs, including oxygen, to treat life-threatening conditions such as anaphylaxis, meningococcal disease, suspected myocardial infarction, status asthmaticus and status epilepticus. The HcP must pass all life threatening conditions to the ambulance service as soon as possible by dialling 999 and requesting the ambulance service. The Contractor must adhere to any national or local guidelines relating to clinical safety and medical emergencies.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR90	The Contractor may be required to develop and agree Protocols with the Force to ensure the availability of Methadone where clinically indicated. A list of the required minimum equipment the Contractor must ensure is available in all custody suites can be found in APPENDIX B. Where appropriate and with the agreement of the Police all HcP and Custody staff must undergo training to ensure safe use of the equipment. Any training requirement for the Police must be with their agreement or at their request.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.25 REFERRALS AND ADMISSIONS

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR91	The Contractor must deliver a range of services to reduce inappropriate attendances at local emergency and urgent care services and unnecessary admission of patients to local NHS Trusts. The required outcome of reducing inappropriate attendances is to support the effective use of local healthcare resources.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.26 REDUCING REOFFENDING

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR92	The Contractor must ensure that they have appropriate			Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	protocols for referral to ensure continuity of care and reduce the 'revolving door' cycle of offending. The Contractor must demonstrate willingness to develop good practice in this area, working flexibly and co-operatively with others over the lifetime of the contract. The Contractor must make appropriate referrals for a variety of local community services such as Social Care, Mental Health Trusts, General Practitioners, Substance Misuse Services, Probation, Youth Offending Teams and Voluntary Organisations.			High	Provide method statement of how this will be delivered

1.27 COMMUNITY INTERFACE

Partnership working

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR93	It is vital for the Contractor to integrate with the local health economy. The Contractor must work in partnership with other local health economy providers and stakeholders (both NHS and non-NHS). This purpose of this is to ensure that referrals are properly directed and that objectives are met such as reducing reoffending, using healthcare in community appropriately and health promotion. The organisations which the Contractor is expected to work with include but is not limited to: a) The Force; b) Police & Crime Commissioner; c) National Commissioning Board; d) Community health providers; e) The Ambulance Service; f) Local Mental Health Trusts; g) Criminal Justice agencies e.g. Courts, Probation and Youth Offending Teams; h) Crown Prosecution Service; i) Non Police employed staff e.g. GEOamey transportation for patients; j) Local Authorities; k) Social Services Departments; l) Mental health services; m) Acute trusts;			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	n) Acute trust laboratories; o) Local voluntary organisations; p) Local GP practices; q) Drug and Alcohol agencies; r) Probation Trusts; s) Clinical Commissioning Groups; t) Health and Wellbeing Boards; u) Or any successor organisations of the above.				
SR94	The Contractor shall develop and maintain effective partnership working with all services that might be relevant to detainees, who work both within custody and in the community, including but not limited to: GPs, alcohol and drug services, mental health services, social services, hospitals, depression & anxiety services and housing agencies etc. <u>Outcome</u> Effective partnership working arrangements are in place to help facilitate joint working and more effective referrals into community services.	Submit evidence of attendance at multi-agency meetings, list of services engaged with, evidence of pathways of care, number of detainees referred into community services	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.28 HEALTH PROMOTION & DISEASE PREVENTION

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR95	The Contractor is required to deliver a service that has due regard for health promotion and disease prevention. At a minimum this shall include the provision of appropriate literature. These must include, but are not limited to: a) Smoking; b) Obesity; c) Lack of exercise; d) Dietary habits; and e) Sexual behaviour.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR96	The Contractor will use Police custody as an opportunity to identify individuals with alcohol and/or drug problems by actively screening detainees, delivering brief interventions and harm reduction advice and information where appropriate			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	and helping individuals to engage with community alcohol/drug services. HcP must follow the Guidance for clinical management: Substance Misuse Detainees in Police Custody - http://www.rcpsych.ac.uk/files/pdfversion/CR169xx.pdf				

1.29 ALCOHOL AND DRUGS – OPTIONAL

The following requirements within this 1.29 are optional and should be priced separately. Forces may or may not wish to purchase these services

	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR97	All HcP will be trained in alcohol screening and brief interventions (using as a minimum the Alcohol IBA e-Learning Course. http://www.alcohollearningcentre.org.uk/eLearning/IBA , motivational interviewing techniques, harm reduction, drug awareness and blood borne viruses. <u>Outcome</u> HcP are trained in alcohol screening and brief interventions, motivational interviewing techniques, harm reduction, drug awareness and blood borne viruses.	Submit training plan and evidence of attendance at training by all HcP. Submit management information demonstrating evidence of competency and use of alcohol screening and brief interventions from clinical audit, supervision and competency assessment.	Half Yearly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR98	The Contractor shall provide alcohol screening (using the AUDIT-C Screening Tool & Full IBA pathway) to a percentage agreed at contract award of all detainees seen in custody units. To deliver brief interventions (using a Structured Brief Advice Tool) and (with detainee consent) make onward referrals for detainees scoring 16 or more on the full AUDIT tool or who do not respond to a brief or an extended brief intervention. All interventions should be conducted using motivational techniques (FRAMES or other approved, evidence based screening tools as agreed) in order to enhance a detainee's likelihood to engage with services. <u>Outcome</u> Drinkers Increasing their intake and high risk drinkers are identified and with consent are delivered a brief intervention and referred to community alcohol services.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR99	The Contractor shall provide harm reduction information (including information about blood borne virus testing and vaccination) for detainees that demonstrate problems with drug misuse and (where detainee consent is given or where it is in the best interests of the individual) referral to local drug services. <u>Outcome</u> Drug misusers are given harm reduction information and encouraged to engage with community drug services.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR100	HcP will ensure effective referrals are made (with detainee consent) to community alcohol and drug services and that detainee's GPs are informed of these referrals (where detainee consent is given or where it is in the best interests of the individual). <u>Outcome</u> Detainees identified as having alcohol or drug issues are referred to community services for treatment and their GPs are informed of this referral (where detainee consent is given or where it is in the best interests of the individual).			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR101	HcP will record all screening, brief interventions and onward referrals in clinical notes (relevant information is also recorded on Custody IT System) and make available for reporting to commissioners. <u>Outcome</u> Details of screening, brief interventions and onward referrals are recorded on Custody IT System).			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.30 GOVERNANCE

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR102	The Contractor must ensure the highest standards of corporate management and clinical care. The Contractor must have a minimum of four key governance roles: a) Clinical Lead - who will be the point of contact to the HcP on duty to provide robust clinical governance (including forensic oversight) and supervision to ensure quality of service; b) Risk Manager - who will assess and address any organisational risk; c) Call Handler Lead - who will be a point of contact to the call handlers on duty to provide managerial and supervisory support at all times to ensure quality of service; d) Contract Manager.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.31 CLINICAL GOVERNANCE

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR103	Clinical governance must provide assurance that all services are as a minimum compliant with the guidance and standards as set out in section 1.8, Legislation and Guidance. In addition, the Contractor must ensure the clinical governance strategy identifies the following:			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	a) A governance framework that will ensure services provided are kept up to date with changes to clinical practice introduced nationally and locally; b) A process for the communication and ongoing adherence to relevant safety alert broadcasts and patient safety notices, c) A process for reporting to the Force where the Contractor has deviated from any national or locally agreed clinical guidance. This must be in writing at the earliest opportunity along with the reasons for non-compliance and any remedial actions plans; d) A process for the ongoing improvement of quality of care; e) A process to ensure that appropriate clinical records are kept by HcPs in order to ensure that satisfactory audit trails are in place for the purposes of clinical governance; f) A process to ensure that HcPs are subject to regular clinical supervision and assessment, which must be documented; g) A process to ensure that the delivery of services must take into consideration the diversity of the Patient population; h) And a process to ensure the reporting, analysis and actioning of incidents, serious incidents and complaints (including an escalation process).				
SR104	The Contractor shall comply with the Care Quality Commission standards and will register when the law is changed to give NHS England legal responsibility for commissioning of police custody healthcare.	Evidence of registration with CQC.	At start of contract and upon any changes	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR105	The Contractor shall provide an overall governance strategy for the performance of this contract. This should include the identification of key governance areas of responsibility (including, but not limited to: clinical, risk, call handling, safeguarding and contract management).	Submission of Governance strategy, evidence of organisational principles/policies. Policies in key areas demonstrated.	Annually	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR106	The Contractor shall ensure that the principles of clinical governance apply to all who provide or manage the service and are a core concern of the provider's organisation. Clinical governance principles should underpin and inform the work of the service at every level. The provider will demonstrate a systematic approach to: patient safety, clinical effectiveness, patient experience, quality assurance and quality improvement. The Contractor must demonstrate their clinical risk management strategy, including: how they will identify, report and investigate/analysis significant events/serious untoward incidents and how	Submit policy on significant event/serious untoward incident reporting, analysis and learning and quarterly report on number of significant events and learning implemented as a result of these. Submit complaints policy and procedure. Submit report on numbers of complaints, including analysis of trends and a summary of remedial actions undertaken. Submit report on findings of any	At start of contract and upon any changes	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	they will implement learning from these; their complaints procedure how learning/changes are implemented as a result of this. Risk assessment and reporting mechanisms must be robust along with a 'non-blame' culture to allow staff to have the confidence to report issues or concerns prior to escalation to serious untoward incidents. Senior clinicians must be involved with the review of claims, clinical incidents and complaints. The findings and recommendations must be shared with staff to develop organisational learning.	complaints, serious incidents, deaths in custody, and how this information will be shared with staff.			
SR107	The Contractor shall conduct clinical audits ensuring that coverage of the audit is comprehensive, embracing all specialties (including but not limited to infection control and medicines management) and incorporating a multi-disciplinary approach. <u>Outcome</u> Selection of audit activity is systematic, addressing important quality issues and openly embracing all disciplines, management and clients. Any clinical audits should be completed efficiently and the findings should have an impact on client care and service development.	Submit report detailing the annual programme of clinical audit, progress and feedback from findings, as well as the related changes to policy and practice associated with audit findings. Submit report on infection control audit findings and related changes to policy and practice.	Annual	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR108	Clinical governance shall apply to all staff and organisational development. Training must reflect continued professional development of the individual and the organisation, along with change, service development and improved quality. <u>Outcome</u> A 'non-blame' culture must be demonstrated within the organisation, in order that learning can be gained from complaints and mitigate against the potential to serious untoward incidents. This includes the Contractor demonstrating they have policies for management of poor performance and 'whistle blowing'.	Submit workforce development and training plan which details how clinical governance is addressed with all staff through training Submit clinical governance policy that demonstrates how the provider will encourage a 'non-blame' culture to whistle blowing and how the provider will address poor performance.	At the start of the Contract and upon any changes	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR109	The Contractor shall ensure that all HcP are trained in the theory and practice of clinical effectiveness and have necessary resources. The service delivery shall be based upon evidence based guidance, including NICE, NSF and FFLM guidance. <u>Outcome</u> Links between research and development findings are well developed and impact upon care delivery.	Submit report on clinical effectiveness training of staff and policy updates and changes to practice as a result.	At the start of the Contract and upon any changes	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR110	Clinical leads shall be held accountable for all clinical activity and are expected to influence, develop and educate staff. <u>Outcome</u> The Contractor can demonstrate their quality assurance strategy, including robust standard setting and monitoring and that staff are involved with implementation of standards, informed by evidence, national standards, patients and commissioners. Staff development reflects the need for quality assurance. All aspects of quality are fully integrated into everyday practice via a combination of evidence based healthcare, clinical audit and staff development.	Submit report on quality assurance of service, to include plan of how to seek the views of service users. Submit report on service user consultation and feedback.	At the start of the Contract and upon any changes	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.32 CLINICAL LEADERSHIP

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR111	The Contractor must have robust and professional clinical leadership because this is key to promoting patient safety and to improving the quality of care. The Contractor must have clinical leadership at three levels. a) ORGANISATIONAL LEVEL: an Organisational Medical/Nursing Lead at the highest level of the organisation whose main responsibilities are to put quality of care at the heart of the Contractor's aims and to provide a framework for Clinical Governance and support for those delivering the Services. This person carries corporate/organisational responsibility for the organisation's activities. b) LOCAL LEVEL: a Local Medical/Nursing Lead, whose responsibility is to provide the clinical leadership required for delivery of the Services at a local level, ensuring that key systems are in place for quality primary and secondary medical care within custody suites. c) SERVICE DELIVERY LEVEL: a Clinical Lead whose responsibility is to provide clinical leadership for the delivery of clinical service, inclusive of, but not limited to mental health, substance misuse or minor injuries. This must be provided at all sites. This person will have specialist knowledge of the clinical service and will be able to identify the key processes that must be in place to deliver the Services.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.33 STANDARDS

Ref	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this
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	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
No.					requirement in the response box below.
SR112	The Contractor must ensure that Equipment supplied by the Contractor complies with statutory requirements and the latest relevant British Standard or European equivalent specification where such exist. The Contractor must furnish the Force Authorised Representative with proof if requested.			Mandatory High	Understood and will comply ☐
SR113	The Contractor must provide, install, operate and maintain all Equipment supplied by the Contractor in accordance with all applicable laws and manufacturers' instructions,			Mandatory High	Understood and will comply ☐
SR114	The Contractor must ensure that Equipment used to deliver the Services supplied by the Contractor would not cause interference with or damage to equipment used by others, for example police radios.			Mandatory High	Understood and will comply ☐
SR115	The Contractor must ensure that Equipment supplied by the Contractor is fit for purpose and purchased with compatibility with existing equipment in mind.			Mandatory High	Understood and will comply ☐
SR116	The Contractor must ensure that a named person(s) has responsibility for checking and restocking the room on a regular basis (at least once a week). This person must inform the Authorised Representative of the unsuitability or absence of any item provided by the Force. The Contractor must inform the Force in good time when equipment (that is the Force's responsibility to provide) is deteriorating or no longer functional/fit for purpose.			Mandatory High	Understood and will comply ☐
SR117	The above tasks must be carried out at the premises detailed in Appendix B or any other Force premises or elsewhere within the Force area at the discretion of the member of the Force's Staff.			Mandatory High	Understood and will comply ☐

1.34 COMPLIANCE WITH POLICIES AND PROCEDURES

In order to work with any of the Police Forces in the Southwest, contractors will be required to comply with the following requirements

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR118	The Contractor shall have a safeguarding policy which supports a culture of awareness of safeguarding issues, supports employees to report any malpractice confidentially and reflects and complements the relevant statutory provisions (and local policies and procedures) relating to safeguarding children and vulnerable adults.	Submit evidence of safeguarding policy and practices.	At start of contract and upon any changes to policy.	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR119	HcP will comply as far as practicable with any instructions given by officers or staff in the investigation of crime, the protection of life or property and/or the obtaining and preservation of evidence. In particular HcP will not act in such a way as might result in the loss or destruction of			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	forensic evidence or prejudice the evidential value of any such evidence or prevent or interfere with the obtaining of evidence by the questioning of any person who is medically fit for questioning. It is understood that the first role of any HcP will be the health of the detainee and in extreme situations it may become necessary to risk destroying trace evidence during resuscitation or, if it is determined, that the detainee should be admitted to hospital.				

1.35 WORKFORCE STANDARDS

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR120	The Contractor must ensure that all proposed workforce policies, processes and practices comply with all relevant employment legislation and codes of practice applicable in the UK, including the Equality Act 2010.			Mandatory High	Understood and will comply ☐
SR121	In addition, the Contractor must comply with the provisions of: a) Standards for Better Health (SBH)a ; b) The Code of Practice for the International Recruitment of HcP (December 2004) (only applicable where any international recruitment is planned) c) And the Medical Profession (Responsible Officers) Regulations 2010			Mandatory High	Understood and will comply ☐
SR122	The Contractor must demonstrate a clear workforce development plan including; a) Workforce planning; b) Recruitment/retention; c) Mandatory training (e.g. Infection Control, Vulnerable Adult and Child Protection Safeguarding Training, Information Governance, Health and Safety, Manual Handling, Risk Management Training); d) Ongoing education/training programme (e.g. Mental Health, Learning Disability/Difficulty, Substance Misuse, Medicines Management); e) Training on completion of quality documentation and records; f) Appraisals/personal development plans, with an annual review of job descriptions, g) Clinical supervision including an auditable peer review process and GP revalidation process; h) And the Equality Act and Public Sector Equality Duty.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.36 WORKFORCE ORGANISATION

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR123	The Contractor must have in place an operational management organisation structure chart, which demonstrates the key operational management roles and responsibilities, reporting relationships and accountabilities.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR124	The Contractor must have a designated role responsible for staff management and leadership.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.37 STAFFING PLAN

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR125	The Contractor must be aware of the requirement of achieving a reasonable balance within the HcP and be able to provide a member of staff of the specified gender:			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR126	The Contractor must have in place a detailed staffing plan that describes the staffing arrangements that will enable the delivery of the Services for the duration of the Contract.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR127	Where staffing resources are shared, the staff must be able to meet contractual timescales.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR128	The Contractor must supply staffing rotas published one month in advance, There must be a separate rota for HcP and for call handling staff.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR129	The Contractor must include their proposed staffing plan for any new staff employed and this shall apply for the duration of the Contract.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.38 CONTINGENCY ARRANGEMENTS

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR130	The Contractor must have in place contingency arrangements to ensure adequate, appropriate, available and timely service delivery in the case of any: a) Planned or unplanned increases in workload; b) Response to force and local health contingency plans; c) Failure of the telephone and email system; d) Adverse weather; e) Staff absences; f) And medical emergencies.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.39 RECRUITMENT POLICY

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR131	The Contractor's recruitment policy, strategies and supporting processes must promote equal opportunity and anti-discriminatory practice, equity and fairness, communication and involvement and confidentiality to enable them to attract and retain a high quality, competent workforce in adequate numbers, for the duration of the Contract.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR132	The Contractor must ensure that HcP delegated to perform any of the tasks as described within HOC/020/2003 have the necessary training, qualifications and competence to do so.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR133	The Contractor's recruitment policy must include a process for ensuring that all required pre and post employment checks are implemented, and must ensure that any new staff that they propose to recruit will be suitably qualified, experienced and competent to deliver the Services safely and to a high quality and to be at the same level as those recruited within the NHS.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR134	The Contractor must ensure that all HcP have the necessary training, qualifications, experience, current competency and English language communication skills to undertake their clinical roles.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR135	The Contractor must ensure that all HcP have a face-to-face interview with a relevant clinical expert in attendance.			Mandatory High	Understood and will comply ☐
SR136	If requested by the Force the Contractor must ensure that HcP engaged in the provision of the Service provide an appropriate sample for DNA to allow their elimination from			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	the field of suspects. This sample will only be examined, in accordance with ACPO (Association of Chief Police Officers) guidelines, against crime scenes that an individual HcP has personally attended, to form part of the Police Elimination Database and will not form part of the National Database of DNA samples. This sample will never be speculatively searched for any reason whatsoever. If requested for elimination purposes the HcP should provide fingerprints and/or footwear impressions.				
SR137	All Staff working on this contract are required to be vetted by the Customer. The Customer's decision in relation to any vetting issues is final. Whilst the Customer does not stipulate the length of time that an individual must have resided in the UK, Bidders must be aware that length of residence below three years may impact on their ability to pass vetting. NATIONAL VETTING Warwickshire Police, on behalf of all UK police forces, vet all National Police System Providers to NPPV level. A database containing a full list of companies participating in the scheme and details of members of their staff who have received NPPV clearance by Warwickshire, is available to all UK Police Forces. The Warwickshire scheme eradicates the need for forces to duplicate the vetting of Notional Police System Providers who require access to more than one police force. The Providers pay for the vetting enquiries. Where staff have been vetted via Warwickshire Police under the National Scheme a copy of the certificate should be submitted in place of the vetting forms. The vetting must be renewed after 5 years at the Providers' cost and must be reviewed annually. The Force must be informed of any candidate who is vetted but leaves the Providers employment, no longer works on this contract or has a change in status. The Provider must ensure that the Force is Informed immediately in writing of any of the following occurrences: a) If a HCP is referred to their professional body or ceases for any reason to be registered with their professional body; b) If a HCP becomes subject of any disciplinary, health or performance proceedings, whether or not arising out of their work for the Force;			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR138	Identification shall be worn at all times whilst on any Customer premises or the premises listed at Schedule 3 other than when dealing with suspected terrorists when other forms of identification will be issued.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	It will be the responsibility of the Contractor to ensure that ID and entrance keys/fobs issued to staff are collected and returned to the Customer when they cease working on the contract.				
SR139	In the event that HcP leave the employment of the Contractor, the Contractor will use its best endeavours to remain responsible for the availability of that professional.			Mandatory High	Understood and will comply ☐
SR140	HcP shall be required to maintain custody records or any other required records, which may be paper or electronic as required by the Customer. In the case of any discrepancy between Customer and Contractor records the Customer records will prevail.			Mandatory High	Understood and will comply ☐
SR141	The Customer reserves the right to add, amend or delete any form which HcP are required to complete			Mandatory High	Understood and will comply ☐
SR142	Every time HcP are required to give medical advice or attend a Service Location, and in addition to the due completion of any official documentation required as part of those duties and the giving of any witness statement when required, they will promptly make a full and contemporaneous note of the duties performed and relevant findings – see SLA.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR143	All monies or other items of value found by the Contractor's HcP at any location other than the premises of the Contractor shall be handed to the Duty Officer or SARC Manager as soon as possible and a written receipt obtained thereof.			Mandatory High	Understood and will comply ☐
SR144	At recruitment and throughout their term of employment with the Contractor all HcP: a) Must be mentally and physically capable of providing those services; b) Must have no medical or physical infirmity which may pose a risk to those people who are examined; c) And must not be carrying any infection, which may pose a risk to those people who are examined.			Mandatory High	Understood and will comply ☐
SR145	The Contractor must ensure that all HcP: a) Have Proof of ID/Residency; b) Hold Driving licence; c) And have Proof of Eligibility to work. The Contractor must retain all contact details of its Personnel, whether currently employed or not, utilised for the provision of the Service FOR A PERIOD OF 6 YEARS commencing on the termination of the Agreement howsoever arising.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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1.40 COMPETENCY ASSESSMENT

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR146	The Contractor must assess the practical competency of all HcP by having an appropriate competency assessment process that must include competency assessment tools.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR147	The Force and/or NHS Commissioner reserves the right to introduce specific appropriate competency assessment tools during the term of the Contract, which the Contractor will be required to include in their recruitment/induction processes. The Contractor is expected to implement these within 28 days.			Mandatory High	Understood and will comply ☐

1.41 RECRUITMENT AGENCIES

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR148	The Contractor must ensure that any recruitment agencies that they propose to use will comply with the Safer Recruitment and the Code of Practice for International Recruitment (where there is any overseas recruitment).			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.42 SCREENING FOR BLOOD BORNE VIRUSES

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR149	The Contractor must ensure at its own expense that all HcP are appropriately vaccinated for the provision of the service throughout the Contract term.			Mandatory High	Understood and will comply ☐
SR150	This must include, but is not be limited to immunisation against Hepatitis B, TB and Tetanus.			Mandatory High	Understood and will comply ☐
SR151	To minimise the risk of Blood Borne Viruses (BBV) transmission to both patients and staff, the Contractor must comply with the following health clearance requirements for all HcP who will perform Exposure Prone Procedures (EPPs): a) Pre-employment BBV screening for all new HcP			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	involved in EPP, and b) Ongoing BBV screening of all HcP involved in EPPs.				
SR152	The Contractor must have access to appropriate resources and facilities to conduct BBV screening where required.			Mandatory High	Understood and will comply ☐
SR153	The Contractor must supply documentary evidence of the immunisations and tests that HcP have had, along with dates.			Mandatory High	Understood and will comply ☐

1.43 QUALIFICATIONS AND REGISTRATION

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR154	Doctors. The Contractor must ensure that all doctors: a) Are fully registered with the GMC and have a License to Practise; b) Have at least 3 years training in a relevant specialty (General Practice or Emergency Medicine are desirable) in an approved practice setting following successful completion of foundation training (FY1 and FY2) (exceptionally there may be some high quality training posts where the degree of supervision is such that less experienced doctors may have the required support to train and work in this field but advice should be sought from the Faculty of Forensic and Legal Medicine before such appointments are made); c) Have been awarded the Licentiate of the Faculty of Forensic and Legal Medicine (General Forensic Medicine) within two years of taking up their post with the Contractor unless they already have MFFLM (Member of the Faculty of Forensic and Legal Medicine) or FFFLM (Fellow of the Faculty of Forensic and Legal Medicine); d) Are Clinical Leads have Foundation Membership or Membership of the Faculty of Forensic and Legal Medicine (General Forensic Medicine) by examination; e) And have current valid training in Immediate Life Support at any given time. The LFFLM for custody GFM has now been officially launched and it is an expectation that Contractors will ensure that where relevant, all HcP will take this new qualification. Registered medical practitioners and registered health care professionals who have a basic level of experience in the field of general forensic medicine can now apply to undertake the Licentiate level examinations recently instituted by the Faculty of Forensic and Legal Medicine.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	The purpose of the Licentiate of the Faculty of Forensic and Legal Medicine – General Forensic Medicine LFFLM (GFM) examination is to set national quality standards for the professional care that medical and health professionals provide in the field of general forensic medicine.				
SR155	Nurses Where the provider elects to utilise nurses to deliver healthcare they will ensure as a minimum, that all nurses: a) Are appropriately registered with the Nursing and Midwifery Council (NMC); b) Proactively seek and have access to clinical supervision pertinent and appropriate to the role with a bespoke professional development plan in place c) Are supervised and led by proficient nursing leadership structure infrastructure including Lead Nurse operating at advance practitioner level covering the 24/7 period, qualified, competent and experienced to be able to clinically lead a team of nurses performing a clinical role within a temporary detention (Police) environment setting. They must also be able to facilitate and sustain the required clinical standards in governance through effective supervision, clinical efficacy, strategic leadership and maintaining an ethos of continuous improvement. d) Within current legislation are able to fulfil the forensic element of this contract e) Must be capable of working autonomously and be competent in but not limited to: i) Assessing Fitness to detain and be interviewed and or charged ii) Assessing and treating: - o Minor illness - o Minor injuries - o Immediate Life Support - o Recognising common presentations - o Have a working knowledge of mental health & learning disabilities, substance misuse and care pathways - o Evidence based prescribing - o Identification of major illness f) Have a minimum of four years appropriate post qualifying experience g) Have relevant experience in areas such as prison			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	healthcare, other related secure settings, emergency, community or primary care with associated skills, competence and/ or experience in health assessment, screening or health promotion and which can contribute to the broader agenda of reducing re offending h) Have completed the Immediate Life Support Course RCUK (from APP custody and Detention); i) Non-Medical Prescribers on the team will be appropriately qualified and clinically supervised with an annual personal development plan and access to a local network of NMPs as a minimum standard for professional supervision j) Have experience and training in line with the standards in the guidance of the FFLM and UKAFN k) Have completed training courses that demonstrate the achievement of the competencies which meet the standards of the FFLM or UKAFN. l) And have been awarded the Licentiate of the Faculty of Forensic and Legal Medicine (General Forensic Medicine) within two years of taking up their post with the Contractor				
SR156	All nurses must have the following skills. If they have not undergone training prior to employment with the Contractor, the Contractor must ensure they are adequately trained utilising an accredited course and assessed as competent to perform these tasks: a) Obtaining forensic samples, both non intimate and intimate; b) Minor injuries qualification; c) Substance misuse (i.e. Drug and Alcohol National Operational Standard (DANOS)); d) Mental Health Qualification and must hold the relevant NMC qualification; e) Prescribing and must hold the relevant NMC qualification; f) Emergency nurse practitioner and must hold the relevant NMC qualification; g) And have been awarded the Licentiate of the Faculty of Forensic and Legal Medicine (General Forensic Medicine) within two years of taking up their post with the Contractor			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR157	Paramedics As a minimum, the Contractor must ensure that all paramedics are; a) Trained appropriately and hold a paramedic			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	qualification; b) Have four years post qualifying experience; c) Relevant experience includes front line work with NHS Ambulance Trust, Out of Hours Doctors On Call Services, General Practice placements, Emergency Care Practitioner and triage and treatment within an Accident S Emergency Department; d) And have been awarded the Licentiate of the Faculty of Forensic and Legal Medicine (General Forensic Medicine) within two years of taking up their post with the Contractor				
SR158	The Contractor must ensure they are adequately trained utilising an accredited course and assessed as competent to perform these tasks: a) Emergency care practitioner qualification; b) Obtaining forensic samples, both non intimate and intimate; c) And use of skin glue and steristrips.			Mandatory High	Understood and will comply ☐

1.44 OTHER ACCREDITATION AND CRITERIA

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR159	It is also an express condition that any of the Contractor's HcP must be and must remain throughout the duration of the agreement, either: a) A fully subscribed member of a recognised professional medical defence organisation; b) Or covered by a current and valid policy of indemnity acceptable to the Force, which shall be produced for inspection to the Area Co-ordinator. This must show confirmation of premiums paid, providing insurance against any liability that may occur as a result of: i. Appointment as an HcP; ii. The performance of or failure to perform any duty as a HcP; iii. And any act or omission connected with the provision of HcP services.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR160	All doctors throughout the duration of the Contract must remain registered with the GMC and have a license to practice as a medical practitioner. Proof of registration must be provided if required by the Authorised Representative. Doctors must engage in Annual Appraisal and Revalidation.			Mandatory High	Understood and will comply ☐
SR161	The Contractor must provide training and education for doctors and nurses to ensure they are clinically competent and fulfil the training and development needs of their professional bodies, the Police and their employers' organisation.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR162	The Contractor must ensure that for training placements it complies with requirements of the General Medical Council (GMC), postgraduate medical deaneries, Faculty of Forensic and Legal Medicine of the Royal College of Physicians, Nursing and Midwifery Council (NMC) higher education providers and any other relevant training bodies.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.45 ALLIED HEALTH PROFESSIONALS

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR163	The Contractor must ensure that all allied health professionals (AHPs) are registered with the Health Professions Council (HPC),			Mandatory High	Understood and will comply ☐

1.46 NON-REGISTERABLE CLINICAL STAFF

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR164	If the Contractor intends to use categories of staff who are not registered with a professional body, but who are directly involved in supporting the Services, the Contractor must ensure that these staff have the necessary training, qualifications, experience, current competency and English language communication skills to undertake their roles.				Understood and will comply ☐ Provide method statement of how this will be delivered

1.47 INDUCTION

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR165	The Contractor must implement a comprehensive induction programme for all HcP that will support their workforce strategy and the delivery of the Services. The Contractor must also ensure that every HcP is trained and assessed as competent during induction and throughout the term of the contract, in the following: a) Administering Immediate Life Support (BLS); b) Use automated external defibrillators(AED) ; c) Notes and statement writing (including from contemporaneous notes); d) Use of the healthcare information system; e) Data Protection; f) Consent/confidentiality/disclosure; g) Medical aspects of Fitness to be Detained and Fitness to be interviewed;			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	h) Interpersonal skills; i) Appropriately Accredited Forensic course; j) Golden Hour and prevention of cross contamination of evidence; k) Substance misuse training (DANOS); l) Courtroom skills; m) Mental Health; n) Safeguarding (level 3); o) Use of screening tools for drug and alcohol use, learning difficulties/disability, mental health p) Where relevant the Equality Act 2010 and the Public Sector Equality Duty, in relation to patients with Protected Characteristics; q) Personal Safety Equipment; r) Phlebotomy to enable blood samples to be taken both at Hospital and In custody; s) Conflict resolution and breakaway technique; t) Understand appropriate behaviour in the custody environment i.e. examination sites including doctors room and cells and scenes of crimes; u) Examination and care of the alleged offender of sexual offence; v) The role of the HcP in sudden death including Death In Custody; w) Assessments under the Road Traffic Act 1988 and ensuing procedures; x) Assessment and recording of physical injuries; y) Regional Geography; z) Any Force working practices for working in a police environment, which have been provided by the Police; aa) And attendance at designated training courses to ensure compliance with standards as set by the College of Policing or similar bodies and or organisations and where attendance is deemed appropriate at any local induction and/or specific training relating to the role of the HcP such as the core competencies found in the 2001 Report of the Home Office Working Party on HcP or the College of Policing Foundation Skills for Doctors Working as Forensic Physicians. The Contractor will evidence the completion of such a course and it will be at the Contractor's expense. The Induction Plan and any training plans must be available to the Police, upon request.				

1.48 CLINICAL STAFF SUPERVISION

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR166	The Contractor must ensure that appropriate arrangements are in place for the supervision of all HcP.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
					Provide method statement of how this will be delivered
SR167	The Contractor must ensure all HcP have immediate access to an experienced doctor with MFFLM for advice about clinical and ethical matters. This must include clinical management to oversee the clinical aspects of the Contract for the management, welfare and skills of the HcP. For Doctors, this must include conducting reviews of each other's performance once a month to assess their own work, discussing clinical outcomes and specific cases of clinical importance. The Contractor must ensure that this process is conducted in line with good practice.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.49 CONTINUING PROFESSIONAL DEVELOPMENT

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR168	As on underlying principle, the Contractor must deliver the Services in a learning environment. To this end, the Contractor must implement a continuing professional development (CPD) plan for all HcP involved in delivering or supporting the delivery of the Services, which will: - Promote a patient -centred approach, including the dignity of the patient, carers and relatives; - Ensure that all HcP involved in treating patients are appropriately skilled, trained and competent to carry out the roles required of them for the duration of the contract. This shall include that the Contractor must ensure that all HcP receive annual refresher training in forensic sample collection, Intermediate Life Support and defibrillator use; - Ensure the safe, correct and up to date operation of all systems, processes, procedures and equipment; - Respond to individual training needs arising from HcP' performance appraisal and clinical supervision; - Respond to the individual professional development needs of HcP; - Support workforce strategies; - Comply with the provisions of SBH and equal opportunities and anti-discriminatory employment legislation; - Meet the requirements of professional bodies for re-registration and revalidation; - And Ensure the Police requirements are met e.g. forensic work and safety / security. The Contractor must ensure that HcP provide training to the			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Force and receive training from the Force. The Force must allow the Contractor to use its training facilities for the purpose of training and induction subject to the payment of agreed rates.				

1.50 TRAINING PLACEMENTS

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR169	The Contractor must demonstrate commitment and available capacity to offer practical training placements within its facilities, for external HcP, as required.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.51 STAFF HANDBOOK

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR170	The Contractor must make available to all HcP at commencement of service, a staff handbook that will include details of its: a) Employment terms and conditions; b) HR policies; c) Performance management policy; d) Safeguarding Children and Vulnerable Adults policy / procedure; and e) Equality and Diversity Policy.			Mandatory High	Understood and will comply ☐

1.52 MEDICAL SUPPLIES AND EQUIPMENT

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR171	At its own expense the Contractor must procure, store, maintain and replace Medical Supplies, Equipment and medicines necessary for the provision of Medical Services at the Primary Custody Suite locations detailed in Appendix B Premises and all other custody suite premises when open. This includes all appropriate clothing for HcP in the provision of the Medical Service.			Mandatory High	Understood and will comply ☐
SR172	The Contractor must ensure that all Medical Supplies and Equipment and medicines are safely and securely stored (and where appropriate maintained) at the Primary Custody Suite locations detailed at Appendix B and that all legislation, regulations, guidance and best practice pertaining to the			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	storage and use of such Medical Supplies and Equipment and medicines are complied with.				
SR173	The Medical Supplies and Equipment to be supplied by the Contractor must include, but are not limited to the requirements of the APP. These include: a) Standard dressings and medical equipment required by the Medical Services Staff; b) Medicines used in Patient Group Directions, Dihydrocodeine, Diazepam, Salbutamol Inhalers, and any other prescription drugs; c) Non prescription drugs and medicines e.g. Aspirin, paracetamol; d) And Portable Oxygen therapy equipment complete with associated maintenance regime the Force will make available at any location, a kit suitable for taking blood and urine samples under the Road Traffic Act 1988. The Contractor must report the depletion of Forensic kits to ensure that stock levels are maintained.			Mandatory High	Understood and will comply ☐

1.53 MEDICINES MANAGEMENT

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR174	At its own expense the Contractor shall procure, store, maintain and replace medicines necessary for the provision of Medical Services at the locations detailed at Appendix B. Medications provided by the Contractor shall be the most economic available and will include medication to cover the time in Court where applicable. All costs shall be at the expense of the Contractor			Mandatory High	Understood and will comply ☐
SR175	The Contractor shall ensure that all medicines are safely and securely stored (and where appropriate maintained) at the locations detailed at Appendix B and that all Legislation, regulations, Guidance and Best Practice pertaining to the storage and use of such medicines are complied with.			Mandatory High	Understood and will comply ☐
SR176	The Contractor shall ensure that standard operating procedures and staff training and development plans enable appropriate levels of access to medicines in all locations; all medicines are stored, prescribed and supplied in line with up to date clinical and safety guidelines; auditable systems are in place to ensure compliance. Any medication prescribed must be confirmed with the patient's GP as soon as possible and medication	Submit report on medicines management, including safe storage, prescribing, administration, use of PGDs, nurse prescribers and updates to guidance, e.g. NICE, NSF etc.	Annual	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	administration records maintained to ensure medication can be audited An annual self audit of procedures and up to date list of controlled drugs must be completed and submitted to commissioners; A Controlled Drugs licence will be held for any stock listed within schedules 2, 3, 4, and 5 of the Misuse of Drugs Regulations 2001; All medication shall be audited daily and any discrepancies immediately investigated and reported to the Force; All costs associated with the provision, storage and disposal of these drugs must be at the expense of the Contractor. <u>Outcome</u> The Contractor's Medicines Management policy shall include: • a process for approval of non-medical prescribing applications and for Patient Group Directions (PGDs); • a process for enabling the identification, development, review and operational implementation of Standard Operating Procedures for medicines These must cover all the required aspects of the medicines handling process i.e.: • Prescribing • Ordering • Stock management • Storage • Supply • Administration and • Disposal of pharmaceutical waste • Record keeping and documentation; • Arrangements for the prescription, supply and administration of medicines within the law; Lines of accountability must be clearly laid down where handling of medicines is shared between the Contractor, the Force and other parties;				
SR177	Delivery of medication is at the Contractor's expense. Where drugs or medicines are prescribed by HcP only the necessary quantity should be prescribed to cover the expected period in custody. HcP shall provide the smallest amount of medication necessary in line with any Patient Group Direction, PACE and with Customer policy and in accordance with guidelines of Good Practice guide on prescribed medication. In cases where the individual has their own medication with them HcP will be required to authorise or not, the administering of that medication. All necessary forms shall be completed.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR178	All medicines shall be prescribed by and/or provided by HcP. The Customer shall expect HcP to provide medication where it is expedient to do so. Administration of medication may be reviewed subject to changes in legislation.			Mandatory High	Understood and will comply ☐
SR179	The Contractor shall hold standard stock of medication in a lockable cabinet, any other medication which is not standard stock will be procured via a private prescription to the Customer. The Customer will be charged at cost for such prescriptions. The standard stock of medication should be in line with that listed by the Faculty of Forensic and Legal Medicine.			Mandatory High	Understood and will comply ☐
SR180	In cases where the individual has their own medication with them the Custody Officer must consult the HcP before use of the medication.			Mandatory High	Understood and will comply ☐
SR181	All medicines shall be issued in accordance with Contractor policy in an individual container/envelope supplied by the Customer and shall include the following information: • Detainees' name and custody record number • Healthcare Professional's name • Date issued • Contents of the container (name, medication, dosage and number) • Date and time(s) and number to be administered • Special instructions • Instructions for the contents to travel or otherwise with the patient when released from custody • Details of all medication will be recorded on the custody record.			Mandatory High	Understood and will comply ☐
SR182	The contents of all lockable cabinets at every location shall be checked by the Contractor at least monthly, the Contractor shall keep records of every location checked, including the last date the cabinets were checked and/or contents disposed of. The Contractor shall advise immediately to the Customer of any discrepancies – see SLA and MI requirement. A drugs log must be kept detailing stocked drugs, quantities, types, when taken out, when prescribed, by whom and disposal dates. A copy shall be sent to the Customer Contracts Manager as part of the monthly Management Information. For the avoidance of doubt all medication must be audited at least daily and any discrepancies immediately investigated and reported to the Force.			Mandatory High	Understood and will comply ☐
SR183	All Forensic modules shall be provided by the Customer. The Contractor shall be responsible for reporting the depletion of Forensic modules to ensure that stock levels are maintained.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR184	The Contractor must have in place s process for approval of non-medical prescribing applications and for Patient Group Directions (PGD) (Note: A doctor with accountability to the Contractor is required to support the development of PGDs, along with a pharmacist and the clinicians using the PGD).			Mandatory High	Understood and will comply ☐
SR185	The Contractor must have a process for enabling the identification, development, review and operational implementation of Standard Operating Procedures for medicines. These must cover all the required aspects of the medicines handling process (i.e. prescribing, ordering, stock management, storage, supply, administration and disposal of pharmaceutical waste) including record keeping and documentation.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR186	The Contractor must have in place arrangements for the prescription, supply and administration of medicines within the law including: a) Adherence to PACE, codes C (9.10); b) Medicines supply (including prescription provision) complying with quality and legal standards (i.e. Medicines Act and Misuses of Drugs Regulations 2001) and in the main supplied as an individually labelled product for the individual; c) A clear communication process about current medication, changes to medication etc. wherever ongoing care is delivered; d) Lines of accountability clearly laid down where handling of medicines is shared between the Contractor, the Force and other parties e.g. Community Pharmacies; e) And ensuring that all medicines, equipment and consumables relating to medicines management are maintained in good working order with the required certification and documented service records.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR187	The Contractor must deliver medicines management systems that as a minimum ensure that: a) Standard Operating Procedures (SOPs) and staff training and development plans enable appropriate levels of access to medicines in the Location; b) Medicines are stored, prescribed and supplied in line with up to date clinical and safety guidelines, (i.e. Safe and Secure Administration of Medicine in Police Custody, FFLM September 2011, NICE, NTA, DH and NPSA requirements); c) Auditable systems must be in place to ensure compliance. Any medication prescribed must be confirmed with the patient's GP as soon as possible and medication administration records maintained to ensure medication can be audited; d) And the Contractor must complete and submit an annual self audit of their procedures and update the list of Controlled Drugs.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR188	The Contractor must ensure that there is safe and effective prescribing and medicines management when delivering the Services to patients. It must ensure that all HcP who prescribe medicines prescribe in accordance with relevant national and local guidance including, but not limited to, the following: a) NICE, NSF guidance and DH directives relating to prescribing; b) Good Prescribing Practice as defined by British National Formulary (BNF); c) the Force's prescribing formulary; d) Shared care protocols agreed between the Force and other secondary care NHS providers; e) Patient Group Directions, such as emergency contraception, antibiotics; f) Guidance from the Royal Pharmaceutical Society of Great Britain on the safe and secure handling of medicines ; g) FFLM guidance; h) SDHP; i) and PACE.			Mandatory High	Understood and will comply ☐
SR189	There are some general principles that the Contractor must comply with. The Contractor must: a) have a high prescribing rate Tor generic, non-branded drugs; and b) have a system that ensures links with the community and custody in order to share information about medications administered where appropriate, and to obtain Information from patients' GPs regarding prescriptions.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.54 COMPLAINTS PROCEDURE

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR190	The Contractor shall have in place a comprehensive written complaints procedure, which will deal with operational complaints, clinical complaints and contractual complaints. It must be in accordance with relevant NHS and Police complaints procedures and associated deadlines e.g. PACE, SDHP As a minimum the complaints procedure must include: a) A clear reporting procedure including categorisation of complaints; b) A written response to all complaints; c) A log of all complaints, their investigation and outcome; d) Resolution timescale targets and processes; e) Escalation points with the names/position of those			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	responsible at every level of the process; f) A report to be submitted to the Authorised Officer on a monthly basis, of all complaints reported including a summary of their investigation and outcome; g) An exception report to be submitted to the Authorised Officer on a monthly basis, of those complaints that have not been resolved within the agreed timescales; h) And a report to be submitted to the Authorised Officer on a monthly basis of those complaints that relate to a clinician's delivery of service. This report will detail the clinician's name, the nature of the complaint, and any action taken by the Contractor. The Contractor must display a copy of these procedures at each Location.				
SR191	As a minimum, the Contractor shall deal with any complaints received from whatever source in a prompt, courteous and efficient manner within 48 hours.			Mandatory High	Understood and will comply ☐
SR192	In the event that a patient wishes to make a complaint their consent must be obtained to pass on medical information to the Police Professional Standards Branch (Guidance Note: or equivalent Force title for this branch). The Force will: a) Nominate an Authorised Officer who will be the first point of contact for any complaint -additional escalation representatives of the Force to correspond with those suggested by the Contractor will be agreed during implementation; b) And ensure the Authorised Officer forwards any complaints in relation to the delivery of the service to the Contractor.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR193	The Contractor must provide quarterly information on all complaints reported, including analysis of trends and a summary of remedial actions undertaken. Such records will be forwarded to the designated individual prior to the quarterly review meeting in the form of a Management Report for discussion at the contract review meetings.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.55 INCIDENTS

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR193	The Contractor must have a culture that requires its staff to report incidents.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR194	Never Events and Untoward incidents			Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	a) The Contractor must notify the Force of any Serious Incident (SI) and Never Event as defined in: National Framework for Reporting and Learning from Serious Incidents Requiring investigation, (NPSA; 2010); and Serious Incidents (SI) Reporting Policy and Procedure (Area Team) together with updates and further guidance as might be issued. (Never events are as defined in the document 'The Never Events List 2012/2013' Gateway ref 15532 (or any document that supersedes it). b) Serious untoward incidents include, but are not limited to, incidents relating to: - Death occurring within the custody suites; - Patient complaint; - Patient suicide; - Section under Mental Health Act; - Prescribing-related events; - Nursing-related events; - Medical-related events; - Incidents pertaining to forensic samples; - Pharmacy errors or 'missing' medications; - Other medical; - Other administrative; and - Other incidents. c) Three types of untoward incidents must be reported: - Incidents that have occurred; - Incidents that have been prevented; - And incidents that might happen. c) A Never Event and an Untoward Incident must be brought to the immediate attention of the Custody Sergeant. It shall be explained in non-technical terms, and must include any potential or actual consequences. The Custody Sergeant will then decide whether to report the incident as a Successful intervention. d) The Contractor must supply quarterly information on all incidents reported, including analysis of trends and a summary of remedial actions undertaken. Successful Interventions (formally known as Adverse Incidents) a) The Contractor must comply with the Force'S Policy Document regarding Successful Interventions (defined as "any incident which, if allowed to continue to its ultimate conclusion, would have resulted in the death, serious injury or harm to any person".) b) The HcP must assist the Custody Sergeant by providing any Information necessary for the completion of a Successful Interventions report (formally known as by the Police as Adverse Incident report).			High	Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	c) The Contractor must supply the Force with the following information within 12 hours (Guidance note: suggested timescale): - Summary of immediate actions taken in response to a serious incident to maintain patient safety and prevent recurrence; - And any additional responses to questions raised by the Authorised Officer. d) The Contractor must have a system in place to analyse the type, frequency and severity of Successful Interventions, in a systematic and detailed manner to ascertain any lessons learnt about the quality of care and to indicate changes that might lead to future improvements				

1.56 CLINICAL SERVICES IN RELATION TO PATIENTS IN CUSTODY

Fitness to Interview, Detain and other Legal Requirements

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR195	The Contractor shall provide a service that meets the forensic and clinical needs of the Force in a timely manner and in accordance with the relevant legislation and guidance. The services specified within this document are bound by: - the codes of practice of the GMC and GMC's new system of revalidation - the Royal College of Nursing, Nursing and Midwifery Council - the Paramedics Board of the Health Professions Council - Ambulance Service Association (standards of professional conduct and clinical guidelines) and Joint Royal Colleges Ambulance Liaison Committee (clinical guidelines). Or any other nationally approved body			Mandatory High	Understood and will comply ☐
SR196	The Contractor is required to provide a service as described in accordance with standards approved by the Home Office, Faculty of Forensic & Legal Medicine, Royal College of Nursing, Nursing and Midwifery Council, General Medical Council (GMC), the Paramedics Board of the Health Professions Council, the British Medical Association or any other Nationally approved body as instructed by your Commissioner. All HcP will be authorised fit to practice as medical practitioners or healthcare professionals within existing and proposed legislation and the minimum standards set within this tender document. It is an express condition of the Contract that the Contractor will, throughout the duration of the contract, ensure that any HcP working on this contract remain registered.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR197	The Contractor must deliver services in accordance with PACE, Code C, paragraph 9 (b) 'Clinical treatment and attention'. HcP will provide a clinical assessment of a detainee's fitness to detain, interview, charge or release as required/requested by the Force and in accordance with PACE (1984), Guidance on the HcP Authorised Professional Practice for Custody and detention (APP) and Quality Standards in Forensic Medicine, FFLM January 2013 (or latest relevant legislation and guidance). <u>Outcome</u> All clinical assessments of detainees adhere to PACE, HcPAPP and FFLM guidance as well as all other relevant legislation and guidance.	Evidence of adherence to relevant guidance is demonstrated in clinical audits, supervision and competency assessments of HcP.		Mandatory High	Understood and will comply ☐
SR198	HcP will provide clinical assessments of detainees who are arrested for a criminal offence but who the custody officer suspects are mentally vulnerable. The clinical assessment should indicate if the individual is fit to detain, guidance should be given on the necessity for an appropriate adult and information and advice given to the custody officer about the individuals continued detention. The HcP shall liaise with the relevant mental health services and communicate the plan for the individual's ongoing care to the custody officer/HcP.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR199	This contract does not require Section 12 Doctors to carry out full mental health assessments under Section 136.			Mandatory High	Understood and will comply ☐
SR200	The HcP must ask for and where possible gain written consent from the patient. If this cannot be obtained then the HcP must document verbal consent and explain the reason for verbal rather than written consent. If gaining consent is not possible, the HcP must document the reasoning behind conducting a clinical assessment without consent.			Mandatory High	Understood and will comply ☐
SR201	HcP must ensure, where practicable, that patients sign a declaration form (DH/HO Agreement to Sharing of Information Form) to give consent for the sharing of information relevant to their care and welfare.			Mandatory High	Understood and will comply ☐
SR202	The Contractor must deliver clinical services in relation to patients in order to assess fitness for detention, continued detention, interview, transfer, charge and release or at any time to assess risk. The list is not intended to be exhaustive and the Contractor must also attend to, or advise on as appropriate, any other case of a similar nature as requested by the Force.			Mandatory High	Understood and will comply ☐
SR203	The HcP must carry out a clinical assessment, which must consider the following and apply these as appropriate: a) Seek and review any relevant information gained by the			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Police about the patient's health including from the Custody Sergeants' risk assessment and any care plan (i.e. specifies care whilst in Custody) which may include observation levels, requirement for CCTV monitoring; b) Should the patient refuse to be treated, carry out a visual examination and complete appropriate notes; c) Record the reason for non-completion of a Required Assessment; d) Body map any physical injuries and inform the patient that the body map form shall be passed to the Police and other agencies responsible for the patient's care whilst in Custody; e) Recommend the frequency of observation of the patient whilst in Custody; f) Prescribe and administer medication, including verifying the patient's own medication and determining whether to authorise its administration; g) Risk assessment of safeguarding issues which may make a person vulnerable or pose a risk to others, including risk of domestic violence, child or elder abuse; h) Assessment and treatment of illness, injury and pre-existing medical conditions i) Ask all patients about their drug and/or alcohol use; j) Complete a Mental Health Assessment (including an assessment of risk); k) Assessment for Learning disabilities/difficulties; l) Provide advice on the frequency/ detail of further assessments; m) Provide any information necessary for any transfer or referral and ensure clinical information accompanies patients; n) General advice; o) Undertake stitching or gluing of minor injuries, p) Post Taser incident treatment; q) And treatment following exposure to incapacitant spray In addition the assessment must include consideration of: a) A referral to hospital or other outside agencies where it is not possible to treat the patient whilst in Police Custody; b) And fitness to travel or transfer.				
SR204	The HcP must determine: a) The considered risks to the patient's physical and mental state if the interview is to take place; b) And what safeguards are needed to allow the interview to take place. The assessment must include a) Completion or review as appropriate of all activities listed above; b) Advising on requirement of Appropriate Adult; c) And advising on any special provisions required.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Where an HcP considers a patient is unfit to be detained or interviewed, the HcP must take appropriate action to ensure their immediate clinical well-being. This includes indicating if and when a further medical review is required or when the patient will be fit.				
SR205	To comply with PACE Code C and the Mental Health Act (1983) Codes of Practice in respect of individuals detained in the police station as a place of safety under Section 136 of the Mental Health Act (1983). A custody officer may request the initial check of a detainee by the HcP they may then be required to make the onward referral to the AMPH Service. <u>Outcome</u> The Contractor is compliant with PACE and the Mental Health Act (1983) Codes of Practice when assessing individuals detained in police custody under Section 136 of the Mental Health Act. These service requests are responded to within the same time frame as health care calls.			Mandatory High	Understood and will comply ☐
SR206	The Contractor shall provide Clinical Staff to conduct forensic examinations, impairment tests, collection of blood samples in accordance with the Road Traffic Act (1988) and collection of forensic (intimate and non-intimate) samples, as and when required by the Force, in accordance with PACE (1984) and FFLM guidance (Section 4 RTA Assessment Pro Forma, FFLM Oct 2012) and in such a manner that upholds the preservation of evidence or any other National policy guidance in accordance with Force policy. <u>Outcome</u> Forensic examinations, impairment tests, collection of blood samples in accordance with the Road Traffic Act (1988) and collection of forensic (intimate and non-intimate) samples is conducted in accordance with PACE and FFLM guidance. These service requests are responded to within 60 minutes in 100% of calls.			Mandatory High	Indicate full compliance to the general requirement Please indicate what service credits you would be willing to pay against attendance outside of the response times. Bidders' responses to this question will indicate their confidence in their ability to meet the requirement. In addition it will provide a meaningful consequence for failing to provide the service as stated. Compliance Understood and will comply with the response time ☐ State whether full or partial to the SLA and Service Credit Regime ☐ Full ☐ Partial Where partial provide alternative

1.57 CLINICAL TREATMENT

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR207	Within the custody suite, the HcP must commence treatment of patients potentially suffering from immediate and life-threatening conditions immediately. Furthermore, the Contractor in partnership with the Force must ensure there are protocols and training in place to ensure custody staff are confident to identify the need for, commence first aid and contact emergency medical care. The HcP must provide triage, assessment and treatment of			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	minor injuries and other medical illness where it is clinically safe to do so, including but not limited to: a) Lacerations capable of closure by simple techniques (stripping, gluing, suturing); b) Bruises; c) Minor dislocations of phalanges; d) Foreign bodies; e) Non-penetrating superficial ocular foreign bodies; f) Following recent injury of a severity not amenable to simple domestic first aid; g) Following recent injury where it is suspected stitches may be required; h) Recent eye injury; i) And partial thickness thermal burns or scalds involving broken skin, The HcP must: a) Provide emergency first aid; b) Treatment of minor ailments; c) prevent or mitigate the exacerbation of chronic diseases; d) provide overall professional care delivery to the required professional standard; e) and prescribe and administer nebulisers or insulin, where clinically appropriate.				

1.58 DETAINEE CARE AND MEDICAL CONSULTATION

The Contractor will use the custody setting as an opportunity to intervene to improve an individual's health.

	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR208	HcP will ensure a record is kept of all clinical assessments on an electronic Patient Record System and the Custody IT system and shall include recommendations/referrals, medications etc. For Patient Record System requirements please refer to Appendix D. Information recorded on the Custody IT system shall only include information that would be relevant to support decision making by the custody staff and inform the care of the detainee in custody and upon release, without recording any unnecessary confidential medical information. A verbal handover is also required. <u>Outcome</u> A record (not including confidential clinical information) of all requested clinical assessments, recommendations/referrals, and medications is made in the custody record of the detainee.	Police Custody IT system records show clinical recordings		Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR209	HcP will provide health education/promotion and advice	Submit management information on	Quarterly	Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	(verbally and using appropriate literature) to detainees in relation to managing long-term conditions, smoking, diet, drinking, healthy lifestyle etc, when it is appropriate to do so and no other commitments outstanding. <u>Outcome</u> HcP provide health education/promotion and advice (verbally and using appropriate literature) to detainees in relation to managing long-term conditions, smoking, diet, drinking, exercise, healthy lifestyle.	number of health education/promotion advice offered, number delivered or declined and number of referrals made to other relevant community health services. Where possible this should be flagged to the relevant service.		High	Provide method statement of how this will be delivered
SR210	HcP will routinely share health related information (where detainee consent is given or where it is in the best interests of the individual) with GPs about detainees' care, treatment, referral to other agencies and details of any medication given whilst in police custody. <u>Outcome</u> Detainees' health related information and records are routinely shared (where detainee consent is given or where it is in the best interests of the individual) with GPs and a record of the sharing of that information is stored with the clinical notes	Submit evidence on number of clinical notes/information shared with GPs. Clinical audits should record number of times records are shared with GPs and reported as management information.	Half yearly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR211	HcP will routinely share appropriate health related information with other statutory criminal justice agencies e.g. prisons, courts etc, where requested or required. <u>Outcome</u> Health related information is routinely shared (with consent or written justification for sharing if no consent gained) with other criminal justice agencies (courts, Prisoner/Detainee Transport (GeoAmey), prisons etc)	Submit evidence on number of clinical notes/information shared with other agencies. Clinical audits should record number of times records are shared with other agencies and reported as management information.	Half yearly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.59 REFERRAL TO COMMUNITY SERVICES

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR212	The Contractor must provide appropriate care for patients who are frequent users of other local clinical services and who may require continuity of care. These patients may include those who: a) Have long-term conditions and/or lifelong conditions; b) Suffer from emotional or mental ill health; or c) Frequently use a variety of services such as A&E, Police, Social Care; d) Have drug or alcohol use -related needs; e) Have minor injuries that require further treatment; f) And are aggressive and violent, either verbally, physically or both,			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR213	The Contractor must have appropriate systems and processes in place to ensure that patients receive continuity			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	of care and that this is integral to their service proposal. This must include: a) An up to date directory of community healthcare services for each locality that meets the health needs of the patient population. This must be held on the Contractor's IT system and be accessible to all healthcare staff irrespective of custody office location; b) And monitoring and reporting at governance meetings any outcomes and issues arising from referral to community health services.				Provide method statement of how this will be delivered
SR214	The Contractor must also supply health promotion literature and other material, which must assist patients accessing community services. This relates to those issues identified in 1.28 Health Promotion & Disease Prevention.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.60 SCREENING

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR215	The HcP must undertake screening in order to identify if there is a need for referral to community service provision and if so to determine what aftercare is required for individual patients. This is first level assessment, which could be described as the "gateway" into a process of care.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR216	The HcP must screen the patient for the presence of alcohol/substance misuse, related need and associated problems, learning disability/difficulty, mental health problems and other indicators that reflect the need for involvement of treatment and ongoing care services			Mandatory High	Understood and will comply ☐
SR217	The HcP in agreement with the Force must use approved and specified tools to assist in assessing the needs of different client groups.			Mandatory High	Understood and will comply ☐
SR218	The Contractor must note that with the agreement of the Customer, these tools may be changed or added to by the Force during the contract period and should this be the case the Contractor will be expected to train their staff within the contract price.			Mandatory High	Understood and will comply ☐
SR219	The screening tools must include: a) ALCOHOL screening tools - Alcohol Use Disorders Identification Test (AUDIT); b) DRUG screening tools - Drug Use Disorders Identity Test (DUDIT) or an enhanced equivalent; c) Learning Disability - Learning Disability Screening			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Questionnaire (LDSQ); d) And Mental Health - The Contractor and the Force to agree an appropriate screening tool.				
SR220	Following screening where appropriate the HcP must refer the patient (with consent) to an appropriate community service that will be beneficial to the patient's ongoing health and in order to reduce reoffending behaviour. Screening must also consider a vulnerable person's risk to themselves and to others in the community, making the appropriate referral to aftercare. Where the HcP has identified a need for referral to aftercare they must develop and record a care plan (in the Healthcare record) which evidences action taken to secure longer term aftercare with local community partners or other institutional settings/services.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR221	In conjunction with the Force health and safety procedures must be developed to manage the risk of assault by a detainee on the HcP, whilst engaged in the screening process.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.61 SELF HARM

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR222	Patients must have their self harm injuries body mapped. The Contractor must ensure adherence to guidelines recommended in: a) Self-harm, suicide and risk: a summary Position Statement PS3/2010 July 2010 Royal College of Psychiatrists; b) And NICE Clinical Guidance 16 Self-harm: The short-term physical and psychological management and secondary prevention of self-harm in primary and secondary care) When a patient is seen following an episode of self-harm, the HcP must urgently establish the likely physical risk, and the person's emotional and mental state, in an atmosphere of respect and understanding, using the appropriate diagnostic tools. All patients referred who have self-harmed must be assessed for risk, which must include identification of the main clinical and demographic features and psychological characteristics known to be associated with risk, in particular depression, hopelessness and continuing suicidal intent.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Following the assessment and treatment of self-harm, the outcome of the risk and needs assessment and full details of the treatment provided, must be forwarded, with consent, to the appropriate GP and/or secondary mental health team at the earliest opportunity.				

1.62 ASSESSMENT FOLLOWING A POSITIVE TEST

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR223	When a patient returns a positive result for either or both opiates and cocaine (under the Drugs Act 2005 and the amendments to the Police and Criminal Evidence Act 1984) the HcP must carry out the initial mandatory assessment in the custody suite and complete the prescribed paperwork. The Contractor must follow the processes, standard reporting and prescribed paperwork as directed in Operational Process Guidance of Testing on Arrest, Required Assessment and Restriction on Rail, Home Office March 2010. The HcP must send the prescribed paperwork to the nominated Single Point of Contact (SPoC) for drug treatment teams in local authority areas as outlined In the Home Office DIP Operational Model. The Contractor must ensure they have an up to date list of SPoC's (A national SPoC list is currently updated and distributed by the Home Office monthly). This must supersede all other screening outlined in Section 1.60 (Screening). However, these patients may also require screening for co-existing conditions within section 1.60 above.			Mandatory High	Understood and will comply ☐
SR224	If a patient refuses to attend or remain at the initial mandatory assessment, the provider must inform the Force using the standard reporting processes. As this constitutes a further offence, the HcP may be required to provide evidence before a Court.			Mandatory High	Understood and will comply ☐
SR225	The HcP must refer a patient for a second mandatory assessment to be completed by community based services in some specified circumstances. The Force shall provide a protocol advising the Contractor of the criteria for referral and the processes they must follow.			Mandatory High	Understood and will comply ☐
SR226	The HcP must pass information to the relevant Probation service in order to support them to write court reports that will provide the Judiciary with improved disposal options. The HcP must send this to Probation via secure email or fax.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.

1.63 MEDICAL SERVICES IN RELATION TO POLICE PERSONNEL & VICTIMS

Ref No.	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR227	In addition to medical services relating to patients who are in police custody or who are voluntary attendees, HcPs must perform the following duties outside the National Health Service, which are to: a) Examine and record and if necessary, render medical assistance to any member of the Force Staff injured during the course of their duty, at the premises detailed in Appendix B or any other the Force premises. For the avoidance of doubt this requirement relates to evidential examination only and also includes examination of the Force Staff who are subject to a complaint of assault or other similar allegation; b) Advise or assist any member of the Force Staff requiring medical advice or assistance in the execution of their duty at the premises detailed in Appendix B or any other Force premises; c) Together with Force Staff and other agencies in relevant cases examine any victim of crime when requested to do so and provide a written report detailing the findings of that examination; d) And provide HcPs of requested gender or gender of choice for examinations where there is no risk to the HcP.			Mandatory High	Understood and will comply ☐
SR228	To provide examinations of police officers/staff or complainants where an allegation of assault/complaint has been made as well as providing reports of examination findings. (Using pro-forma: Recommendations for the collection of forensic specimens from complainants and suspects, FFLM January 2013 - check www.fflm.ac.uk for latest update). <u>Outcome</u> Examinations and findings of examinations of police officers/staff and complainants where an allegation of assault/complaint has been made are completed when requested, and in accordance with relevant guidance. Requests for examinations are treated and responded to in the same time frame as health care calls, see Schedule 5 SLA & Service Credits.			Mandatory High	Indicate full compliance to the general requirement Please indicate what service credits you would be willing to pay against attendance outside of the response times. Bidders' responses to this question will indicate their confidence in their ability to meet the requirement. In addition it will provide a meaningful consequence for failing to provide the service as stated. Compliance Understood and will comply with the response time ☐ State whether full or partial to the SLA and Service Credit Regime ☐ Full ☐ Partial Where partial provide alternative

1.64 FORENSIC REQUIREMENTS

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR229	Where requested by the Officer in Charge the HcP must obtain forensic evidence from alleged perpetrators, suspects, and/or police officers involved in cases under the criminal law specifically under the following legislation: a) the Criminal Justice and Immigration Act 2008; b) the police complaints legislation, namely the Police (Conduct) Regulations 2012; c) the Police (Complaints and Misconduct) Regulations 2012; d) and Road Traffic Act 1988 including Section 7A as amended by Section 56 Police Reform Act 2002.			Mandatory High	Understood and will comply ☐
SR230	The HcP must be aware that any reference to an examination includes, subject to appropriate consent, the taking of samples including intimate samples within the meaning of the Police and Criminal Evidence Act 1984 as amended by the Criminal Justice and Public Order Act 1994, in a form suitable for preservation and/or analysis.			Mandatory High	Understood and will comply ☐
SR231	The HcP must agree a forensic examination and retrieval strategy at the direction of Investigating Officers (IOs) or equivalent in each case. The HcP may be required to adapt those strategies in consultation with IOs as the examination and/or investigation develops. The following information will direct the strategy and examinations: a) The circumstances of the incident; b) The investigative requirements i.e. the points to prove; c) The preservation and recovery of best evidence; d) Suspect(s) account if known; e) Persistence data; f) And the HcP's clinical judgment as to the well being of the person concerned. The HcP must undertake a thorough visual examination of the Patient to identify injuries and forensic evidence, assess any acute problems and after-care requirements. The HcP must collect the sample(s) required by following the guidance from the current FFLM recommendations for the collection of evidence from suspects or complainants or as set out in the MGDDB forms.			Mandatory High	Understood and will comply ☐
SR232	Where appropriate the HcP must carry out field impairment tests and take samples. Such samples may include but are not limited to: a) Blood samples under legislation including the Road Traffic Act 1988 (this could include HcPs taking samples at hospital); b) Blood samples for DNA analysis in exceptional			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	circumstances; c) Blood samples for toxicology (e.g. drugs/alcohol/solvent abuse); d) Mouth swabs; e) Skin swabs; f) Hair samples (e.g. head/pubic); g) Fingernail samples; h) Vulval swabs; i) Vaginal swabs; j) Penile swabs; k) Anal canal swabs; l) Saliva; m) Urine; n) And clothing worn.				
SR233	With consent the HcP shall be expected to conduct intimate searches of detainees who are believed to be secreting class A drugs and weapons. Where the search takes place is to be decided in accordance with the requirements of PACE and clinicians' clinical judgement. The HcP must record the description of and exhibit all items and samples recovered during the examination. The HcP must ensure the continuity of exhibits whilst in their possession and be able to provide evidence of that continuity on request The HcP must provide early interpretation of findings to support the investigation and examination of patients. In some cases where there may be a risk of cross contamination through the transfer of evidence, it will be necessary for the examination of individuals involved to be undertaken by a different HcP which may be at different locations.			Mandatory High	Understood and will comply ☐

1.65 SUDDEN/SUSPICIOUS DEATH

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR234	There may be circumstances where a suitably qualified Paramedic is unavailable or the police officer in charge requests the attendance of an appropriate HcP. When requested by the Force the HcP must; a) Attend a scene to pronounce Life Extinct; b) Undertake an examination and detailed recording of injuries present on the deceased; c) Examine the scene to assist determination of medical history i.e. presence of medication; d) Provide clinical opinion regarding the above and to record all reasoning and judgements made;			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	e) Examine any remains believed to be human and if possible, give an opinion as to whether they are human; f) Provide immediate advice/guidance, as appropriate, to Police to protect the health and safety of those present; g) Communicate the findings of above to the custody staff/ Senior Investigating Officer and document where appropriate; h) And provide evidential product in respect of examinations/actions undertaken, to the Coroner, IPCC or other investigating body.				

1.66 COMMUNICATION BETWEEN THE HCP AND THE POLICE

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR235	The HcP must liaise with the Custody Sergeant or nominated person, before and after any assessment in order to exchange information and to provide any advice to ensure the appropriate care of the patient whilst in Custody.			Mandatory High	Understood and will comply ☐
SR236	Before the Assessment the HcP must consult the documented Police risk assessment and ensure they have asked for any clarifications and/or an update about this from the Custody Sergeant, or nominated person. This must include consideration of: a) Any amended risk b) Change in detainee behaviour c) Relevant comments made by the patient which might not affect their well being; d) Third party information e) Concerns or observations of staff; f) And relevant information about the patient's circumstances, such as homelessness, family problems, addictions, religious needs, meeting communication needs.			Mandatory High	Understood and will comply ☐
SR237	The HcP must ensure that they discuss and are aware of details of planned police actions (i.e. interview, charge, transport to court etc.) and, if known, the likely length of stay in Custody. The HcP must enquire if the nature of the offence under investigation should be considered in order to gain an understanding about the patient's health needs and improve the management of risk. At the conclusion of all medical assessments the HcP must verbally briefly outline to the Custody Sergeant or nominated person the results of the assessment and requirements for care. As a minimum this must include: a) Whether the patient is fit for detention, interview, charge, transfer and release, as appropriate;			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	b) Whether the patient requires an Appropriate Adult; c) Details of care that the patient may require whilst in custody or on release, for example musing frequencies; d) Medication given and any that is required including specific written instructions as to when to administer the medication; e) The recommended observation level; f) If any medical review is required; g) And if the police custody risk assessment needs amending in view of the medical assessment.				
SR238	The Custody Sergeant or nominated person must be appraised about any outcomes of screening in order that she/he can consider a Custody disposal option, which is appropriate for the patient and also meets criminal justice criteria.			Mandatory High	Understood and will comply ☐
SR239	The HcP must communicate as appropriate to other staff and organisations that become involved in the care of the patient.			Mandatory High	Understood and will comply ☐
SR240	Safeguarding issues must be brought to the immediate attention of the Custody Sergeant to inform risk assessments whilst in Custody and upon release.			Mandatory High	Understood and will comply ☐

1.67 FACILITIES

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR241	The Forces will provide and maintain accommodation at each Examination Facility where HcP are required to perform examinations. Appendix B details these locations. There will be adequate lighting, heating, and furnishings available at each location. All facilities will be kept clean and properly maintained by the Customer.			Mandatory High	Understood and will comply ☐
SR242	The Customer will provide and maintain suitable equipment and containers for taking samples. The Customer will also provide reasonably equipped examination facilities (as currently exists), any additional fixed equipment will be subject to negotiation between the Customer and the Contractor. All other equipment and consumables are to be supplied by the Contractor i.e. personal equipment such as stethoscopes.			Mandatory High	Understood and will comply ☐

1.68 EQUIPMENT

Ref No.	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR243	The Premises may contain equipment, furniture, furnishings and consumables used in the delivery of the Services detailed in this contract. Collectively these will be known as the "Equipment". The Equipment may include permanently installed Equipment as well as Equipment used in the maintenance and upkeep of the Premises. This does not include Consumables such as drugs, dressings which will be provided by the service provider.			Mandatory High	Understood and will comply ☐
SR244	The Contractor must ensure that a named person(s) has responsibility for checking and restocking the room on a regular basis (at least once a week). This person must inform the Authorised Representative of the unsuitability or absence of any item provided by the Force.			Mandatory High	Understood and will comply ☐
SR245	The Contractor must inform the Force of the following, when: a) The sharps disposal bin must be replaced because it is three quarters full or more; b) The clinical waste bin is not being emptied at least once a week, regardless of how full it is; c) The pharmaceutical waste bins are not being collected and replaced on a regular basis.			Mandatory High	Understood and will comply ☐

1.69 HEALTH AND SAFETY

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR246	The Contractor must have a comprehensive health and safety policy that complies with the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations (1992). The Contractor must ensure that the health and safety policy includes: a) The written statement (as required by section 2(3) of the Health and Safety at Work Act 1974 and regulation 4 of the Management of Health and Safety at Work Regulations 1992) (or EU member state equivalent) of the organisation; b) The name and status of the person or persons responsible for the implementation of the organisation's health and safety policy; c) A description of how the Contractor will manage its obligations in respect of health and safety at work; d) And a description of how health and safety responsibilities are allocated within the organisation.			Mandatory High	Understood and will comply ☐
SR247	The Contractor's policy must include a description of its approach to managing: a) Health and safety risks; b) Health and safety improvement measures;			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	c) Occupational health; d) Working Time Regulations and safe systems of work; e) Staff consultation and counselling; f) Safety audit; g) Accident reporting; h) Successful Interventions reporting; i) Never Events; j) Health and safety record keeping and reporting; k) Infection control including isolation, communicable disease and clinical cleaning schedules / audits, disposal of clinical waste and sharps; l) And recorded checks and calibration of clinical equipment				
SR248	In addition to the generic health and safety information detailed above, the Contractor must produce specific risk assessments and control measures for their staff working in the Custody area and any other work activity undertaken as part of this contract. As part of this the Contractor will identify any control measures they expect the police to assist with to ensure the safety of their staff. These health and safety assessments and control measures when agreed will be documented as a consensual safe system of work for the provider and police staff. In addition, the Contractor's HcP must comply with any policies, rules, procedures and standards of the NHS Commissioner and the Force, which may be amended from time to time.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.70 PERFORMANCE

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR249	The Contractor must have in place a performance management policy and a performance appraisal system that supports their proposed workforce strategy, patient-centred approach and complies with all applicable legislative and prescribed requirements.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR250	The Contractor must ensure that their performance appraisal system is compatible with any requirements of the regulatory bodies for revalidation and re-registration,			Mandatory High	Understood and will comply ☐
SR251	The Contractor must manage the conduct and performance issues of all HcP and must ensure that all HcP have regular performance appraisals.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR252	The Contractor must ensure that performance, conduct and revalidation of HcP (doctors) is monitored by a person/s in the role of Responsible Officer/s. Where HcP (doctors) are accountable to Responsible Officers in a separate			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	organisation the Contractor must be able to supply the Force with relevant Responsible Officer contact details.				
SR253	Uniform and Identification must be worn when providing the Services. (Guidance note: Forces may have local variations. For example often doctors do not wear uniforms)			Mandatory High	Understood and will comply ☐
SR254	The Contractor must ensure that immediately on the termination employment employees return their official pass and any property of the Force then in their possession to the Authorised officer.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR255	The Contractor must have robust Human Resource policies to deal with Absence Management, Poor Performance, Bullying and Harassment, Grievance and Disciplinary Issues and situations where an employee breaches the Force policy or regulations.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.71 WORKFORCE INFORMATION

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR256	The Contractor must have workforce management information systems, which are capable of delivering any internal and external monitoring and workforce reporting requirements.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR257	The Contractor must provide timely and accurate workforce reports.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR258	The Contractor's workforce management information system must be capable of monitoring, compliance with the Working Time Regulations 1998 (as amended).			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.72 RECORDS MAINTENANCE

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR259	All records must be in electronic format (with as an exception body mapping being in a paper form), which complies with NHS Informatics standard in APPENDIX D.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR260	The Contractor must ensure the healthcare information fulfils the two purposes of: a) Data to record and manage the care of the patient, which is known as the 'healthcare record'; b) And data to inform and advise the police to enable them to carry out their duties in regard to the patient which is known as the 'police medical instructions'.			Mandatory High	Understood and will comply ☐
SR261	The Healthcare record must be the primary source of healthcare information and must be used to record the interaction and outcome between the HcP and patient. This must include outcomes from the assessment process, diagnoses, treatment, prescriptions and any ongoing healthcare needs and referrals to community services.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR262	The HcP must also record interaction and outcome with any other significant persons in relation to the needs of the patient.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR263	The Contractor must ensure all HcP complete information requirements for the police medical instructions (which is likely to be a subset of the Healthcare Record Data) in accordance with local procedures that must be agreed with the nominated Police lead. These must include any information required for the Police to carry out appropriate care for the patient both whilst present on, and when leaving police premises.			Mandatory High	Understood and will comply ☐
SR264	All data must be readily available in a format acceptable for Court proceedings and statements where requested by the Court and/or the Force in accordance with Schedule 5 SLA & Service Credits.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR265	The Contractor must ensure that the HcP completes all required records in full, clearly and legibly and without the use of abbreviations.			Mandatory High	Understood and will comply ☐

1.73 DATA STORAGE

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR266	The Contractor must ensure that any notes taken by an HcP are retained and continue to be available to the Force in the event that the relevant HcP ceases to work for the Contractor.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR267	The Contractor must ensure that notes are stored securely			Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	and that any storage is fireproof (in accordance with the Data Protection Act 1998), Records Management: National Health Service code of practice, Department of Health 2006 and other relevant legislative and the Force requirements).			High	Provide method statement of how this will be delivered
SR268	The Contractor must provide access to notes when necessary within a calendar month of a request to do so.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR269	The Contractor must ensure that a robust system is in place for notes with regard to their collection and subsequent transportation to secure storage in line with the Data Protection Act and Authorised Professional Practice. This procedure must be documented and a copy supplied to the Force.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR270	It is recognised that there may be changes in legislation during the contract term and should this be the case, the Contractor must ensure that records are maintained and stored in line with relevant legislation.			Mandatory High	Understood and will comply ☐
SR271	A data loss policy must be in place and agreed with the Force. The Contractor must indemnify the Force against any data loss arising under the Data Protection Act 1998, caused by any actions (authorised or unauthorised) taken by themselves, their employees or sub contractors.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered

1.74 RECORDING AND STORAGE OF NOTES, MEDICAL EXAMINATIONS

	Requirement and Method Statement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR272	The Contractor shall ensure the service is compliant with information governance legislation and guidance and adheres to all relevant data protection laws. All notes taken by HcP are retained by the provider and continue to be available to the Force in the event that the relevant HcP ceases to work for the provider. Notes are securely stored in a fireproof storage facility (in accordance with the Data Protection Act 1998, Records Management: National Health Service code of practice, Department of Health 2006 and other relevant legislation and the force requirements.) A robust system is in place for notes with regards to their collection and subsequent transportation to secure storage in line with the Data Protection Act and Authorised Professional Practice. This procedure must be documented and a copy supplied to the commissioners. All data storage must adhere to Caldicott principles and guidelines and a Caldicott	Submit evidence of information governance compliance and evidence of secure data recording, transportation, storage and disaster recovery procedure.		Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	Guardian must be identified. Clinical notes must not be kept at the homes of any HcP.				
SR273	All records shall be kept by the Contractor at their expense in line with Management of Police Information guidance (MoPI) Appendix 4 (ii) Review Schedule, and if the Contractor ceases trading records shall be returned to the Customer.			Mandatory High	Understood and will comply ☐
SR274	The Contractor shall ensure all clinical notes include a full record of the assessment, treatment, medication, referrals, etc and are kept securely (preferably electronically) and in accordance with data protection legislation. <u>Outcome</u> All clinical notes include a full record of the assessment, treatment, medication, referrals, advice and information given and are kept securely and in accordance with data protection legislation.	Submit evidence of thorough clinical notes through management reports on: - clinical audit, - supervision, - competency assessment	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR275	All HcP will provide excellent, clear, accurate and comprehensive documentation including recording of examinations and writing of detailed statements. This will include the use of a colposcope and recording of the images created. <u>Outcome</u> Clear, accurate and comprehensive documentation will be recorded by all HcP and stored centrally by the provider. Notes, colposcope images/videos must not be kept in an individual's home.	Clinical / evidential / legal audit on completion of cases for statement writing. Independent clinical oversight outside of contract.	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR276	All HcP must record detailed contemporaneous notes and ensure effective communication between colleagues and other professionals including safety netting of vulnerable patients. There must be clear procedures in place for sharing confidential information and individual doctors who are responsible for holding their notes should be registered with the Information Commissioner.			Mandatory High	Understood and will comply ☐
SR277	At the conclusion of the examination the HcP will brief the Custody Officer in accordance with PACE and complete the relevant custody documentation (which may be written or electronic).			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR278	Where HcP retire or otherwise leave the organisation, the Customer will expect the records to be transferred to the Contractor.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR279	The Contractor's clinical manager or other suitable			Mandatory	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
	person, if asked to do so by the Customer, will be required to write statements for Court purposes from another Doctor's contemporaneous notes.			High	Provide method statement of how this will be delivered

1.75 CONNECTIVITY AND HARDWARE

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR280	Internet access should be available to the Contractor's employees and subcontractors at the Premises detailed in Appendix B. Where the Force is unable to supply internet access the Contractor shall ensure its employees have access to the Internet via devices provided to them.			Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR281	The Contractor must ensure all their employees and sub-contractors sign an "internet access" agreement as part of their contract, which includes disciplinary procedures for inappropriate usage.			Mandatory High	Understood and will comply ☐
SR282	The Force will provide the following: a) Desktop hardware (computer, monitor, keyboard etc.); b) Termination points at each of Location for the Contractor to provide secure external Internet connection.			Mandatory High	Understood and will comply ☐

1.76 RECORDS AND DOCUMENTATION

Ref No.	Statement of Requirement	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
SR283	The Contractor shall ensure all clinical notes include a full record of the assessment, treatment, medication, referrals, etc and are kept securely (preferably electronically – and in accordance with data protection legislation). <u>Outcome</u> All clinical notes include a full record of the assessment, treatment, medication, referrals, advice and information given and are kept securely and in accordance with data protection legislation	Submit evidence of thorough clinical notes through management reports on: clinical audit, supervision, competency assessment	Quarterly	Mandatory High	Understood and will comply ☐ Provide method statement of how this will be delivered
SR284	HcP will be required and shall be trained to use the Police Custody IT system as applicable and shall record on the system for the individual concerned that the person has been examined and details of any treatment given which are necessary for the information of custody staff.			Mandatory High	Understood and will comply ☐

	Statement of Requirement / Outcome	Performance Indicator - Measurement	Regularity	Weighting	Provide evidence/method statement detailing how you will meet this requirement in the response box below.
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