

**The following visits had issues to be noted**

**24 HOUR STATIONS**

**BOURNEMOUTH**

Date	Report No	Visit Commenced	Custody Visitors			
18 July 2014	1329	22:08	Celia McCormack & Di James			
	<b>Total</b>	<b>Breakdown of Total Numbers</b>				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	10	10	0	0	0	
Available for Visit	8	8	0	0	0	
Offered a Visit	6	6	0	0	0	
Visited	5	5	0	0	0	
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>			
6934	On level 2 observations and no check recorded between 16:08, 17:12 and 18:02 on 18/7/14		Noted and referred to custody inspector to review.			
<b>General Issues Raised</b>						
<ol style="list-style-type: none"> <li>Names were present on logs but informed that no other prints available</li> <li>Several detainees commented that treated well. Suite appeared calm and well organised. Helpful staff.</li> </ol>						
<b>Response from the Custody Manager</b>						
Custody staff have now been advised of the print instruction to use for prints for ICVs.						

Date	Report No	Visit Commenced	Custody Visitors		
28 July 2014	1330	14:01	Kathie Emery & Colin Pipe		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	17	14	1	2	0
Available for Visit	16	13	1	2	0
Offered a Visit	8	6	1	1	0
Visited	8	6	1	1	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
7351	8:36 Detainee requested someone to be contacted. No record of being done or attempted. For information, detainee left whilst visitors leaving.		Will be investigated.		
<b>General Issues Raised</b>					
Fridge regulating under 0 degrees, should be between 2 and 8 degrees.					
Food stocks running short and no delivery expected (only 6 sandwiches & 12 pasties left)					
<b>Response from the Custody Manager</b>					
Fridge is now functionally correctly. If stocks had run out then staff would resort to ambient meals and cereals.					

Date	Report No	Visit Commenced	Custody Visitors		
2 August 2014	1332	14:35	Isobel Why & Salvatore D'Arrigo		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	9	7	0	2	0
Available for Visit	8	6	0	2	0
Offered a Visit	6	4	0	2	0
Visited	6	4	0	2	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
7527	Detainee would like someone informed of his arrest and has also requested an extra blanket.		Actioned.		
<b>General Issues Raised</b>					
2 detainees not visited as they were comatose but were observed through hatch. Suite clean, tidy and calm. Staff friendly and helpful.					

Date	Report No	Visit Commenced	Custody Visitors		
12 August 2014	1333	15:30	Egle Kochanovskyte & Eric Holloway		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	10	10	0	0	0
Available for Visit	8	8	0	0	0
Offered a Visit	9	9	0	0	0
Visited	8	8	0	0	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
7891	Log report times seem out of sync 04:01, 06:59, 05:04, 06:05		On the detention log times are in order and all correct. Appears out of order on the ICV print. Not sure why.		
7910	<p>Detainee not able to understand English. We used card to show lawyer – he requires one. No notes on log re translator, only written English reports given. A translator is now available. No log report of contact to family:</p>		<p>Booked into custody by PS 2190. Happy detainee could understand English. Detainee demonstrated he could write English well.</p> <p>Interpreter was arranged at 1600 hrs. Not recorded on log as officer in charge made arrangements. Now on log.</p> <p>Re contact to family. Dad was phone straight away. This was recorded on Rights page. ICVs do not get a printout of the Rights page so could not see it had been done.</p> <p>Attended cell again with ICV. Detainee confirmed he could speak English. ICV happy with this. Will still get interpreter for interview.</p> <p>Interpreter arrived as ICVs was leaving.</p>		
<b>General Issues Raised</b>					
Suite clean. Staff pleasant and helpful.					
<b>Response from the Custody Manager</b>					
The report printing has been checked since the visit and there doesn't appear to be any issues.					

Date	Report No	Visit Commenced	Custody Visitors		
20 August 2014	1334	19:05	Isobel Why & Celia McCormack		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	10	7	1	1	1
Available for Visit	9	6	1	1	1
Offered a Visit	8	5	1	1	1
Visited	8	5	1	1	1
<b>General Issues Raised</b>					
Detainee commented that he'd never had a cleaner cell! Kitchen and medical room very clean. Staff very helpful.					

Date	Report No	Visit Commenced	Custody Visitors		
29 August 2014	1335	22:04	Colin Pipe & Di James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	12	11	0	1	0
Available for Visit	11	11	0	0	0
Offered a Visit	11	11	0	0	0
Visited	10	10	0	0	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
8484	Detention authorised 01:44. First inspector review 12:10		Log shows inspector committed.		
8467	15 minute reviews – regularly over 20 minutes – noted that checks are actually correct.		No longer an issue. Visits correct.		
8503	High blood pressure noted 14:31 – not seen Health Care Professional (HCP) by 22:30 with medication.		Not sure why not seen. HCP now aware and will see asap.		
<b>General Issues Raised</b>					
Calm and organised. Several detainees commented positively on treatment.					
<b>Response from the Custody Manager</b>					
8503 – We can confirm that a request was registered on HCP request when the detainee's rights were read, but the detainee had been drinking and was volatile on detention in the suite. He had informed the sergeant about the requirement for medication for high blood pressure but it wasn't due at 5.30 in the morning, so was not a critical medical issue. He had gone to sleep but was under level 2 observations so was being closely monitored.					

Date	Report No	Visit Commenced	Custody Visitors		
26 September 2014	1339/40	20:06	Colin Pipe & Di James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	18	16	0	2	0
Available for Visit	14	12	0	2	0
Offered a Visit	9	7	0	2	0
Visited	8	6	0	2	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
9590	Detainee concerned about when he can speak to a solicitor. Asked at 16:40		Solicitor aware.		
9560	Detainee asked for shower 11:57 – still wishes one, no reading material, no toilet paper. Reported that intercom was so distorting that he could not hear. Appeared OK when tested.		Intercom checked upon charge, fully working. Paper given.		
9563	Detention began 22:25 on 25/9/14. Reports that she has asked twice for Code of Practice since detained but not received. Says reading matter not offered. Says no offer of shower or exercise. Has no cup or toilet paper.		Detainee has left custody.		
<b>General Issues Raised</b>					
6 of 9 visited – no toilet paper 2 of 9 asked for reading matter (detained 23 hours) 3 of 9 reported not responding to buzzer Custody suite was clearly busy					
<b>Response at the time of visit</b>					
Extremely busy custody block. All needs addressed.					
<b>Response from the Custody Manager</b>					
It has been agreed that in the interests of detainee dignity a small amount of toilet roll will be provided in every cell in Bournemouth and Weymouth.					

**WEYMOUTH**

Date	Report No	Visit Commenced	Custody Visitors		
2 July 2014	1281	11:04	Isobel Why & Colin Pipe		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	3	2	0	1	0
Available for Visit	3	2	0	1	0
Offered a Visit	3	2	0	1	0
Visited	3	2	0	1	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
6306	Detainee states no breakfast offered. No note of parents being notified as requested. Now states needs medical assistance following assault.		Matter raised with relevant staff.		
6311	Clearly vulnerable adult. What detainee states is a significant version to custody notes. No concerns about treatment.		Noted.		
<b>General Issues Raised</b>					
No toilet rolls in any cells – given on request. All bells turned off. No nurse on site for 24 hours. Two entries on 6306 appear on 6311 notes.					
<b>Response from the Custody Manager</b>					
<p>6306 - Confirmed log does not state that breakfast was offered, however it is accepted that occasionally offers are not recorded on the log. Inspectors are reminding custody staff about the need for comprehensive detention log entries.</p> <p>6311 - Parents were notified at 6.41 was recorded on Rights part of the log which isn't included in the ICV print, but ICVs were right to query.</p> <p>Toilet roll - The practice in both suites, for reasons previously outlined, is to give toilet roll on request. This has now been reviewed by custody management, and as the dignity of the detainee is of utmost importance, instructions have been given to staff to ensure that a small supply is available in cells.</p> <p>Call Bells - Staff have been reminded that APP only in exceptional circumstances are call bells to be switched off and then only for short time and the reason for this fully justified in the log.</p> <p>Mixed up notes – was entry on wrong log – human error.</p> <p>The Weymouth inspector has also reiterated to staff the need for full responses to be made on the ICV report.</p>					

Date	Report No	Visit Commenced	Custody Visitors		
13 July 2014	1282	10:52	Keith Gooding & David Sandever		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	10	9	0	1	0
Available for Visit	9	8	0	1	0
Offered a Visit	9	8	0	1	0
Visited	7	6	0	1	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
6719	Female detainee complained to us that she had been punched in the head at arrest. We warned the sergeant that she wanted to complain.		Noted thank you.		
<b>General Issues Raised</b>					
We were not automatically offered the risk assessment part of the print. All clean and tidy.					
<b>Response from the Custody Manager</b>					
All custody staff have been reminded of the print option for ICVs.					

Date	Report No	Visit Commenced	Custody Visitors		
19 July 2014	1283	10:42	Salvatore D'Arrigo & Anita Cray		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	8	5	0	3	0
Available for Visit	8	5	0	3	0
Offered a Visit	8	5	0	3	0
Visited	7	4	0	3	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
6995	Detainee on medication that needs collecting from chemist today		Noted		
6972	Detainee concerned on anti-depression medication – will be in custody until Monday		Noted.		
<b>General Issues Raised</b>					
Lack of toilet paper in cells All calm.					
<b>Response from the Custody Manager</b>					
Addressed in previous responses.					

Date	Report No	Visit Commenced	Custody Visitors		
25 July 2012	1284	18:58	Egle Kochanovskyte & Mark Payne		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	1	1	0	0	0
Available for Visit	1	1	0	0	0
Offered a Visit	1	1	0	0	0
Visited	1	1	0	0	0
<b>General Issues Raised</b>					
Boiler in kitchen not working. Meant to be fitted on 21 July – not yet fitted.					
Nurse on duty, but there has been a shortage. During visit nurse was informed by employer she had to go to Bournemouth. This request was later withdrawn, but it would have left no nurse at Weymouth.					
<b>Response at the time of visit</b>					
All noted and matters in hand – gratefully received.					
<b>Response from the Custody Manager</b>					
The boiler has been fixed. HCP staffing was an issue that has been improved.					

Date	Report No	Visit Commenced	Custody Visitors		
6 August 2014	1285	19:37	Tim Walker & Celia McCormack		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	3	3	0	0	0
Available for Visit	3	3	0	0	0
Offered a Visit	3	3	0	0	0
Visited	3	3	0	0	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
7671	Would like mother informed of detention. Requested food – nothing on log but has been detained over 12 hours.		Detainee currently in interview. When he comes out I will offer food and ask him his mother's telephone number to do this.		
<b>General Issues Raised</b>					
Suite very clean and tidy. All calm and in order.					



Date	Report No	Visit Commenced	Custody Visitors			
8 September 2014	1290	14:36	Colin Pipe & Anita Cray			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	5	4	0	1	0	
Available for Visit	4	3	0	1	0	
Offered a Visit	4	3	0	1	0	
Visited	4	3	0	1	0	
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>			
8875	Detainee complained of 12 hour delay to see HCP.		As per comments – detainee wished for pain relief but managed to sleep, once awake HCP assessed and prescribed pain killers.			
<b>General Issues Raised</b>						
On asking detainees if they were offered showers, none had.						
<b>Response at the time of visit</b>						
Showers were offered during breakfast, comment concerning M3 noted, delay as detainee wished to speak with HCP for pain relief only and was fast asleep. On waking he was taken to HCP.						

Date	Report No	Visit Commenced	Custody Visitors			
25 August 2014	1288	15:28	Egle Kochanovskyte & Russell Kerr			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	3	1	1	1	0	
Available for Visit	3	1	1	1	0	
Offered a Visit	3	1	1	1	0	
Visited	3	1	1	1	0	
<b>General Issues Raised</b>						
Out of date sandwiches in fridge.						
<b>Response at the time of visit</b>						
Sandwich was disposed of.						

Date	Report No	Visit Commenced	Custody Visitors			
4 September 2014	1289	14:48	Celia McCormack & Richard Shore			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	7	6	0	1	0	
Available for Visit	6	5	0	1	0	
Offered a Visit	6	5	0	1	0	
Visited	6	5	0	1	0	
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>			
8728	Detainee claimed not read Rights. Although nurse seen detainee claimed he refused medical assistance.		Noted.			
8700	Detainee said treated with dignity		Noted.			

**POOLE**

Date	Report No	Visit Commenced	Custody Visitors			
15 July 2014	1093	10:08	Egle Kochanovskyte & Wayne Penzer			
	<b>Total</b>	<b>Breakdown of Total Numbers</b>				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	10	7	0	3	0	
Available for Visit	9	6	0	3	0	
Offered a Visit	9	6	0	3	0	
Visited	5	5	0	0	0	
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>			
6799	Unknown liquid over cell floor and wash basis wall					
6801	Detainee requested toilet paper					
6797	Detainee would like to see HCP re shoulder pain and would like someone informed of detention.					
6795	Wants to see HCP. Plan states needs to see HCP but no visit documented at time of ICVs visit. Detainee stated that he was taking prescription medication daily.					
<b>General Issues Raised</b>						
Custody suite became increasingly busy during visit. Delays in getting print out at start of visit. Visitors felt that custody sergeant kept too great a distance from the cells when visitors were talking to the detainees and wanted to start the visit without the correct print out. Did not feel particularly welcoming. 1 Fridge out of order. Was totally overloaded and no thermometer.						
<b>Response at the time of visit</b>						
ICVs did not wish to wait for my response.						
<b>Response from the Custody Manager</b>						
Following this particular visit discussions were held, it was agreed that there had been a miscommunication between parties which was then resolved.						

## NON 24 HOUR SUITES

### SHAFTESBURY

Date	Report No	Visit Commenced	Custody Visitors
9 August 2014	375	10:20	Tracey Farwell & Keith Gooding
General Issues Raised			
Office closed – but an officer noticed us and let us in. Cannot locate any feminine hygiene kits (checked with staff).			

### The following visits had no issues to report

Location	Date	Report no	Custody visitors
Bournemouth	1 July 2014	1328	Salvatore D'Arrigo & Tim Walker
	5 September 2014	1336	Rick Hermans & Richard Shore
	10 September 2014	1337	Tracey Farwell & Russell Kerr
	17 September 2014	1338	Mark Payne & Celia McCormack
Weymouth	11 August 2014	1286	Sara Porter & Colin Pipe
	16 August 2014	1287	Salvatore D'Arrigo & Richard Shore
	19 September 2014	1291	Egle Kochanovskyte & Richard Shore
	30 September 2014	1292	Keith Gooding & Tim Walker
Blandford	23 July 2014	179	Tracey Farwell & David Sandever
Bridport	8 July 2014	127	Sara Porter & Richard Shore
Sherborne	12 September 2014	525	Richard Shore & Isobel Why