

INDEPENDENT CUSTODY VISITING PANEL MEETING - 28 APRIL 2014
INDEPENDENT CUSTODY VISITS TO POLICE STATIONS
REPORT BY THE SCHEME MANAGER
PURPOSE OF REPORT

To update the Panel on the results of the Independent Custody Visits made to Police Stations in Dorset during the period 1 January 2014 to 31 March 2014

BREAKDOWN OF ALL VISITS	MALES		FEMALES		TOTAL
	ADULTS	JUVENILES	ADULTS	JUVENILES	
<i>Total Number of Detained Persons Held During Visits</i>	161	13	29	2	205
<i>Total Number of Detained Persons Offered a Visit</i>	100	11	24	1	136
<i>Total Number of Detained Persons Visited</i>	87	11	23	1	122

	NO OF DETAINEES	%
<i>Detained Persons Offered a Visit</i>	136	66%
<i>Of which Detained Persons Visited</i>	122	90%

VISITS REFUSED OR NOT MADE	NO OF DETAINEES	%
<i>Refused a visit</i>	14	6.8%
<i>Asleep</i>	9	4.4%
<i>Denied for Visitor Safety</i>	2	1.0%
<i>At Interview</i>	12	5.9%
<i>Released</i>	2	1.0%
<i>At Hospital</i>	2	1.0%
<i>Being processed</i>	2	1.0%
<i>Drink/drugs - visual check made</i>	1	0.5%
<i>Not shown</i>	1	0.5%
<i>Visitors Satisfied</i>	36	17.6%
<i>With solicitor</i>	2	1.0%

ETHNICITY	NO OF DETAINEES		
	Held	Offered	Visited
<i>White</i>	184	120	108
<i>Black</i>	12	9	8
<i>Asian</i>	3	2	2
<i>Other</i>	3	2	1
<i>Not Recorded</i>	3	3	3

DAYS OF THE WEEK	NO OF VISITS	%
Monday	4	14%
Tuesday	7	24%
Wednesday	3	10%
Thursday	3	10%
Friday	5	17%
Saturday	2	7%
Sunday	5	17%
TOTAL	29	

TIMES OF VISITS	Bournemouth	Poole	Weymouth	TOTAL	%
From 1am to 7am	0	0	0	0	0%
From 7am to 10am	1	0	2	3	12%
From 10am to 1pm	6	0	7	13	52%
From 1pm to 4pm	2	1	1	4	16%
From 4pm to 7pm	0	0	3	3	12%
From 7pm to 10pm	2	0	0	2	8%
From 10pm to 1am	0	0	0	0	0%

OTHER STATIONS TIMES OF VISITS	NO OF VISITS	%
From 8am to 10am	0	0%
From 10am to 1pm	3	75%
From 1pm to 4pm	1	25%
From 4pm to 6pm	0	0%

WAITING TIMES	NO OF VISITS	%
Entry within 5 minutes	29	100%
Entry within 5 - 10 minutes	0	0%
Entry within 10 - 15 minutes	0	0%
Entry after 15 minutes	0	0%

LENGTH OF VISIT	NO OF VISITS	%
Under 1/2 hour	10	34%
1/2 to 1 hour	11	38%
1 to 1 1/2 hour	6	21%
1 1/2 to 2 hours	0	0%
2 to 2 1/2 hours	2	7%
2 1/2 to 3 hours	0	0%
Over 3 hours	0	0%

COMMENTS	NUMBER	%
Items for Discussion	1	3%
Items for Noting - resolved at the time	13	45%
Nothing to Report	15	52%

CATEGORY OF DETAINEE	NO OF DETAINEES	%
PACE	197	96%
Non PACE	8	4%
Immigration	0	0%

The following visits are for discussion:

Bournemouth

Date	Report No	Visit Commenced	Custody Visitors		
9 February 2014	1306/7/8	11:10	Kathie Emery and Richard Shore		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	33	27	1	5	0
Available for Visit	26	21	1	4	0
Offered a Visit	13	8	1	4	0
Visited	10	6	1	3	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1366	Wet patch on floor. Dirty marks by bell push. Asked for pillow but this denied as detainee had been violent and it could be used as a weapon.		Detainee was extremely volatile and aggressive on arrival. He appears to have urinated on the floor and smeared a brown substance on the wall. Still agitated – will be cleaned when calm.		
1367	Brother and sister have both said the detainee has a heart condition and recently been in hospital. Sister has said she will bring in his medication in the morning and detainee needs an appropriate adult. So far nothing has happened.		Detainee's sister is acting as appropriate adult. She was first contacted at 0416 hrs on 9 Feb. She again made contact at 1128 hrs. Detainee has already been seen by a Health Care Professional. I will request that appropriate adult bring medication in with them.		
1301	Detainee has been held since Friday and has requested a shower.		Detainee was given a shower at 2119 hrs on 8 Feb. He requested another shower at 1111hrs on 9 Feb (less than 2 hrs ago). He is one of 33 detainees today. Will facilitate asap.		
1356	Asked for mother to be informed. No confirmation on log that this has been done and detainee not aware whether mother knows or not.		Detainee requested her mum to be called at 0748 hrs. Call made at 0800 hrs but no reply (recorded on log). Detainee requested a call on her release at 1220 hrs. This was made and her Gran came to collect her.		
1335	Detainee has been held over 20 hours and has requested a shower.		Detainee arrested at 1515 hrs. He was intoxicated and not fit to be dealt with until the morning. Detainee has not requested a shower. He is one of 27 detainees and will be given one asap.		
1327	Detainee has been held over 22 hours and has requested a shower.		Detainee is charged and on remand for court hence the length of time he has been here. Detainee has not requested a shower. He is one of 27 detainees and will be given one asap.		

1292	<p>Detainee stated buzzer had been turned off. (Been held 1 day and 16 hrs). Also agitated as he says he is on a valium and methadone programme and medication given by nurse don't do the job. Would like police to collect his prescribed medication from his home.</p>	<p>Detainee is remanded for court, hence the length of time he has been here. Detainee's buzzer was out on nuisance mode at 1842 hrs on 8 Feb due to his aggressive behaviour. Buzzer has been working since I have been on duty at 0700 hrs. Regarding medication – detainee has seen the HCP 4 times. He has been medicated 3 times for drug withdrawal. He is requesting methadone from home address. I have spoken to HCP and due to the fact he has been given medication here, it is against policy to give him his own medication.</p>
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General Issues Raised

Considering numbers, all was calm and staff very helpful. Some washes had not yet been offered which was understandable in circumstances.

Police Response at Time

I completed my report between 1240 and 1325 hrs. ICVs approached me and tried to rush me telling me it was only supposed to be a quick acknowledgement. I tried to explain that I am required to research every point raised. The ICV was clearly not happy with this response, telling me she had to be elsewhere and that her husband was waiting. I can only apologise for any delay I have caused, but I take this report very seriously.

Response from the Custody Manager

This visit has been subject of follow-up discussion. The Custody Officer had been complying with an instruction that a response to 'issues raised' must always be made at the time of the ICV visit.

To avoid unnecessarily delaying Visitors, Custody Officers have since been advised that, albeit there is a requirement for them to make a written response, ICVs have the prerogative to leave the Custody suite prior to them doing so.

The following visits had issues to be noted

Bournemouth

Date	Report No	Visit Commenced	Custody Visitors			
3 January 2014	1250	10:12	Christine Bishop and Rick Hermans			
Total		Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	7	5	1	1	0	
Available for Visit	6	4	1	1	0	
Offered a Visit	6	4	1	1	0	
Visited	6	4	1	1	0	
Matters Raised to the Custody Officer			Action Taken by the Custody Officer			
00092	<p>Detainee raised a number of issues about his care during the night. Log checked – all in order.</p>		<p>No actions necessary.</p>			
General Issues Raised						
<p>All satisfactory. Medical room and kitchen clean. Pleasant staff.</p>						

Date	Report No	Visit Commenced	Custody Visitors		
20 February 2014	1309	10:50	Keith Gooding and David Sandever		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	9	9	0	0	0
Available for Visit	8	8	0	0	0
Offered a Visit	7	7	0	0	0
Visited	7	7	0	0	0
General Issues Raised					
No nurse on duty. Good to see prayer mat and Koran in cell. Several detainees requested nurse, none on duty?					
Police Response at Time					
Nurse was at a meeting between 09:30 and 11:30 hours.					
Response from the Custody Manager					
During the nurse's absence, any urgent medical request would be dealt with using the on-call doctor or the Ambulance service.					

Date	Report No	Visit Commenced	Custody Visitors		
4 March 2014	1311	10:12	Tracey Farwell and Rick Hermans		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	2	2	0	0	0
Available for Visit	2	2	0	0	0
Offered a Visit	2	2	0	0	0
Visited	2	2	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
2143	Detainee advises not offered shower and not showing on log. Detainee advises that he had already asked for toilet paper. Detention officer made aware.		Officer tasked to offer shower.		
2141	Detainee advises not offered shower and not showing on log. Advises not made aware of his rights. Log indicates on review at 1:03 hrs that detainee would be reminded of his rights. According to log up to 10:22 hrs this has not happened		Spoken to by Inspector and reminded of his rights at 10:32 hrs. Officer tasked to offer shower.		

Date	Report No	Visit Commenced	Custody Visitors			
14 March 2014	1312	13:56	Kathie Emery and Harry Masters			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	15	9	3	3	0	
Available for Visit	15	9	3	3	0	
Offered a Visit	8	2	3	3	0	
Visited	7	1	3	3	0	
Matters Raised to the Custody Officer			Action Taken by the Custody Officer			
2453	We note on log a wash was offered and accepted at 8.10. Log states will be done when possible but so far it appears not to have been done.		Appears to have been missed. Will be done now.			
2474	Detainee requested a pillow		Check and provide.			
2465	Detainee told us she is feeling suicidal. We checked and this is recorded on log. We made sure our escorting officer was aware.		Aware. Detainee has just gone to court.			
General Issues Raised						
All in order.						

Date	Report No	Visit Commenced	Custody Visitors			
18 March 2014	1313	19:03	Mark Payne and Di James			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	9	8	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	
General Issues Raised						
Delayed start due to staff handover. Three detainees being booked in – observed by us. All detainees were positive about treatment. One said it was 'brilliant'! Calm suite, despite 3 being booked in.						

WEYMOUTH

Date	Report No	Visit Commenced	Custody Visitors		
17 January 2014	1270	10:35	David Sandever and Christine Bishop		
	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
General Issues Raised					
Cell D4 – screw exposed on a light switch possible ligature point. All clean and tidy. Staff supportive.					
Response from the Custody Officer					
Contractor has been notified as sealant has been removed from screw. Cell now out of use.					
Response from the Custody Manager					
All is now in order with D4 – (remedial work was carried out within hours of reporting it).					

Date	Report No	Visit Commenced	Custody Visitors		
16 February 2014	1274	08:50	Christine Bishop and Diane James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	12	9	1	2	0
Available for Visit	12	9	1	2	0
Offered a Visit	10	7	1	2	0
Visited	9	6	1	2	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1581	Noted in risk assessment that Appropriate Adult needed and detainee states mother potentially able to act – 04.59. No other reference noted to actions until 09.47 when CK contacted. 04:53 – Level 2 intermittent observation required but 05:00 – 05:29, 05:29 – 05:55, 06:45:07:41 No observations		There was no reply from the detainee's mother this morning. Social services not dealing. Old Safer Detention and Handling observation levels held by ICVs. Explained this is now obsolete and replaced by APP. This detainee has been roused every 30 minutes as per care plan.		
1529	Delay in medical assessment of approximately 4 hours noted from 19:59 to 23:44 but onset of need is unclear and delay may have been longer.		This is a service issue by provider. No HCP at suite and cover put in place with FME was not sufficient.		
1569	01:40 Level 2 – intermittent observation, observations not recorded in line with this after 04:01 and no change decision noted.		The care plan has been updated to 60 minute checks by a staff on nights – but not signed, so has not appeared on log. We are instructed to do this. Admin error by night staff, checks properly completed.		

1579	Level 2 – intermittent observations recorded but only 30 minute entries with no 15 minute. Is there confusion?	As per previous – observation levels have been reduced to non-rousing observations by night staff, but not signed in care plan so no log entry.
1564	Again level 2 intermittent observations recorded but does not appear followed.	As above. Detention Officer has updated care plan at 02:28 on behalf of sergeant. It appears the observation levels have changed again at 04:00 but not signed in the care plan. This needs to be referred back to night staff to ensure they sign the care plan in future when changing observation levels.

General Issues Raised

Several detainees without toilet paper
 Staff very helpful and responded to issues quickly
 Noted that several detainees had significant and complicated physical health issues
 One detainee in first episode described staff as all very kind

Response from Custody Officer

Some feedback due to old Safer Detention and Handling guidance.
 Service issue from provider highlighted.
 Admin issues for custody sergeant signing care plan highlighted.

Response from the Custody Manager

It has been acknowledged by the provider that February was a problematic month in terms of staff abstractions. Staffing levels have since been increased and service has improved to an acceptable level.

Date	Report No	Visit Commenced	Custody Visitors			
25 February 2014	1275	11:00	Harry Masters and Isobel Why			
	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	
General Issues Raised						
Vulnerable adult in custody, has suffered dog bite, no concerns about treatment.						

Date	Report No	Visit Commenced	Custody Visitors			
1 March 2014	1276	09:30	Richard Shore and Keith Gooding			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	4	3	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	
Matters Raised to the Custody Officer			Action Taken by the Custody Officer			
2023	1. Urine on floor of cell 2. Toilet switched off – blocked by detainee with paper		ICVs warned by detention officer. The detainee will be released shortly, cell change not warranted.			
2022	Detainee concerned about a 4 year old child left with estranged partner. No mention on log.		Officer in charge will be informed to address this and information will be fed back to detainee.			
General Issues Raised						
Nurse on duty during visit.						

Date	Report No	Visit Commenced	Custody Visitors			
23 March 2014	1278	12:02	Wayne Penzer and Anita Cray			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	14	12	0	2	0	
Available for Visit	11	10	0	1	0	
Offered a Visit	11	10	0	1	0	
Visited	11	10	0	1	0	
General Issues Raised						
Very busy suite, clean and tidy. Exceptional care noted on 002727.						

Date	Report No	Visit Commenced	Custody Visitors		
29 March 2014	1279	11:03	Harry Masters and David Sandever		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	5	4	0	0	1
Available for Visit	4	3	0	0	1
Offered a Visit	3	2	0	0	1
Visited	3	2	0	0	1
General Issues Raised					
Custody Sergeant very helpful. Very informative visit.					

POOLE

Date	Report No	Visit Commenced	Custody Visitors		
5 February 2014	1081	13:52	David Sandever and Christine Bishop		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	8	5	0	3	0
Available for Visit	7	4	0	3	0
Offered a Visit	7	4	0	3	0
Visited	7	4	0	3	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1196	Detainee would like a friend informed she's in detention. Telephone number on her mobile phone.		Sergeant has this in hand.		
General Issues Raised					
All clean and tidy. Sergeant very helpful. Many detainees stated they had been treated with respect. Some detainees requesting toilet paper.					

BLANDFORD

Date	Report No	Visit Commenced	Custody Visitors		
7 March 2014	177	10:21	Kathie Emery and Keith Gooding		
General Issues Raised					
Cell M2 – Flush not working, mattress could do with a clean					
Cell F2 – A white deposit similar to dried plaster flakes have adhered to 50% of the bunk and underside of the mattress. Toilet looks dreadful – I think it is beyond getting up to satisfactory state for use!					
Cell M3 – Bunk and mattress similarly affected but smaller area.					
Medical room – no sharps bin – but one found behind charge desk.					
Response from the Custody Manager					
Response will be provided at the Panel meeting.					

VERWOOD

Date	Report No	Visit Commenced	Custody Visitors
20 February 2014	572	11:00	Harry Masters and Richard Shore
General Issues Raised			
Delay in gaining access as no one at front office. Returning officer let us in. Clean and tidy. No pillows or feminine hygiene packs.			

SHERBORNE

Date	Report No	Visit Commenced	Custody Visitors
18 March 2014	523	14:01	Kathie Emery and David Sandever
General Issues Raised			
All in order. Toilet adjacent to cell 3 could do with a bit of bleach in the bowl.			

The following visits had no issues to report

Location	Date	Report no	Custody visitors
Weymouth	6 January 2014	1268	Richard Shore and Anita Cray
Bournemouth	10 January 2014	1301	Tracey Farwell and Wayne Penzer
Weymouth	14 January 2014	1269	Tim Walker and Di James
Bournemouth	21 January 2014	1302	Eric Holloway and Isobel Why
Weymouth	26 January 2014	1271	Keith Gooding and Russell Kerr
Bournemouth	29 January 2014	1303/1304	Mark Payne and Sara Porter
Bournemouth	2 February 2014	1305	Tim Walker and Isobel Why
Weymouth	3 February 2014	1272	Rick Hermans and Wayne Penzer
Weymouth	11 February 2014	1273	Anita Cray and Eric Holloway
Bridport	20 February 2014	125	Tracey Farwell and Eric Holloway
Bournemouth	24 February 2014	1310	Mark Payne and Russell Kerr
Weymouth	12 March 2014	1277	Tim Walker and Eric Holloway
Bournemouth	24 March 2014	1314	Russell Kerr and Bobbie White