

## INDEPENDENT CUSTODY VISITING PANEL MEETING - 28 OCTOBER 2013

### 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 July 2013 to 30 September 2013

BREAKDOWN OF ALL VISITS	MALES		FEMALES		TOTAL
	ADULTS	JUVENILES	ADULTS	JUVENILES	
Total Number of Detained Persons Held During Visits	168	4	22	1	195
Total Number of Detained Persons Offered a Visit	105	4	20	1	130
Total Number of Detained Persons Visited	96	4	18	1	119

	NO OF DETAINEES	%
Detained Persons Offered a Visit	130	67%
Of which Detained Persons Visited	119	92%

VISITS REFUSED OR NOT MADE	NO OF DETAINEES	%
Refused a visit	11	5.6%
Asleep	12	6.2%
Denied for Visitor Safety	4	2.1%
At Interview	16	8.2%
Being processed	5	2.6%
Time constraints	9	4.6%
Drink/drugs - visual check made	1	0.5%
Visitors Satisfied	18	9.2%

ETHNICITY	NO OF DETAINEES		
	Held	Offered	Visited
White	172	116	106
Black	10	4	3
Asian	8	6	6
Other	4	4	4
Not Recorded	1	0	0

<b>DAYS OF THE WEEK</b>	<b>NO OF VISITS</b>	<b>%</b>
Monday	5	16%
Tuesday	4	13%
Wednesday	4	13%
Thursday	5	16%
Friday	9	28%
Saturday	3	9%
Sunday	2	6%
<b>TOTAL</b>	<b>32</b>	

<b>TIMES OF VISITS</b>	<b>Bournemouth</b>	<b>Poole</b>	<b>Weymouth</b>	<b>TOTAL</b>	<b>%</b>
From 1am to 7am	1	0	0	1	4%
From 7am to 10am	2	0	1	3	11%
From 10am to 1pm	1	2	3	6	22%
From 1pm to 4pm	3	0	4	7	26%
From 4pm to 7pm	4	0	1	5	19%
From 7pm to 10pm	2	0	3	5	19%
From 10pm to 1am	0	0	0	0	0%

<b>OTHER STATIONS TIMES OF VISITS</b>	<b>NO OF VISITS</b>	<b>%</b>
From 8am to 10am	2	40%
From 10am to 1pm	2	40%
From 1pm to 4pm	1	20%
From 4pm to 6pm	0	0%

<b>WAITING TIMES</b>	<b>NO OF VISITS</b>	<b>%</b>
Entry within 5 minutes	29	91%
Entry within 5 - 10 minutes	1	3%
Entry within 10 - 15 minutes	2	6%
Entry after 15 minutes	0	0%

<b>LENGTH OF VISIT</b>	<b>NO OF VISITS</b>	<b>%</b>
Under 1/2 hour	11	34%
1/2 to 1 hour	10	31%
1 to 1 1/2 hour	8	25%
1 1/2 to 2 hours	2	6%
2 to 2 1/2 hours	1	3%

<b>COMMENTS</b>	<b>NUMBER</b>	<b>%</b>
Items for Discussion	1	3%
Items for Noting - resolved at the time	16	50%
Nothing to Report	15	47%

<b>CATEGORY OF DETAINEE</b>	<b>NO OF DETAINEES</b>	<b>%</b>
PACE	181	93%
Non PACE	14	7%

**The following visits had issues raised by visitors for discussion**

**WEYMOUTH**

Date	Report No	Visit Commenced	Custody Visitors			
26 August 2013	01251	12:34	Keith Gooding and Harry Masters			
	<b>Total</b>	<b>Breakdown of Total Numbers</b>				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	11	9	0	2	0	
Available for Visit	10	9	0	1	0	
Offered a Visit	10	9	0	1	0	
Visited	10	9	0	1	0	
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>			
8659	Detainee raised the subject of bruising to arms which she claimed she could not remember how she had got them. She asked again to see the Health Care Professional (HCP).		Log states detainee had been violent on admission to suite. Recorded that she had been restrained.  This is the first time she had requested nurse – SERCO call centre contacted and will send Bournemouth nurse.			
<b>General Issues Raised</b>						
<p>This was the first time that we had been made aware of a drinking water problem in the suite. We were advised that it is a design fault which mixes cold and hot water, consequently no drinking water available in cells.</p> <p>We were made aware that no nurse was available at Weymouth due to a change of provider.</p>						
<b>Response from the Custody Manager</b>						
<p>Previously water had been tested on a weekly basis and had been authorised as fit for human consumption. Investigations have been carried out and Weymouth staff now made aware that detainees are to be independently provided with drinking water.</p> <p>SERCO in process of addressing shortcomings. The situation is being constantly monitored and is improving.</p>						

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

**BOURNEMOUTH**

Date	Report No	Visit Commenced	Custody Visitors			
19 July 2013	01226	18:39	Kathie Emery and Tim Walker			
	<b>Total</b>	<b>Breakdown of Total Numbers</b>				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	6	5	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>			
07182	Custody log report says no injuries but detainee had a swollen wrist which he was concerned about. Detainee intoxicated so difficult to assess, but log suggests he will see the HCP shortly.		19:44 – Has now seen HCP.			
07180	Detainee commented that cell was not clean – sand on floor and two wet cigarette ends.		These will be cleared out and a further search conducted.			
05811	Log suggests that the request for someone to be informed (section 56) was unable to be done at 11:58 – stating no reply and there does not appear to have been any further attempt.		We will attempt now.			
07181	Log suggests that the request for someone to be informed (section 56) was unable to be done at 17:48 – stating no reply and there does not appear to have been any further attempt.		We will attempt now.			
<b>Response from the Custody Manager</b>						
Update on Custody Officer Actions:						
Detainee 07180 - Cell was cleaned by 2000hrs and further cell search conducted as precaution						
Detainee 05811 - Further attempt made – S.56 delivered while visit taking place						
Detainee 07181 - Further attempt made – S.56 delivered just after ICVs left.						

Date	Report No	Visit Commenced	Custody Visitors		
2 August 2013	01228	06:35	David Sandever and Vivienne Grier		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	6	5	0	1	0
Available for Visit	6	0	0	0	0
Offered a Visit	6	0	0	0	0
Visited	6	0	0	0	0
<b>General Issues Raised</b>					
Attempted to contact suite via telephone. Prolonged recorded messages leading to disconnection of service. Fortuitously a member of staff arrived and offered to contact the suite, otherwise no other access available.					
<b>Police Response at time</b>					
Advised to press intercom on back of gate if outside of Bournemouth Enquiry Office hours. Visitors advised this has been the accepted method of entry for them outside normal hours.					
<b>Scheme Administrator's Note</b>					
Email sent to all visitors on 20 August 2013 advising of how to gain access when Enquiry Office is closed.					
<b>Response from the Custody Manager</b>					
Scheme Admin updated for circulation to Panel.					

Date	Report No	Visit Commenced	Custody Visitors		
25 August 2013	01231	09:00	Richard Shore and Diane James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	16	14	0	2	0
Available for Visit	14	12	0	2	0
Offered a Visit	8	6	0	2	0
Visited	7	5	0	2	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
8628	Detainee told us he had asked for a pillow and had been declined. Risk assessment does not give indication of reason to decline. Also said he felt cold but did not want to ask for another blanket.		Detainee came into custody intoxicated and as a result not offered pillow as choking hazard.		
8582	In custody more than 24 hours. Has requested shower but not yet received. No record of exercise being offered. Detainee asked us for blanket (2 <sup>nd</sup> ). Detention officer told us this was not allowed.		Detainee will be offered shower shortly. Second blanket not given as summer time and not cold – cell is correct temperature.		
<b>Scheme Administrator's Note</b>					
I have been copied into an email from Chief Inspector Thorneycroft to custody officers repeating the statement that: "Providing there are <u>no additional risks</u> I have no problem with extra blankets provided on demand to detainees. I have no problem also with detainees being provided food on demand irrespective of the time if there are <u>no additional risks</u> ".					
<b>Response from the Custody Manager</b>					
Correct stance reiterated to staff (see above).					

Date	Report No	Visit Commenced	Custody Visitors		
4 September 2013	01232	Not record	Keith Gooding and Christine Bishop		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	15	11	0	4	0
Available for Visit	14	10	0	4	0
Offered a Visit	14	10	0	4	0
Visited	13	9	0	4	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
9027	Detainee complained of heart palpitations and possible blood pressure problems. We asked for her to be seen by HCP.		HCP requested, detainee will be seen.		

Date	Report No	Visit Commenced	Custody Visitors		
16 September 2013	01234	10:22	Vivienne Grier and Kathie Emery		
	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	6	5	0	1	0
Visited	5	5	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
9499	Arrangements need to be made for 4 children. Mother presently not contactable		Will speak to detainee and arrange for officers to attend mum's address.		
9478	Detainee requested a wash. Has been in custody for 19 hours.		All noted will arrange for a wash.		
9475	We note that right to have someone notified of whereabouts (Section 56) has been withheld. Are there any time limits on this? Detainee has been in for 20 hours.		Will speak with officer in the case and see if withholding the right to have someone informed is still required.		

Date	Report No	Visit Commenced	Custody Visitors		
30 September 2013	01235/01236	07:42	Mark Payne and Tracey Farwell		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	20	18	1	2	0
Available for Visit	19	16	1	2	0
Offered a Visit	9	6	1	2	0
Visited	8	6	1	1	0
<b>General Issues Raised</b>					
<p>Busy.</p> <p>Detainees being showered as we visited.</p> <p>Reading materials in cells</p> <p>All in order.</p>					

**WEYMOUTH**

Date	Report No	Visit Commenced	Custody Visitors		
4 July 2013	01194	14:56	Sara Porter and David Sandever		
	<b>Total</b>	<b>Breakdown of Total Numbers</b>			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	2	2	0	0	0
Available for Visit	0	0	0	0	0
Offered a Visit	0	0	0	0	0
Visited	0	0	0	0	0
<b>General Issues Raised</b>					
No nurse present on site – necessitating doctor to be called should there be any problems.					
<b>Police Response at time</b>					
The issue regarding no HCP is being addressed.					

Date	Report No	Visit Commenced	Custody Visitors		
10 July 2013	01195	19:31	Cara Freestone and Keith Gooding		
	<b>Total</b>	<b>Breakdown of Total Numbers</b>			
		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	3	4	0	1	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
6772	Detainee would like to make a formal complaint regarding his treatment.		Documented on log as complaint filed this morning.		
<b>General Issues Raised</b>					
Tidy suite, friendly staff.					



Date	Report No	Visit Commenced	Custody Visitors		
26 July 2013	01197	18:54	Mark Payne and Eric Holloway		
	<b>Total</b>	<b>Breakdown of Total Numbers</b>			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	4	4	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>General Issues Raised</b>					
No concerns, station tidy and clean. Staff helpful. One vulnerable detainee specifically asked us to thank one of the staff who had looked after him.					
<b>Police Response at time</b>					
Comments noted. Thank you.					

Date	Report No	Visit Commenced	Custody Visitors		
2 August 2013	01198	11:52	Christine Bishop and Rick Hermans		
	<b>Total</b>	<b>Breakdown of Total Numbers</b>			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	6	6	0	0	0
Available for Visit	5	5	0	0	0
Offered a Visit	5	5	0	0	0
Visited	5	5	0	0	0
<b>General Issues Raised</b>					
All very well cared for especially detainee who is depressed. One detainee comments that custody staff were all very polite and 'on the ball' regarding looking after their needs. Our escort was very supportive.					

Date	Report No	Visit Commenced	Custody Visitors		
13 August 2013	01199	19:31	Tim Walker and Isobel Why		
	<b>Total</b>	<b>Breakdown of Total Numbers</b>			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	2	2	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>					
Very quiet on arrival, one being processed, watched full processing of second arrival. Very clean and well ordered. Most helpful and efficient.					

Date	Report No	Visit Commenced	Custody Visitors		
2 September 2013	01252	10:00	Isobel Why and Wayne Penzer		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	9	9	0	0	0
Available for Visit	7	7	0	0	0
Offered a Visit	7	7	0	0	0
Visited	7	7	0	0	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
8924	Detainee states that he has injected a poison into each arm which will kill him in 24 hours, but has not informed anyone.		This challenging customer had told the Community Mental Health Team and police doctor this information. Doctor does not believe this is the case and confirmed he is fit to be detained.		
8951	Detainee stated that he is dehydrated and hungry. Has not been offered food.		Was given cereal and hot drink at 07:05 hrs. He left his breakfast but drank later cup of tea.		
<b>General Issues Raised</b>					
No toilet roll in any cells. No showers offered to long time detainees. Officers report suite short staffed between 7am and 8am. Suite extremely busy, but staff helpful and efficient.					
<b>Police Response at time</b>					
Toilet roll would be provided on request but always proactively placed in cells when time allows. Cells M1 and F4 will be offered showers as detained overnight. Staffing with demanding detainees has prevented us offering showers to all today.					

Date	Report No	Visit Commenced	Custody Visitors		
22 September 2013	01254	11:24	Bobbie White and David Sandever		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	7	4	1	2	0
Available for Visit	7	4	1	2	0
Offered a Visit	7	4	1	2	0
Visited	7	4	1	2	0
<b>Matters Raised to the Custody Officer</b>			<b>Action Taken by the Custody Officer</b>		
9696	Detainee requested water and food and would like to be updated regarding his detention.		Detention officers advised.		
9666	Requested a shower		Detention officers advised.		
<b>General Issues Raised</b>					
Good visit, very efficient detention officer. Although quite busy.					

Date	Report No	Visit Commenced	Custody Visitors		
27 September 2013	01255	21:17	Rick Hermans and Diane James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	6	6	0	0	0
Available for Visit	5	5	0	0	0
Offered a Visit	5	5	0	0	0
Visited	4	4	0	0	0
<b>General Issues Raised</b>					
Very calm and well ordered. Two requests for extra blankets and showers dealt with promptly. Excellent atmosphere.					
<b>Police Response at time</b>					
Kind comments appreciated and will be passed on.					

## BLANDFORD

Date	Report No	Visit Commenced	Custody Visitors		
19 July 2013	00175	11:10	Bobbie White and Richard Shore		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	0	0	0	0	0
Available for Visit	0	0	0	0	0
Offered a Visit	0	0	0	0	0
Visited	0	0	0	0	0
<b>General Issues Raised</b>					
It was necessary to call constable off street as no one available on arrival. All stainless toilets need cleaning. Sink in medical room needs cleaning. Otherwise all clean and tidy.					
<b>Response from the Custody Manager</b>					
Blandford Inspector was asked to arrange the necessary cleaning and has done so.					

**SHERBORNE**

Date	Report No	Visit Commenced	Custody Visitors		
18 September 2013	00521	14:52	Eric Holloway and Di James		
	<b>Total</b>	<b>Breakdown of Total Numbers</b>			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	0	0	0	0	0
Available for Visit	0	0	0	0	0
Offered a Visit	0	0	0	0	0
Visited	0	0	0	0	0
<b>General Issues Raised</b>					
Flush in cell 1 – too stiff to be used normally. We note cell 2 permanently out of use.					
<b>Police Response at time</b>					
On-going issue – several attempts made to resolve issue – none have worked to date.					
<b>Scheme Administrator's Note</b>					
Stiff flushes have been reported previously, given that cells are rarely used and are in close proximity to custody desk, a decision had been made that it would be cost prohibitive to replace the flushes.					
<b>Response from the Custody Manager</b>					
Confirmed that it works but is difficult. Has been adjusted on a number of occasions. As previously stated, electronic (cost-prohibitive) is the only solution. Not justified as cells are in close proximity to Custody desk so can be monitored.					

**The following visits had no issues to report**

<b>Location</b>	<b>Date</b>	<b>Report no</b>	<b>Custody visitors</b>
Bournemouth	1 July 2013	01223	Russell Kerr and Christine Bishop
Bournemouth	9 July 2013	01224/5	Anita Cray and Harry Masters
Weymouth	18 July 2013	01196	Vivienne Grier and Wayne Penzer
Bournemouth	24 July 2013	01227	Richard Shore and Isobel Why
Bridport	26 July 2013	00123	Kathie Emery and Tracey Farwell
Verwood	8 August 2013	00570	Richard Shore and Wayne Penzer
Bournemouth	9 August 2013	01229	Mark Payne and Bobbie White
Poole	20 August 2013	01076	Harry Masters and David Sandever
Weymouth	20 August 2013	01200	Tracey Farwell and Russell Kerr
Bournemouth	21 August 2013	01230	Sara Porter and Eric Holloway
Weymouth	14 September 2013	01253	Russell Kerr and Anita Cray
Bournemouth	14 September 2013	01233	Tim Walker and Sara Porter
Poole	19 September 2013	01077	Keith Gooding and Isobel Why
Shaftesbury	21 September 2013	00371	Anita Cray and Harry Masters