

INDEPENDENT CUSTODY VISITING PANEL MEETING - 28 JANUARY 2013

INDEPENDENT CUSTODY VISITS TO POLICE STATIONS

REPORT BY THE SCHEME ADMINISTRATOR

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 October 2012 to 31 December 2012

BREAKDOWN OF ALL VISITS	MALES		FEMALES		TOTAL
	ADULTS	JUVENILES	ADULTS	JUVENILES	
Total Number of Detained Persons Held During Visits	167	4	21	2	194
Total Number of Detained Persons Offered a Visit	102	3	14	1	120
Total Number of Detained Persons Visited	89	3	14	1	107

	NO OF DETAINEES	%
Detained Persons Offered a Visit	120	62%
Of which Detained Persons Visited	107	89%

VISITS REFUSED OR NOT MADE	NO OF DETAINEES	%
Refused a visit	13	6.7%
Asleep	44	22.7%
At Interview	8	4.1%
Released	2	1.0%
Being processed	5	2.6%
Visitors Satisfied	1	0.5%
With solicitor	0	0.0%

ETHNICITY	NO OF DETAINEES		
	Held	Offered	Visited
White	123	94	83
Black	8	7	6
Asian	1	1	1
Other	4	3	3
Not Recorded	58	15	14

DAYS OF THE WEEK	NO OF VISITS	%
Monday	2	7%
Tuesday	9	30%
Wednesday	2	7%
Thursday	6	20%
Friday	6	20%
Saturday	2	7%
Sunday	3	10%
TOTAL	30	

TIMES OF VISITS	Bournemouth	Poole	Weymouth	TOTAL	%
<i>From 1am to 7am</i>	1	0	0	1	4%
<i>From 7am to 10am</i>	2	2	1	5	20%
<i>From 10am to 1pm</i>	3	1	3	7	28%
<i>From 1pm to 4pm</i>	2	0	4	6	24%
<i>From 4pm to 7pm</i>	2	1	1	4	16%
<i>From 7pm to 10pm</i>	0	1	1	2	8%
<i>From 10pm to 1am</i>	0	0	0	0	0%

OTHER STATIONS TIMES OF VISITS	NO OF VISITS	%
<i>From 8am to 10am</i>	0	0%
<i>From 10am to 1pm</i>	4	80%
<i>From 1pm to 4pm</i>	1	20%
<i>From 4pm to 6pm</i>	0	0%

WAITING TIMES	NO OF VISITS	%
<i>Entry within 5 minutes</i>	27	90%
<i>Entry within 5 - 10 minutes</i>	1	3%
<i>Entry within 10 - 15 minutes</i>	1	3%
<i>Entry after 15 minutes</i>	1	3%

LENGTH OF VISIT	NO OF VISITS	%
<i>Under 1/2 hour</i>	11	37%
<i>1/2 to 1 hour</i>	11	37%
<i>1 to 1 1/2 hour</i>	5	17%
<i>1 1/2 to 2 hours</i>	2	7%
<i>2 to 2 1/2 hours</i>	0	0%
<i>2 1/2 to 3 hours</i>	1	3%

COMMENTS	NUMBER	%
<i>Items for Discussion</i>	1	3%
<i>Items for Noting - resolved at the time</i>	20	67%
<i>Nothing to Report</i>	9	30%

CATEGORY OF DETAINEE	NO OF DETAINEES	%
<i>PACE</i>	190	98%
<i>Non PACE</i>	4	2%

The following visits had issues raised by visitors for discussion

Bournemouth

Date	Report No	Visit Commenced	Custody Visitors		
16.02.13	01205	10:15	Sara Porter & Diane James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	18	15	1	2	0
Available for Visit	9	8	1	0	0
Offered a Visit	11	9	1	1	0
Visited	11	9	1	1	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1559	Language difficulties with juvenile led us to being unsure about consent for notes. Detainee relaxed and smiling and no issues. Discussed with Inspector and we decided not to access but seek clarification.				
General Issues Raised					
After busy night suite was very calm and organised and no significant issues raised by detainees.					
Response from the Custody Manager					
A reminder to ICVs, if there are language difficulties and ICVs have concerns then Language Line is available for use.					

The following visits had issues to be noted

Bournemouth

Date	Report No	Visit Commenced	Custody Visitors		
01.01.13	01147	05:00	John Baylem & Anita Cray		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	30	26	1	3	0
Available for Visit	5	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		
0027977	Detainee visited on 31.12.12 but no entry of this visit entered on log.				
General Issues Raised					
Suite was extremely busy, but clean and tidy, delay of 20 minutes before seeing detainees was due to lack of staff. Inspector advised us of numbers of detainees and staff and we accepted delay. All detainees appeared well cared for.					
Police Response at time					
Detainee 27977 - Noted re visit not recorded on log from 31 st . Will check log and ascertain reason, many be due to volume of detainees.					
Response from the Custody Manager					
There was not a staff shortage - suite was working at capacity and all staff were busy. Point noted re one detainee log not showing an ICV visit.					

Date	Report No	Visit Commenced	Custody Visitors		
24.01.13	01202	12:12	Richard Shore & Bobbie White		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	15	7	0	8	0
Available for Visit	10	4	0	6	0
Offered a Visit	10	4	0	6	0
Visited	9	3	0	6	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
749	Wishes boyfriend to be informed. No record on log of any attempt to do so.		About to be released. 556 passed at 02.08hrs (Missed on log by ICVs, was there)		
747	Wanted housemate informed of arrest – no reply to telephone number given (03:22) No record on log of further progress.		Detainee has now been released.		
General Issues Raised					
No one at front desk, only 1 minute from desk to custody area. Very pleased to see early morning washes / showers offered to all.					
Response from the Custody Manager					
Detainee 749 - The message was passed at 0208 hours and was in fact noted on the log.					

Date	Report No	Visit Commenced	Custody Visitors		
01.02.13	01203	10:02	Christine Bishop & Rachael Coleman		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	6	6	0	0	0
Available for Visit	6	6	0	0	0
Offered a Visit	6	6	0	0	0
Visited	5	5	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1022	<p>Asked for a blanket but was refused because 'it is too expensive to clean them'.</p> <p>Wasn't sure if Next of Kin had been informed by Police.</p> <p>Notes show claustrophobia and would like a cell with a glass door – not moved.</p> <p>Has been in 16 hours and according to notes has refused food.</p>				<p>Not able to account.</p> <p>Unable to locate a request from the detainee to have someone informed of his arrest.</p> <p>Custody report states '...the detainee is currently lying down trying to sleep and appears calm so not moved at this stage as a more vulnerable person may come into custody.'</p> <p>The detainee was offered food and drink at 2257 (31/1), 08:13 (1/1), 13:14 & 17:00. He accepted food on last two occasions.</p>
General Issues Raised					
<p>All detainees offered a shower – most appear to have refused. Detainees did not appear to have pillows – some would have liked one but not aware they were allowed – plenty in store.</p> <p>All testified to being well cared for.</p>					
Response from the Custody Manager					
<p>Pillows are available on request. 4/2- awaiting response from Cust Officer (1887) re all issues</p> <p>With regard to the supply of blankets, the procedure reiterated to staff again. Next of Kin – No request from detainee to inform Next of Kin, Claustrophobia – cells with glass doors were not available at the time, then detainee was trying to sleep so decision made not to move at that time.</p>					

Date	Report No	Visit Commenced	Custody Visitors		
12.02.13	01204	14:03	David Sandever & Isobel Why		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	5	3	0	2	0
Available for Visit	5	3	0	2	0
Offered a Visit	5	3	0	2	0
Visited	5	3	0	2	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1410	No wash offered after 26 hours detention. Medication needs to be checked.		Detainee will be offered wash facility in due course. Detainee due to see health care professional ASAP re. Medication.		
1416	No wash offered after 18 hours detention		Detainee will be offered wash, however, no female member of staff to facilitate at this time.		
General Issues Raised					
Sample visits only, extremely busy, 6 to return to training day ½ hour after visit arrived. Sergeant thoroughly explained situation on arrival in a most positive manner. Well handled visit.					
Response from the Custody Manager					
Staff responded that washes will be offered as soon as detention officer available to facilitate.					

Date	Report No	Visit Commenced	Custody Visitors		
26.02.13	01207	10:05	Vivienne Grier & Harry Masters		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	8	8	0	0	0
Available for Visit	8	8	0	0	0
Offered a Visit	8	8	0	0	0
Visited	8	8	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
01860	Detainee not had shower because of skin condition that soap aggravates. Relative brought cream in to him but he was not allowed to use it.		No cream brought into custody. Will allow another phone call to arrange delivery.		

Date	Report No	Visit Commenced	Custody Visitors		
18.03.13	01208	08:50	Mark Payne & Wayne Penzer		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	5	5	0	0	0
Available for Visit	5	5	0	0	0
Offered a Visit	5	5	0	0	0
Visited	2	2	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
02595	The detainee had a number of issues. All had been dealt with by the custody staff.				

Date	Report No	Visit Commenced	Custody Visitors		
26.03.13	01209	16:50	Rachael Coleman & John Baylem		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	15	14	0	1	0
Available for Visit	14	13	0	1	0
Offered a Visit	10	10	0	0	0
Visited	8	8	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
2843	Ethnicity not recorded correctly.		Typing error now updated.		

Poole

Date	Report No	Visit Commenced	Custody Visitors		
01.01.13	01067	08:10	Richard Shore & Christine Bishop		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	17	16	0	0	1
Available for Visit	8	8	0	0	0
Offered a Visit	7	7	0	0	0
Visited	7	7	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
27997	Detainee stated he wished to see a nurse, also someone to be informed (change of mind).		Sect. 56 to be completed. HCP will be arranged.		
28018	Detainee stated he wished to make a complaint.				
General Issues Raised					
A number of cells missing cups for water. Provided on round.					
Police Response at time					
Many of the detainees were drunk and cups now being provided.					
Response from the Custody Manager					
Custody Officer responded that many detainees were drunk and violent - Cups now being provided. Detainee 28018 - Detainee seen at 1030hrs by Duty Inspector – Indicated satisfied with how dealt with in Custody. The issue was around manner of arrest. Supplied with information leaflet and advised on Complaint procedure.					

Date	Report No	Visit Commenced	Custody Visitors			
05.03.13	01070	09:58	Kathie Emery & Rick Hermans			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	11	10	0	1	0	
Available for Visit	9	8	0	1	0	
Offered a Visit	9	8	0	1	0	
Visited	9	8	0	1	0	
Matters Raised to the Custody Officer			Action Taken by the Custody Officer			
002157	Has changed his mind and would now like a solicitor		Solicitor has now been contacted.			
002165	No mattress on bench. The Detention Officer explained that the detainee's behaviour whilst intoxicated was such to justify removal; however detainee has now been calm for over 4 hours according to log. Could the decision now be reviewed?		Detention Officer placed it back in cell as soon as this was pointed out.			
General Issues Raised						
Yards have been cleaned of algae; however nothing has been done regarding gaps in rain cover.						
Police Response at time						
Passed to the Inspector to deal with.						
Response from the Custody Manager						
Mattress had been removed by staff due to earlier behaviour while intoxicated. Mattress returned to cell when pointed out by ICVs.						

Date	Report No	Visit Commenced	Custody Visitors			
21.03.13	01072	16:38	Tim Walker & Bobbie White			
	Total	Breakdown of Total Numbers				
		Male	Male Juvenile	Female	Female Juvenile	
Detainees Held	4	3	0	0	1	
Available for Visit	2	1	0	0	1	
Offered a Visit	2	1	0	0	1	
Visited	2	1	0	0	1	
Matters Raised to the Custody Officer			Action Taken by the Custody Officer			
002682	Had requested a call to YOT. Detention Officer had tried to make contact unsuccessfully. Contact to continue?		As stated attempts made to contact appropriate person unfortunately unavailable.			

Weymouth

Date	Report No	Visit Commenced	Custody Visitors		
11.01.13	01172	11:47	Rick Hermans & Isobel Why		
	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
General Issues Raised					
One detainee was observed during booking in process, and interviewed prior to fingerprints. Station clean, well organised, good ethos to prisoner welfare, all areas checked. Pleasant and relaxed atmosphere.					
Police Response at time					
Comments noted with thanks.					

Date	Report No	Visit Commenced	Custody Visitors		
10.02.13	01176	18:00	Mark Payne & Wayne Penzer		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	4	3	1	0	0
Available for Visit	4	3	1	0	0
Offered a Visit	4	3	1	0	0
Visited	4	3	1	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
0001385	Detainee says that there was a sock in the cell which was not his. He also stated that Rights leaflet wasn't his. Drinking water turned off.		Sock removed by Detention Officer. Water turned back on.		
General Issues Raised					
Delay at start due to detainee being booked in.					

Date	Report No	Visit Commenced	Custody Visitors		
19.02.13	01177	08:03	John Baylem & Diane James		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	3	3	0	0	0
Available for Visit	2	2	0	0	0
Offered a Visit	2	2	0	0	0
Visited	1	1	0	0	0
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
1680	Not able to engage with him to gain consent. Appeared vulnerable. Raised concerns with custody officer. His response appeared to us exemplary.		Mental Health Assessment arranged.		
General Issues Raised					
Generally clean and tidy – some planned refurbishment (bathmats) pointed out to us. The care of these two vulnerable detainees appeared of highest standard.					
Police Response at time					
Remarks and diligence in visit much appreciated.					

Date	Report No	Visit Commenced	Custody Visitors		
04.03.13	01179	11:05	Tracey Farwell & Isobel Why		
	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
Matters Raised to the Custody Officer			Action Taken by the Custody Officer		
002129	Detainee is lactose intolerant, has been offered cereal, but cannot have it. Seems to be no system in place to deal. Is also in charge of grandchildren and dogs, but not on log about either scenario.		Staff member to be spoken to, ensure all conversations are recorded on the log including any update on the caring issues and food intolerance.		
General Issues Raised					
Initially asked to go into an out of view office, as detainees were being booked in. Seemed unaware we needed to see that process. Offered to print reports before visit. At one stage, left unsupervised in cell corridor, while escorting officer went to computer.					
Police Response at time					
Detention Officer was unaware of the ICVs in the block at the initial time because of booking in a detainee in room 2. Officer to ensure ICVs allowed to be present at time of booking and to ensure supervised at all times once in the block, unless they are to be put at any risk.					
Response from the Custody Manager					
The Custody Sergeant was unaware, at the time, that the detention officer had asked ICVs to wait in an office. He has confirmed that he has since suitably advised the detention officer in question.					

Date	Report No	Visit Commenced	Custody Visitors		
15.03.13	01180	14:42	Sara Porter & Diane James		
	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		
02492	Detainee mentioned what he described as carpet burn on face. The ICVs noted an abrasion on face. Injury not specified in log. Has been assessed by healthcare professional.		Detainee will be offered another visit to Healthcare professional.		
02461	We were given an anonymised log but Superintendent's extension had an entry about medication which included detainee's name.		The general issue of anonymisation of a log for ICVs has been discussed.		
Response from the Custody Manager					
ICVs are provided with Custody Record prints, without the named header, there will invariably be occasions when an officer has referred to the detainee's name within the text. The ICVs will be expected to treat such unavoidable disclosures with discretion.					

Blandford

Date	Report No	Visit Commenced	Custody Visitors		
30.01.13	00173	14:57	Kathie Emery & Vivienne Grier		
	Total	Breakdown of Total Numbers			
		Male	Male Juvenile	Female	Female Juvenile
Detainees Held	0				
Available for Visit	0				
Offered a Visit	0				
Visited	0				
General Issues Raised					
Toilet adjacent to D1 bowl badly stained.					
No feminine hygiene packs (Extremely large number of wash kits)					
Standing water covering 80% of the yard. (No rain since early morning)					
Response from the Custody Manager					
27/2/13 Update from Blandford Inspector					
<ol style="list-style-type: none"> 1. The toilet bowl is now clean 2. Ex yard has drainage issues that, in view of negligible usage of Blandford Custody, would not be cost-effective to resolve. Custody sergeants will dynamically assess the state of the yard in conjunction with prevailing weather conditions, no detainee will be put at risk 3. Feminine hygiene packs were, in fact, in the storage cupboard. 					
Annual review carried out 26th March – Custody Management satisfied with the 'improved' state of the facilities there.					

The following visits had no issues to report

Location	Date	Report no	Custody visitors
Weymouth	04.01.13	01171	Mark Payne & Eric Holloway
Bournemouth	13.01.13	01149	Tracey Farwell & Tim Walker
Verwood	17.01.13	00568	Keith Gooding & Christine Bishop
Weymouth	17.01.13	01173	Cara Freestone & John Baylem
Bournemouth	23.01.13	01150	Russell Kerr & Vivienne Grier
Weymouth	29.01.13	01174	David Sandever & Diane James
Weymouth	07.02.13	01175	Rick Hermans & Keith Gooding
Poole	10.02.13	01069	Keith Gooding & Vivienne Grier
Shaftesbury	14.02.13	00369	Kathie Emery & Richard Shore
Bridport	16.02.13	00121	Tim Walker & Eric Holloway
Weymouth	22.02.13	01178	David Sandever & Isobel Why
Wareham	05.03.13	00468	Harry Masters & Isobel Why
Poole	08.03.13	01071	Keith Gooding & Eric Holloway