

Appendix 1
Cambridgeshire Independent Custody Visitors' Scheme
Review of reports June - August 2016

Last visit report forms received for Parkside: 28/08/016, Thorpe Wood: 23/08/2016 and Huntingdon: 10/08/2016

Total number of visits

Location	Number of visits made	Total time spent visiting	Total wait time
Parkside	10	575 minutes	66 minutes including 1 x 45 minute wait
Thorpe Wood	13	938 minutes	30 minutes including 2 x 5 minute waits
Huntingdon	4	184 minutes	4 minutes
March	1	75 minutes	2 minutes
St Neots	1	30 minutes	0 minutes (Facility check)
Totals	29	1,802 minutes	102 minutes

Visits by days

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Parkside	2	1	2	0	4	0	0	9
Thorpe Wood	4	3	2	1	2	0	1	13
Huntingdon	0	0	2	0	0	0	2	4
March	0	1	0	0	0	0	0	1
St Neots	0	0	0	0	0	0	0	0
Totals	6	5	6	1	6	0	3	27

Visits by times of day

Location	Hour of start of visit													Total
	07	08	09	10	11	12	13	14	15	16	17	18	19	
Parkside	1	1	0	0	1	1	0	1	2	2	0	0	1	10
Thorpe Wood	0	1	1	3	3	0	0	0	0	0	0	0	5	13
Huntingdon	0	0	0	0	1	0	0	0	0	1	0	0	1	3
March	0	0	0	0	0	0	0	0	1	0	0	0	0	1
St Neots	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	1	2	1	3	5	1	0	1	3	3	0	0	7	27

Individuals visited

Location	Asleep	Refused	Not present	Not visited / viewed	Visited	Total in custody at time of visit
Parkside	6	2	10	2	39	59
Thorpe Wood	17	3	8	7	77	112
Huntingdon	2	0	1	7	6	16
March	0	1	0	1	3	5
St Neots	0	0	0	0	0	0
Totals	25	6	19	17	125	192

Emerging trends

Comments made on ICV report forms and subsequent responses from the Constabulary can be read in Appendix A. However, key issues / themes have been summarised below:

Juveniles within custody and access to Appropriate Adult

At least 2 juveniles have been visited by ICVs since the beginning of June. ICVs have raised concerns about appropriate adult provision, particularly in Parkside and Huntingdon as the current service provided by YMCA only operates from 9am to 10pm. This is currently under review by the Constabulary and we await response.

Access to Healthcare

Access to healthcare remains a concern – specific examples provided by ICVs have been shared with the Constabulary – and both the ACC and the PCC are looking into the performance of the seven-force contract.

ICVs are also regularly reporting positive comments about the staff on duty. Selection of comments below:

“We were treated with courtesy appropriately.”

“Medical assistance shambolic but custody staff very nice.”

“Female in C14 wanted us to know that she had received excellent care.”

“HCP spoke highly of Parkside care.”

Appendix 1 - Issues raised and responses from Constabulary

Parkside

Date of visit	Issues raised	Response	Anything to follow up	Notes
05/06/2016	<ul style="list-style-type: none"> C1 Male Juvenile awaiting AA – has Aspergers and learning difficulty: visit to hospital as complaining of wrist injury due to handcuffs – given paracetamol and ibuprofen and regular meds by HCP. Pepper spray at time of arrest although not violent. Staff morale felt low although ICVs treated with courtesy 	There was a number of people to be charged and bailed including people returning on bail only 1 Sgt and 1 DO on duty which created a back log (Unable to process DPs quick enough)		
15/06/2016	<ul style="list-style-type: none"> Visit was only 30 mins due to not many DP's being in and the Custody Staff being available immediately. 			
20/06/2016	<ul style="list-style-type: none"> A2 Arrived 6am - Oxygen available concerned medication dose is lower than he would expect - otherwise well 	A2 Injury on lip not sustained in custody		
27/06/2016	<ul style="list-style-type: none"> Arrived midday was on rousals was asleep when checked 			
08/07/2016	<ul style="list-style-type: none"> No HCP professional on premises - waiting for help to come from Thorpe Wood DP in B4 needed to discuss prescription. Kitchen still not being cleaned properly Delay in Adult provision as juveniles refused to give any ID info 	No response from custody staff		
13/07/2016	<ul style="list-style-type: none"> Nothing to address 			
29/07/2016	<ul style="list-style-type: none"> Nothing to address 		<ul style="list-style-type: none"> HCP spoke highly of Parkside care 	

05/08/2016	<ul style="list-style-type: none"> • A3 Male - has seen medic Re grazes on arms and sore ribs has alleged that this was done by arresting officers. Discussed with HCP with detainees consent. Detainee has refused to have dressings on arms (is HIV Positive) and declined to take HIV Meds. Is awaiting solicitor to discuss arrest, asked for an extra blanket D.O Coffey will provide. • B1 No problems except was unaware that could request handwash after using toilet. • Kitchen surface still grubby boiler and water dispenser very dusty • Deep clean was 3 days ago 	All noted		
09/08/2016	<ul style="list-style-type: none"> • A1 Agitated Male second time in custody with history of self-harm/overdosing in Community. Awaiting duty Solicitor – he reported asking staff how to get to Court in Huntingdon and was sworn at and that the last time in Custody a member staff teased him about the bed. Anxious and depressed and on regular anti-depressants, however he did have any. Custody staff thought it was not necessary to involve an HCP. Following a discussion with the ICVs a Medic was called who confirmed that no action was necessary. An interaction was overheard between custody staff member and the DP with staff member 	<p>Staff Officer refutes the comment that compassion was lacking – felt his approach was robust towards DP who could be manipulative - story changed every 5 minutes in relation to medication and other matters all of which were recorded on the log. It was felt the ICV failed to pick up the threats whilst the staff member was attempting to engage with the detainee.</p> <p>The wait the ICVs had was due to a staffing issue when the call was taken.</p> <p>The staff member was dealing with a medical emergency re a DP sent to hospital.</p>		

	<p>frustrated in tone – ICV felt Staff member lacked compassion though noted that he had had a difficult day.</p> <ul style="list-style-type: none"> • A 45 minute delay from arrival to gaining access to Custody Suite front desk staff asked 3 times to check that Custody Staff were aware. • Checked general areas and everything clean and tidy • Staff complained about Staffing Levels - Team of 2 rather than 4 on duty so no time for a rest break. 			

Thorpe Wood

Date of visit	Issues raised	Response	Anything to follow up	Notes
08/06/2016	<ul style="list-style-type: none"> • V4 Detained since 7pm previous day - asked for food and drink rights given this morning awaiting solicitor asked about Prozac which she takes regularly otherwise happy with treatment. • C17 Adult detained since 9pm yesterday has seen solicitor Mother aware has depression although not taken medication since Monday arrived unfit for interview seen this morning has a headache not yet seen by H.C.P records checked no details of medication needs. • Rear entrance shutter has damage on bottom edge, new kitchen sink dirty and microwave roof filter dirty. 	Comments noted and actioned		

	<ul style="list-style-type: none"> • First aid station now behind the custody desk includes spare oxygen bottles - advised that Defibrillator is checked daily and recorded on OneNote system 			
17/06/2016	<ul style="list-style-type: none"> • V1 PACE went to hospital with chest pains at 16:30 Returned to Custody at 20:20 with Anxiety/Asthma but was given meds. • V4 Non PACE Immigration papers served awaiting collection Suffers with sleep apnoea CCTV/cosat Monitoring observed. • C10 PACE detained 16:20 on 30 min rousals. Observed rousals observed rousals requested Hot Chocolate which was provided. Seen HCP Drugs/intoxicated. • C14 PACE detained 18:50 Intoxicated on rousals - observed ok. 			
27/06/2016	<ul style="list-style-type: none"> • C10 concerns over distressed state of detainee but DP not clear why. Concern passed on to Detention staff. • C19 questioned when DP will be advised reason for recall - confirmed he will be told when he arrives at prison. • Cleaning in progress after 'busy' weekend. • C24 - informed DP was intoxicated - appeared asleep 	All comments noted		

05/07/2016	<ul style="list-style-type: none"> • Cleaning staff working through cells emptied this morning - all other cells clean • C16 cell tea stains on floor - cleaner sent to clean; small kitchen had dirty sink; dish cloth 'disgusting'; kitchen in custody - tap on hot water caked in scale. 	All comments noted and agreed		
11/07/2016	<ul style="list-style-type: none"> • HCP in attendance 			
21/07/2016	<ul style="list-style-type: none"> • Small kitchen very hot and would benefit from ventilation 			
29/07/2016	<ul style="list-style-type: none"> • C10 query anti-depressants with Custody Sgt • C15 schizophrenic meds referred to Custody Sgt • C19 paracetamol for back pain • C17 very distressed - to be monitored 	<p>C10 aware and to be seen by medic C15 disclosed during risk assessment C19 advised may request if in pain C17 aware and factored into risk assessment</p>		
01/08/2016	<ul style="list-style-type: none"> • Block cold overall • C10 time in Custody to review at 19:10 • C17 Medic Requested at 10:34 Sgt Aware • microwave in kitchen could do with a clean 	Will ask about the air con in C block and ask if it can be reduced		
02/08/2016	<ul style="list-style-type: none"> • C22 Agitated (Immigration awaiting collection) that he is sole carer for his wife who has health issues. 	C22 spoken to regarding his wife's care and who can organise alternative care. DP has spoken to neighbours to organise alternative care.		
08/08/2016	<ul style="list-style-type: none"> • Temp variations in cells some are cold some are hot 		V1 Several blankets as cold Head Wound no details supplied on how detainee got head wound although does state no other issues during arrest.	

23/08/2016	<ul style="list-style-type: none"> • C18 Male PACE Abusive and banging head on the cell door not spoken to but said he would smash his head on the door • C14 Female PACE scratching wrists but medical problems monitored on CCTV 	Custody Officer aware of threat by C18	C14 - was detainee offered any support?	
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Huntingdon

Date of visit	Issues raised	Response	Anything to follow up	Notes
01/06/2016	<ul style="list-style-type: none"> • V1 DP observed being brought into custody with additional officers present to assist as he was agitated and threatening - taken straight to a cell handcuffed - clothing was removed and replaced with safety suit. Doc observed this procedure also recorded on Officers. Cam Doc has met the individual previously - we observed wild behaviour with dilated pupils. Officers behaved professionally with appropriate level of restraint, remained with 2 Officers as threatening self-harm. Doc has returned to speak to him still restrained on advice. • C2 Reported delays responding to the Cell bell 8-10 mins concerned for his horse - DO aware. 	Very busy period		
20/07/2016	<ul style="list-style-type: none"> • Cell check prior to opening - all cells cleaned. • Test kits in medical room expire July 2016 	Not noted on back of form		

24/07/2016	<ul style="list-style-type: none"> • C5 requested telephone call 	Noted and done.		
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March

Date of visit	Issues raised	Response	Anything to follow up	Notes
06/07/2016	<ul style="list-style-type: none"> • C6 Non PACE Court tomorrow visit refused wants to sleep injury/bruising to face which occurred prior to arrest C4 cell out of use Hatch Jamming - outstanding since last year no eye wash bottles in kitchen • C8 may request access to the Koran, no magnetic rousal cards available, exercise yard requires cleaning & weeding. 	Will order rousal magnetic signs for cell door		