

LANCASHIRE POLICE AUTHORITY
PROFESSIONAL STANDARDS COMMITTEE

THURSDAY, 14TH JUNE, 2007
COMMENCING AT 1.30 P.M.

PLEASE NOTE CHANGE OF VENUE:

THE MEETING WILL TAKE PLACE IN
CABINET ROOM "D", AT COUNTY HALL, PRESTON

AGENDA

N.B. If you have any queries regarding the Agenda papers or require any further information please contact Bev Wood on 01772 533486.

PART I

1. APPOINTMENT OF CHAIR AND VICE-CHAIR

At its meeting on the 9th May, 2007, the Authority appointed Ms P McGirr and Mr S Sarwar as the Chair and Vice-Chair of the Committee respectively.

2. MEMBERSHIP AND TERMS OF REFERENCE

The Membership and terms of reference for the Committee for 2007/08 are presented at item 2.

3. MINUTES OF THE MEETING HELD ON 8TH MARCH, 2007

Copy enclosed for information as item 3.

A: INDEPENDENT CUSTODY / ANIMAL WELFARE SCHEMES
ITEMS FOR INFORMATION

4. THE SCHEME OF INDEPENDENT CUSTODY VISITORS TO POLICE STATIONS

The summary reports on custody visits to Police Stations carried out between January – April 2007 (inclusive) are presented at item 4.

5. ANIMAL WELFARE VISITS

Summary reports of visits carried out by the Animal Welfare Lay Visitors' Scheme between the January – April 2007 (inclusive) are presented at item 5.

B: PROFESSIONAL STANDARDS DEPARTMENT
ITEMS FOR INFORMATION

6. COMPLAINTS ANALYSIS

An analysis of complaints recorded/finalised between 1st January and 31st March, 2007 is presented at item 6.

7. INSPECTION OF FINALISED COMPLAINTS

Members have been asked to view files of complaints finalised between 1st January to the 31st March, 2007. Members are invited to comment at the meeting on the Constabulary's procedures for handling and investigating complaints in respect of the files they have viewed.

8. COMPLAINT STATISTICS – INDEPENDENT POLICE COMPLAINTS COMMISSION (IPCC) REPORT 2005 / 2006

A report outlining the correlation between IPCC data (1st April 2005 to 31st March, 2006) and an increase in crimes in Lancashire over the same period of time is presented at item 8.

9. GOING LOCAL 3 - ORGANISATIONAL REVIEW OF PROFESSIONAL STANDARDS

An internal self-assessment under Her Majesty's Inspectorate of Constabulary's (HMIC) "Going Local" Initiative in respect of the Professional Standards Department is presented at item 9.

10. IPCC GUIDANCE NOTE ON APPEALS

A report outlining procedures to be followed on receipt of an appeal to the outcome of an investigation is presented for Members' information at item 10.

11. URGENT BUSINESS

An item of Urgent Business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

12. DATE OF THE NEXT MEETING

The next meeting of the Committee is scheduled to be held at 1.30pm on Thursday, 6th September, 2007 at Lancashire County Council Offices, Preston.

13. EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to consider whether, under Section 100A(4) of the Local Government Act, 1972, it considers that the press and public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraphs of Part I of Schedule 12A to the Local Government Act 1972, as indicated against the heading to each item, and the public interest not to disclose it outweighs the public interest in disclosing it.

PART II

PRIVATE AND CONFIDENTIAL

ITEMS FOR INFORMATION

14. COMPLAINTS ANALYSIS

(NOT FOR PUBLICATION – Exempt information as defined in Paragraphs 1 and 2 of Part I of Schedule 12A to the Local Government Act 1972.)

Part II of the analysis of complaints received between 1st January and 31st March, 2007 is presented at item 14.

15. IPCC INVESTIGATION INTO FATAL ROAD TRAFFIC ACCIDENT NEAR LANCASTER

A verbal update will be given at the meeting.

MIRANDA CARRUTHERS-WATT
Chief Executive

PART I

MEMBERSHIP AND TERMS OF REFERENCE OF THE COMMITTEE

Issue for Consideration

The Membership and Terms of Reference of the Committee.

Information

(a) Membership

At its meeting on the 9th May, 2007 the Authority agreed that the Membership of the Committee should comprise of the following Members:

County Councillor Davies
Mr Edmundson
Ms McGirr (**Chair**)
County Councillor Penney
Mr Sarwar (**Vice Chair**)
Mrs Stanley, JP
Ms Sumner, JP

(b) Terms of Reference

The following Terms of Reference were approved for the Committee by the Authority at its meeting on the 9th May, 2007:

PROFESSIONAL STANDARDS COMMITTEE

TERMS OF REFERENCE

1. To consider and make recommendations to the Authority as necessary on the following matters:-
 - 1.1. policy and strategic matters arising from its general work;
 - 1.2. the appointment of independent people to sit on Police Misconduct Panels, in accordance with the Police Misconduct Regulations 2004;
 - 1.3. the outcome of a tribunal hearing against the conduct of an officer of ACPO rank where a sanction is recommended, which would require dismissal from the force or a requirement to resign;
 - 1.4. the suspension of an officer of ACPO rank.

2. To exercise the following delegated powers and duties:

2.1. The duty of the Authority under Section 15 of the Police Reform Act 2002;

NOTE - Section 15 of the Police Reform Act provides as follows:

(1) It shall be the duty of-

(a) every police authority maintaining a police force to ensure that it is kept informed, in relation to that force, about all matters falling within sub-section (2).

(2) Those matters are -

(a) matters with respect to which any provision of this Part has effect;

(b) anything which is done under or for the purposes of any such provision; and

(c) any obligations to act or refrain from acting that have arisen by or under this Part but have not yet been complied with, or have been contravened.

NOTE 'this Part' of the Act deals with complaints and misconduct issues.

2.2. to receive monitoring information on complaints against support staff;

2.3. to receive monitoring information on civil claims against the Chief Constable;

2.4. to receive reports on the Constabulary's leadership development work and associated initiatives concerning the improvement of professional standards and generally to support the Constabulary in such improvement work;

2.5. to receive reports from Members on the Constabulary's procedures for handling and investigating complaints in respect of the files on finalised complaints that they have viewed;

2.6. to consider reports from HM Inspector of Constabulary, the Independent Police Complaints Commission and other such bodies that are relevant to the Committee's work;

2.7. performance monitoring in relation to professional standards matters;

- 2.8. the conduct of all procedural and administrative arrangements including (but not limited to) the appointment of an Investigating Officer, Tribunal, Independent Solicitor and assessors for dealing with complaints against Senior Officers in accordance with the relevant legislation;
- 2.9. the conduct of all procedural and all administrative arrangements for dealing with appeals to the Police Appeals Tribunals in accordance with the relevant legislation including;
- 2.10. the outcome of a tribunal hearing against the conduct of an ACPO rank where a sanction is recommended, which would require a fine or reprimand;
- 2.11. to make arrangements for the maintenance of a list of independent people, including their appointment, to sit on the Police Misconduct Panels;
- 2.12. to receive and consider the reports of the Independent Custody Visitors and Animal Welfare Lay Visitors and approve the appointment of such visitors;
- 2.13. to develop the Authority's Independent Custody and Animal Welfare Lay Visiting Schemes;
- 2.14. to consider equality and diversity matters which are relevant to the business of the Committee;

Decision Required

The Committee is asked to note the report.

Background Papers

Minute of the Authority AGM on the 9th May, 2007

Report Originator

Bev Wood, Lancashire Police Authority

MEETING HELD AT 1.30 PM ON THURSDAY THE 8TH MARCH, 2007, AT
CONSTABULARY HEADQUARTERS

MINUTES

PART I

PRESENT

Ms P C McGirr – Chair

Mr D Edmundson
Mr I Master
County Councillor N D Penney
Ms M C Sumner, JP
Mr D Winthrop, JP

IN ATTENDANCE

Acting Assistant Chief Constable W Walker		Criminal Justice and Standards
Detective Chief Superintendent C Tattum	}	Professional Standards Department
Detective Superintendent A Ronnan		
Detective Chief Inspector P Castle		
Chief Inspector M Gledhill	}	Criminal Justice
Inspector R Ravenscroft		
Mr M Franklin, Commissioner	}	Independent Police Complaints Commission
Mr D Knight, Regional Director		
Mr B Aldred		Chief Executive, Lancashire Police Authority
Ms C Parmenter		Legal Services, Preston City Council
Mr I Dickinson	}	Chief Executive's Office
Mrs B Wood		

APOLOGIES

Apologies for absence were received from County Councillor G Davies and Mrs G Stanley, JP.

MINUTES OF THE MEETING HELD ON THE 7TH DECEMBER, 2007

With regard to Mrs Stanley's offer to present a verbal update on issues surrounding animal welfare (page 2 of the minutes refer), it was agreed this would be deferred to the next meeting due to her absence on this occasion.

An update was provided on Operation Safeguard on Lancashire Constabulary arising from the utilisation of police cells for remand or sentenced prisoners whom the prison service could not accommodate due to overcrowding. Safeguard had recently been reactivated in Lancashire but all costs continued to be covered by the Home Office.

It was noted that Independent Custody Visitor (ICV) reports relating to remand prisoners would be brought to the next meeting in the normal way.

Issues raised at the last meeting on recording practice in the Pennine Division and in respect of direction and control complaints in general were discussed under the item on complaints analysis.

39/06 RESOLVED: -

- (i) That the Minutes of the meeting held on the 7th December, 2007 be confirmed and signed by the Chair.
- (ii) That ICV reports relating to remand prisoners be brought to the next meeting.
- (iii) That the verbal update on animal welfare be provided by Mrs Stanley at the next meeting.

MINUTES OF THE MEETING OF THE SENIOR OFFICER CONDUCT SUB-COMMITTEE HELD ON 31ST JANUARY, 2007

40/06 RESOLVED:- That the Minutes of the meeting of the Senior Officer Conduct Sub-Committee held on 31st January, 2007 be received.

A: INDEPENDENT POLICE COMPLAINTS COMMISSION (IPCC)

IPCC PRESENTATION ON WORK UNDERTAKEN BY THE IPCC IN 2005/06

Mr Mike Franklin (IPCC Commissioner) and Mr David Knight (Regional Director) made a presentation which informed the Committee about the work of the IPCC since its inception on 1st April 2004. Information was provided on the type and numbers of investigations undertaken since 1st April 2004, both nationally and in the North West region. The details also provided information on the comparison with Lancashire's Most Similar Forces (MSF). Members were informed that there had been problems dealing with the level of Appeals received but extra resources had been brought in to resolve this matter.

Mr Franklin informed the Committee that the IPCC were comfortable with the way the Lancashire Professional Standards Department handled the complaints process and asked that thanks be noted to Detective Chief Superintendent Tattum and Detective

Superintendent Ronnan and to their predecessors for their assistance in helping the IPCC during the initial setting up period.

One Member asked about the community engagement element of the guardianship role of the IPCC and how this related to hard to reach communities who were still unaware of the IPCC and its role. It was noted that members of some communities were difficult to engage, for example the gypsy and traveller communities, and public perception and experience could hinder the engagement process further. This matter was being taken forward and addressed through more stakeholder events, publicity and “roadshows”.

A comment was made about the importance of learning from experiences and taking forward the positive outcomes from many difficult situations. A Member commented on the importance of this in relation to training needs and the correct training requirement being provided.

Another Member queried the numbers of ex-Police officers who currently worked for the IPCC. In response, Mr Franklin confirmed that the aspiration of the IPCC now was that it should operate significantly via non ex-police personnel; however in reality the experience of ex-police staff had been invaluable in getting the IPCC off the ground and the culture within the IPCC was very much one of independence and professionalism.

It was noted that Lancashire had a very low proportion of appeals against its complaints rulings upheld by IPCC, and it was suggested that this was worthy of a press release as it indicated that Lancashire’s decisions on complaints were generally robust.

41/06 RESOLVED:-

1. That the presentation and discussions be noted.
2. That the Constabulary consider putting information in the public domain, about the very low proportion of appeals against its complaints rulings being upheld by the IPCC.

IPCC REPORT ON POLICE COMPLAINTS STATISTICS

The Committee was presented with a report which provided statistics benchmarking the performance of the Constabulary against the national average and the average for Lancashire’s most similar forces (MSF).

The key findings indicated an 11% increase in the number of complaint cases recorded in Lancashire for the period 2005/2006, as compared with the previous year. The number of complaints per 1,000 officers in Lancashire during the period had been 268 compared with 256 nationally and 232 for Lancashire’s MSF.

The Committee was informed that the major complaint categories of neglect of duty, incivility and assault together represented 58% of the total in Lancashire which mirrored the national average.

The characteristics of those making complaints and subject of complaint in Lancashire were very similar to the national average and the average of Lancashire’s MSF.

The number of complaints locally resolved in Lancashire during the period was 54% in comparison with a national average of 46% (45% MSF). 16% of complaints had been substantiated as against a national average of 12% (12% MSF).

A Member queried whether the data provided correlated to the increase in reported crimes over the same period of time. It was reported that more information would be required for that detail of analysis and that a report would be bought to a future meeting.

A question was raised about the satisfaction rates for locally resolved allegations as it was reported that there had been significant increases in this type of resolution. Concern was expressed about the possible scope for inappropriate closure of cases through this methodology. However, in response, Mr Franklin confirmed that Lancashire had some of the best examples of local resolution he had witnessed and the robustness of the resolutions were well documented, with cases available for dip sampling by both the IPCC and Members of the Lancashire Police Authority.

A further query was raised about the range of people who could be subject to complaint, specifically, contracted staff designated by the Chief Constable, eg escort and custody detention officers. It was confirmed that these officers were also subject to the statutory arrangements for complaint.

42/06 RESOLVED:-

1. That the report be noted.
2. That a report be bought to a future meeting showing whether there is any correlation between the increase in reported crimes referred to in the report and the numbers of complaints over the same period of time.

IPCC REPORT ON PUBLIC PERCEPTIONS OF THE POLICE COMPLAINTS SYSTEM

The Committee was asked to note an IPCC report (summary, conclusions and recommendations) on the public perceptions of the Police Complaints system which had been published in January 2007.

The IPCC published the results of research which was aimed at exploring the views of certain key groups about their willingness to make complaints about police conduct, their awareness and perceptions of the IPCC and their overall confidence in the complaints system.

The conclusions and recommendations of the report focused on five areas:

- Perceptions of the police and perceptions of the complaints procedure
- A definition of acceptable behaviour
- Clear guidelines on the complaining process
- Reassurance for the complainant
- Clarity of potential outcomes.

Members discussed the significance of media reporting on cases and how this impacted on public perception. Mr Franklin advised that the IPCC sometimes used the media to redress the balance on conclusion of a case, especially if there had been allegations made against an officer or officers.

Members also suggested that awareness of and attitudes towards the complaints system be again tested in Lancashire through the citizens' panel Opinion.

43/06 RESOLVED:-

1. That the IPCC research report on public perceptions of the police complaints system be noted.
2. That consideration be given to consulting on awareness of and attitudes towards the police complaints system in Lancashire through the citizens' panel Opinion.

B: INDEPENDENT CUSTODY/ANIMAL WELFARE SCHEMES

UPDATE ON ACTION PLAN FOLLOWING DEATH IN CUSTODY

Chief Inspector Gledhill provided an update on the work completed on the action plan since the last meeting. First Aid training had been increased; protocols relating to hospital referrals were being worked up with the Primary Care Trust, with particular emphasis on contract specification and provision of care plans and staff training/skills expertise; mental illness needed to be addressed especially in relation to the self-harm issues.

44/06 RESOLVED:- That the update be noted.

SCHEME OF INDEPENDENT CUSTODY VISITORS (ICV) TO POLICE STATIONS

The Committee received a report highlighting matters arising from the Independent Custody Visitor Scheme between 1st November and 31st December 2006 and a further item at Appendix B on the heating of custody suites which had been considered at the Estates Sub-Committee at its meeting on the 22nd January, 2007.

In respect of the matter of cells disfigured with graffiti and the shower being located next to the Custody Desk at Leyland Police Station, it was confirmed that these matters were being dealt with and appropriate measures were being put in place to ensure any similar concerns relating to estates were channelled through the Estates Manager.

It was noted that visits were not generally being made over the weekend period. Mr Dickinson responded and advised that he would contact the volunteer ICVs and ask if they could try and visit the Police cells during busy periods, specifically over the weekend.

45/06 RESOLVED:-

- (i) That the report and update be noted.

- (ii) That the Scheme Administrator contact the Independent Custody Welfare Visitors and encourage them, whenever possible, to visit custody suites at peak times, especially the over weekend period.

ANIMAL WELFARE

The Committee received a report on Animal Welfare Visits undertaken between the 1st November and 31st December, 2006 together with the Minutes of the Dog Handlers' meeting in January 2007.

46/06 RESOLVED: - That the report be noted.

C: PROFESSIONAL STANDARDS

DRAFT REVISED COMPLAINTS PROTOCOL

A report was presented to the Committee following points raised at the last meeting of the Police Authority Professional Standards Committee on 7th December 2006. The report had been compiled following a review carried out by Mr David Edmundson and Detective Superintendent Tony Ronnan.

Complaints investigation case files had been deemed at times to be inconsistent in format and not always user friendly. There had been requests by Members for better signposting to key documents.

Generally the introduction of the new colour coded, sectional format was welcomed although it was accepted that there was still further work to be done in terms of assessing timeliness.

The Chair welcomed the improvements and agreed that timeliness was still an issue and data on it needed to be incorporated to assist with the audit trail. Following discussion, it was agreed that the comments section on the proposed dip-sampling form be used in the first instance to allow Member feedback to be incorporated. [The issue of dip-sampling complaints files is also referred to on the item on Inspection of Finalised Complaints by Members on page 8 of the Minutes.]

47/06 RESOLVED:-

- (i) That the update be noted.
- (ii) That experience of using the revised complaint file checklist be reviewed at the next meeting.
- (iii) That the protocol be noted.

COMPLAINTS ANALYSIS

The Committee considered a report which presented an analysis of complaints recorded/finalised between the 1st October and 31st December, 2006. The number of complaints recorded against persons serving with the Constabulary was 11% higher

than the equivalent period in 2005, however this had to be seen in context of the total of 573,426 calls for services recorded during the period.

In each division neglect of duty was the category attracting the highest number of complaints. The number of allegations being generated from each complaint case continued to increase with a year on year rate of increase of 17.7%.

With regard to complaints resolved by local resolution, this remained at 57% of the total number of complaints finalised during the period for the second consecutive quarter. The average local resolution rate in the group of most similar forces was 48%.

Members referred to the action plan for work to be undertaken by the Professional Standards Department (PSD) in 2007. It was commented that there was a significant amount of development work being undertaken, for example with the link with restorative justice. The Constabulary highlighted that the service was increasingly customer focused and defined. Diversity had been identified as a strategic priority and collaboration had been agreed with Force Diversity Unit. National Intelligence Model (NIM) business processes were being implemented at strategic and tactical levels.

A Member sought clarification about possible conflict that might arise when a victim might also be a complainant. It was confirmed that complaints handling processes complied with the requirements of the Victims' Code but that further information would be sought on the specific aspect raised and reported back to a future meeting.

In terms of complaints, it was reported that the recording practice had changed to capture cases more fully. There had also been resources targeted at tackling the backlog of complaints to be recorded. It was noted that this would impact on the figures shown in the tables. In particular there had been a push to improve the recording of direction and control complaints, and the increase in this area was, therefore, to be welcomed.

A question was raised about the low number of public complaints recorded in Pennine Division since April 2005. Detective Supt. Ronnan advised that this had been scrutinised by both the PSD and the Pennine Division Senior management teams and that no evidence whatsoever of malpractice in recording methods had been found. It was noted that there had been an extra 74 complaints in the last reporting quarter but that was due in part to getting through the backlog. A paper was tabled setting out the terms of reference for some research into the reasons behind the relatively low levels of complaints that were being recorded in Pennine, the results of which would be reported to the Committee in due course.

In relation to the figures for the Eastern Division there was an increase in complaints in 5 or 6 areas specifically, and levels in the Division were generally high; this increase was now under further scrutiny and analysis in liaison with the Division.

Members wondered if the increase in complaints from the Asian community was connected with experience of racist incidents and asked if it would be possible to be provided with a breakdown of any possible linkages. Detective Chief Supt. Tattum advised that, whilst work was already on-going into this area, its progress was limited by available resources, capacity and demand. The fact that the department was now able

to present this information to the committee in a NIM compliant format was seen as an important first stage, but he advised caution over expectations about achieving progress with the next stage - further analysis and researching linkages - in the short term. Every effort would be made to try and provide something for the next meeting, but more likely, it would be a future meeting.

A query was raised about the number of withdrawn complaints, which had increased significantly. Detective Supt. Ronnan reported that this was in part as a result of a proactive approach to complaints which appeared to have been locally resolved, but the necessary documentation had not been completed fully. This left the department in the position of not being able to close the investigation without further clarification. This was achieved through the complainant, rather than the officer dealing with them, and had resulted in a number of complainants expressing satisfaction with the handling of their complaint and withdrawing at that point. It was noted that this was something that needed to be picked up through further training for officers dealing with complaints.

48/06 RESOLVED: -

1. That the report be noted.
2. That it be noted that reports will be brought back to future meetings on:
 - (i) the possible conflict that might arise when a victim is also a complainant;
 - (ii) the reasons behind the relatively low levels of complaints that are being recorded in Pennine Division; and
 - (iii) whether there are any possible linkages between the increase in complaints from the Asian community and the experience of racist incidents.

INSPECTION OF FINALISED COMPLAINTS BY MEMBERS

Members had viewed a number of complaint files finalised between the 1st October and 31st December, 2006. Members commented on the Constabulary's procedures for handling and investigating complaints in respect of the files they had viewed.

Members were generally satisfied that the procedures had been correctly followed in most of the cases reviewed. However, a couple of the files appeared to be incomplete. In respect of one of the cases reviewed, it was confirmed that there was a statutory obligation to record a complaint against an officer even if witnesses appeared to be able to confirm that the offence did not actually take place.

Members again raised the matter of timeliness from the complaint being closed to the file being signed off.

A discussion took place about the need to check the consistency of the process and the Chair suggested that two common files be identified next time for dip sampling by all members to assist with moderation. This was agreed by Members.

49/06 RESOLVED: -

- (i) That the report be noted.

- (ii) That, for the next round of inspections, Members review two common files and compare findings to evaluate consistency in approach.

DATE OF NEXT MEETING

It was noted that the next meeting of the Committee was scheduled to be held at 1.30pm, on Thursday 14th June, 2007 at Constabulary Headquarters, Hutton.

EXCLUSION OF PRESS AND PUBLIC

50/06 RESOLVED:-That the press and public be excluded from the meeting during consideration of the following item of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraphs of Part I of Schedule 12A to the Local Government Act 1972, as indicated against the heading to the item, and that the public interest not to disclose the information outweighed the public interest in disclosing it.

PART II **PRIVATE AND CONFIDENTIAL**

COMPLAINTS ANALYSIS

(NOTE: Reason for exclusion – Exempt information as defined in Paragraphs 1 and 2.)

The Committee received details of complaints for the period 1st October to 31st December, 2006 setting out details of civil claims cases, suspended officer/staff; significant investigations and the current control strategy. It was highlighted that the report on suspensions did not include other staff that might have been on restricted duties and it was agreed that this information would be included in future.

51/06 RESOLVED: - That the report be noted.

BRIAN ALDRED
CHIEF EXECUTIVE

PART I

INDEPENDENT CUSTODY VISITOR RECORDS

(Appendix "A" refers)

Issue for Consideration

Matters arising from the Independent Custody Visitor Scheme.

Information

A summary of reports on visits carried out by the Independent Custody Visitors' Scheme between January – April 2007 is presented at Appendix A.

Decision Required

The Committee is asked to:-

1. Note the statistical report on custody visits undertaken between the January and April 2007, including the schedule of visits to each police station and the number of visits made by each visitor.
2. Note the number of visits.
3. Note the custody visitors' reports on the visits undertaken.
4. Note the Chief Constable's response on action taken or proposed as a result of the comments made by visitors.

Background Papers

None

Report Originator

Bev Wood, Chief Executive's Office

Independent Custody Visits - Jan - April 2007

NORTHERN PANEL

Name	Last Visit	Number of Visits This Quarter	Panel Visiting Times			
Mr L Wilson	23 rd April	12	0600-1200	6		
Mrs J E Kirkman	23 rd April	5	1200-1800	19		
Mr M Blamire	22 nd March	3	1800-2400	4		
Mr C H Bleasdale	17 th April	4	2400-0600	0		
Mr A Thornton	30 th March	2	Days Visited			
Mrs S Eastwood	4 th April	4	Monday	2		
Mr D Wood	17 th April	5	Tuesday	6		
Mr M Ostermeyer	21 st February	2	Wednesday	13		
			Thursday	4		
			Friday	2		
			Saturday	0		
			Sunday	2		
Number of ICVs in Panel (8)	Male	Female	Asian	White		
	6	2	0	8		
Age Range of Members	20 – 39 yrs	40 – 59 yrs	60 – 80 yrs			
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Lancaster	15	104	67	64.42	4	3.85
Morecambe	7					
Fleetwood	7					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LANCASTER	1. J Kirkman	M	F	J	2	No problems or issues brought up. We checked Detainee No. 32 because ICV recognised the name – but was sure he did not know him. However, he did not want to see us anyway!	Noted
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Everywhere clean and tidy. Received courteously. Officer in Charge: PS3378 Pettit Escorting Officer: H Shaw?	
	Start	End	No of Detainees VISITED				
Wednesday 3 rd January	15:05	15:20					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
MORECAMBE	1. L Wilson	M	F	J		Custody Area all ok and in readiness.	Noted
	2.	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0	Officer in Charge: PS6966 Escorting Officer: PS6966	
	Start	End	No of Detainees VISITED				
Wednesday 3 rd January	16:05	16:15					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LANCASTER	1. M Blamire	M	F	J	3	Not visited: 1 Two visited - BA000162/07 and BA000170/07. BA000174/07 (not visited)	Noted, now moved to the new custody at Lancaster
	2. S Eastwood	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Nothing to report. DR1 out of action. New floor being laid. Officer in Charge: PS1462 Paul Mason Escorting Officer: CDO Dawson	
	Start	End	No of Detainees VISITED				
Wednesday 10 th January	15:25	15:40					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. C Bleasdale	M	F	J	6	Not visited: 1 Detainee 278 (Cell 4) Epileptic, concerned that he is without his medication. Detainee 282 (cell 9) registered drug addict – has no medication but is not concerned.	Noted
	2. D Wood	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Received promptly and helpfully. Cells clean and in good order.	
	Start	End					
Tuesday 16 th January	10:25	11:00	No of Detainees VISITED			5	Officer in Charge: PS2351 Escorting Officer: CDO12339

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
FLEETWOOD	1. G Curry	M	F	J	6	Not visited: 2 154 requests Doctor – hand injury. All others detained were ok. 158 requires someone informing. 154 requires someone informing. Cell 3 has opaque glass in lights, all others are clear. Can this be changed please.	Noted, light levels checked, all bulbs working but request made to facilities to increase light levels in cell three.
	2. A O'Neill	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Doctors toilet leak in roof. Sergeant reported leak in corridor. Food checked ok. Blankets ok. Yard ok. Temp warm.	
	Start	End					
Tuesday 16 th January	19:35	20:45	No of Detainees VISITED			6	Officer in Charge: PS875 Escorting Officer: CDO12879

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
FLEETWOOD	1. G Curry	M	F	J	4	Not visited: 2 All areas checked, food, kitchen, yard, stores. Blanket store low (9). Male shower needs attention (paint). Cell 4 graffiti. Sergeant very helpful. GSL very helpful.	Noted, forwarded to Facilities to include shower and cell 4 in painting program
	2. A O'Neill	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS875 Escorting Officer: S Downey	
	Start	End					
Sunday 28 th January	14:10	15:35	No of Detainees VISITED			2	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
LANCASTER	1. M Blamire	M	F	J	9	Not visited – 2. BA000588/07 Cell 1 – asked to speak to Solicitor. Appeared anxious. BA000590/07 cell 5 asked us to speak to his mother – appeared anxious. BA000589/07 had been detained since 4am 1 st February 2007 and had not had a wash or a shower, he alleges he gave permission to see his records – all in order.	Noted
	2. J Kirkman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Custody Officer very efficient and helpful.	
	Start	End					
Thursday 1 st February	17:30	17:55	No of Detainees VISITED			7	Officer in Charge: PS1462 Paul Mason Escorting Officer: CDO 10520 Robinson

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. S Eastwood	M	F	J	6	Not visited – 2. 694/07 asked to see a GP then decided to wait. He stated he required medication and also that he had sustained a burn (from a cup of tea) to his right hand, he again declined to see a GP. 699/07 requested to see a Solicitor and had concerns re collecting his giro from the Benefit Office before 11:30 am – also concerns over “signing in” at homeless centre before 1.30pm today.	Noted
	2. C Bleasdale	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	All areas busy but functioning effectively. One mattress required replacing due to tear – this was done whilst visit still in process. Thank you. Officer in Charge: PS3690 Escorting Officer: 10522	
	Start	End					
Tuesday 6 th February	11:00	11:40	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley	M	F	J	0	No matters brought to the attention of the Officer in Charge. Cells 1 and 4 have graffiti on walls. Cell FD has coffee on ceiling. Blanket Store, kitchen, Doctors Room, exercise yard all ok. Escorting Officer very helpful.	Cells have been painted but have since suffered further damage, Facilities requested to paint same. Cleaners requested to remove coffee stain.
	2. A O'Neill	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0	Officer in Charge: PS2580 Bignall Escorting Officer: CDO 12881 Gillies	
	Start	End					
Tuesday 13 th February	14:00	14:20	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
LANCASTER	1. A Thornton	M	F	J	0	Detainee requested a blanket and reading material – blanket provided forthwith. Cells visited clean and tidy – the usual courteous and helpful reception.	Noted
	2. D Wood	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0	Officer in Charge: PS3378 Pettit Escorting Officer: CDO 12339 Hohnsbein	
	Start	End					
Wednesday 14 th February	10:35	10:55	No of Detainees VISITED		1		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
LANCASTER	1. L Wilson	M	F	J	7	Not visited: 5. Cell 3-BA000967 condition ok required food and this was given. Cells 4 and 5 no complaints. Two detainees in Interview.	Noted
	2. M Ostermeyer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Clean and tidy – friendly reception. Sharp box empty. Officer in Charge: PS3378 Pettit Escorting Officer: CDO 11904	
	Start	End					
Wednesday 21 st February	14:00	14:25	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
MORECAMBE	1. M Ostermeyer	M	F	J		No matters brought to the attention of the Officer in Charge. Cells clean and tidy. Good reception.	Noted
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: Escorting Officer: PS1397		
	Start	End					
Wednesday 21 st February	14:50	15:00	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley	M	F	J		Doctors room light not working and medical cabinet unlocked. Sergeant immediately attended to this. Graffiti in cell 3. Toilet rolls in some cells (Sergeant removed them immediately). Custody Sergeant very helpful. Food checked – okay. Blanket store checked okay. Exercise yards checked okay.	Graffiti included in painting program, light repaired. Security checked of medical cabinet, passed to Medacs to ensure their staff remember to close and lock cabinets. New key safe ordered from Facilities.
	2. P Siddall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS1553 Pearson Escorting Officer:		
	Start	End					
Thursday 22 nd February	16:00	16:15	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LANCASTER	1. C Bleasdale	M	F	J	6	Not visited – 4. Flush in cell 19 appeared faulty. Two Detainees complained that they were cold (cell 12 and 24). Air coming through the vents. Detainee 1100 (Cell 24) complained that he had not been given his rights.	We suffered a valve failure and problems with the set up of the custody suite heating system, engineers have spent several days working on the system which is now improved but it still needs close monitoring to ensure that we are happy with the reliability. Several DPs have been charged with damage so far in the new suite
	2. J Kirkman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		We were very concerned to note that graffiti had already appeared on cell doors.		
	Start	End					
Tuesday 27 th February	15:45	16:15	No of Detainees VISITED		3	Officer in Charge: PS6336 Escorting Officer: 2492	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
MORECAMBE	1. L Wilson	M	F	J	0	On arrival at Morecambe Station I was told to sit in the waiting room until the Sergeant, who had been told of my arrival, could get down to me. At 12.30 I aborted the visit as I was due at Lancaster Station at 1.00pm and was given no information as to why I was still there after 30 minutes.	The sergeant has been spoken to but can not recall any reasons for such a delay at this stage. It has been impressed upon staff the need to allow access as soon as possible to Morecambe cells
	2.	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0		
	Start	End					
Wednesday 7 th March	12.00	12.30	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
LANCASTER	1. L Wilson	M	F	J		2 in interview. Many complaints of cells being cold. Appears not enough blankets available for use for Detainees. <u>Our opinion</u> some cells felt cold when walked into from corridor. Usual complaints of not being given enough information. Cell 5 Detainee BA001252/07 complained of not receiving his medication (has been seen by a doctor). Cell 3 – Detainee BA001264/07 complained of being in some discomfort has attended A&E RLI this am at 8.30am for injuries he alleges he's received during arrest. Cell area very busy but functioning appropriately.	There have been problems with the new heating system, breakdowns and programming errors have now been traced. The temperature of the air exiting each cell is now maintained at 21 deg. Over the last three days this has been monitored and found to be accurate within ½ a degree.
	2. S Eastwood	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 7 th March	13.00	14.10	No of Detainees VISITED			10	Officer in Charge: PS3690 Escorting Officer: D Foster

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LANCASTER	1. L Wilson	M	F	J		One Detainee being booked in. One female in interview. The other female had no complaints and appeared to be in good spirit.	The repairs and upgrades to the custody suite heating system should negate the need to buy additional blankets at £80 each.
	2.	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				From our last visit I reported that more blankets were required. These have not yet been dealt with. Custody Suite clean and tidy. Staff courteous and helpful.
	Start	End					
Wednesday 14 th March	14.00	14.15	No of Detainees VISITED			1	Officer in Charge: Escorting Officer: Signature unclear

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
MORECAMBE	1. L Wilson	M	F	J		Custody area clean tidy and ready when needed.	Noted
	2.	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				Officer in Charge: Escorting Officer: Signature unclear
	Start	End					
Wednesday 14 th March	15.10	15.20	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LANCASTER	1. M Blamire	M	F	J	2	Nothing to report. Both Detainees declined a visit, view both through spyhole, both appeared fine and well.	Noted, the graffiti has been forwarded to Facilities for painting.
	2. D Wood	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			2	All staff most helpful and courteous.
	Start	End					
Thursday 22 nd March	17.25	17.55	No of Detainees VISITED			0	Officer in Charge: PS3375 Clay Escorting Officer: CDO 10336 Shaw

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Campbell	M	F	J	1	Being processed. Doctors Room clean. Exercise yard clean. Food store okay. Blanket store okay. Dirty blanket in cell 4. Graffiti on wall cell 6. Ligature knife worn by CDO.	Noted, as above re the painting. The Detention rooms are also in need of work and these have also been reported.
	2. P Siddall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS2117 Escorting Officer: PS2117	
	Start	End	No of Detainees VISITED				
Thursday 22 nd March	18.10	18.20					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY				ICV Comments/Concerns	Police Response
MORECAMBE	1. D Wood	M	F	J	1	None – Custody Suite empty and obviously not in use. Custody Office used as some form of store room. Somewhat untidy – again obviously not in use. Custody book not available. Sergeant stated all potential detainees would be sent to Lancaster or elsewhere. Question arises “should we continue to visit?”	Not applicable
		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS Sally Parr Escorting Officer:	
	Start	End	No of Detainees VISITED				
Friday 23 rd March	12.50	13.05					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
FLEETWOOD	1. P Siddall	M	F	J	1	1 vol attendee. 1 in interview. Seen but not spoken to. Blanket store very low. Fresh supplies urgently needed. Cell 6 – toilet and walls very dirty – request it is closed for cleaning. Cell 1 – toilet needs flushing.	Again, the painting issues have been added to the list of repair work for Fleetwood.
	2. A Campbell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Shower unit paint is coming away from wall. The rest of the cells were very clean. All staff very helpful. Exercise yard and Doctors Room checked.	
	Start	End	No of Detainees VISITED				
Monday 26 th March	18.00	18.25			0	Officer in Charge: PS875 Escorting Officer: PS875	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LANCASTER	1. J Kirkman	M	F	J	7	BA001754/07 – felt cold, had come from hospital and waiting for an officer to come from Preston. Blanket to be issued. BA001755/07 required a blanket – had had his trousers removed (possibility of using cord for ligature). BA001752/07 – juvenile – still hungry – more food was being sought. BA001658/07 complaining about his re-arrest whilst surrendering to his bail. Everywhere in order – graffiti I spotted last time has been removed. Everyone efficient and friendly.	Noted
	2. A Thornton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	Officer in Charge: D Freaney Escorting Officer: L Baker	
	Start	End	No of Detainees VISITED				
Friday 30 th March	13.35	14.05			1J		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
MORECAMBE	1. L Wilson	M	F	J		All cell areas clean and tidy. Staff helpful and courteous.	Noted
	2.	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS2741 Paul Richardson Escorting Officer: PS2741 Paul Richardson		
	Start	End					
Wednesday 4 th April	14.35	14.40					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. S Eastwood	M	F	J	3	Not visited: 3. BA001870/07 asleep in cell, observed through hatch, movement noticed, but not spoken to. Remaining detainees have no complaints other than feeling a little cold.	Draining issue passed to Facilities to re-visit. This was commented upon on building handover but was apparently within build specification.
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		All areas operating efficiently and effectively. New ICV book requested for Morecambe Police Station whilst at Lancaster. Shower room in C1 still not working satisfactory. Water still not draining away. ?Health & Safety!!		
	Start	End					
Wednesday 4 th April	16.10	16.40	No of Detainees VISITED		4 1J	Officer in Charge: PS6336 Escorting Officer: CDO12339	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. D Wood	M	F	J	5	No matters brought to the immediate attention of the Officer in Charge. All Detainees co-operative.	Noted
	2. C Bleasdale	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		All staff extremely helpful and co-operative. All documentation available and correct. All areas extremely clean and tidy.		
	Start	End					
Tuesday 17 th April	10.50	11.30	No of Detainees VISITED		5	Officer in Charge: PS3690 Escorting Officer: CDO12882	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
MORECAMBE	1. L Wilson	M	F	J		Everything in order.	Noted
		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: DS Dawkins Escorting Officer: PS3637		
	Start	End					
Wednesday 18 th April	11.45	11.50	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Campbell	M	F	J	2	All cells clean and tidy. All staff helpful despite being busy with a Detainee with mental health issues.	Noted
	2. K McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS1230 S Bradshaw Escorting Officer: PS1230 S Bradshaw	
	Start	End	No of Detainees VISITED		2		
Sunday 29 th April	15.50	16.10					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LANCASTER	1. J Kirkman	M	F	J	2	BA002296/07 – held in observation cell – clearly disturbed – wanted to know what was happening. Spoke only through the glass. BA002282/07 – wanted a blanket. BA002283/07 – F Juvenile – hungry. BA002285/07 – wanted toilet paper.	Noted
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		5 3M 2JF	Had a word with the Sergeant regarding our concerns with Detainee BA002296/07. Everywhere spotless. Received courteously. All juveniles had had either appropriate adult or parents in attendance. They had all been in since 09.00 and due to be bailed at any moment.	
	Start	End	No of Detainees VISITED				
Monday 23 rd April	8.40	9.05				Officer in Charge: PS3375 Clay Escorting Officer: 12472	

SOUTHERN PANEL

Name	Last Visit	Number of Visits This Quarter	Panel Visiting Times	
Mr P Bottoms	24 th April	7	0600-1200	14
Mr B Twist	15 th April	7	1200-1800	22
Mr C Clark	23 rd April	7	1800-2400	9
Mrs U Pick	19 th April	9	2400-0600	0
Mrs J Dobson	20 th April	10	Days Visited	
Mr B P Walker	15 th April	7	Monday	4
Mrs J Green	26 th April	11	Tuesday	12
Mr D Lawrenson	24 th April	9	Wednesday	7
Mrs C Worthington	5 th April	6	Thursday	12
Mrs H Archer	23 rd April	10	Friday	6
Mrs S Wells	26 th April	8	Saturday	1
Mrs S Morement	19 th April	4	Sunday	3
Mrs T Henry	13 th April	3		
Mrs C Cox				

Number of ICVs in Panel (14)	Male	Female	Asian	White
	4	10	0	14

Age Range of Members	20 – 39 yrs	40 – 59 yrs	60 – 80 yrs

Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Leyland	18	122	57	46.72	17	13.93
Bamber Bridge	0					
Skelmersdale	19					
Ormskirk – Operation Safeguard	8					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LEYLAND	1. B Twist	M	F	J		Not visited – 4 (in interview). One refused, one seen. CL000041/07 refused to be seen. CL000034/07 Detainee appeared to be very depressed due to drink problems. Long conversation discussing his problem. He emphasised that the problem was all his as was the solution. Detainee was released in our presence. CL000044/07, CL000045/07, CL000053/07 and CL000752/06 all in interview. Graffiti found in cells (1) (2) (6) and (15). Requested to view the maintenance book and were informed that it was locked away in one of the boiler rooms. Was concerned that we do not have equipment for switching off call buttons when being tested. Still concerned with the position of shower next to the Custody Desk; unacceptable as it was used by the female detainee. Escorting Officer very helpful and polite.	Maintenance book back in correct place, Graffiti reported and cell redesign approved awaiting work
	2. J Green	No of Detainees NOT SEEN			5		
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Wednesday 3 rd January	20:00		No of Detainees VISITED		0	Officer in Charge: PS3376 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. S Wells	M	F	J		Seen through hatch. Cell 7 – CJ000038/07 Awaiting to see Doctor re mental health problems. Graffiti in cells M6, F1 and HC. Temperature Male area 20° Female area 15°. Facial masks, ligature knives and assessment forms ok. Gained immediate admittance, cells clean and tidy. Treated with courtesy and respect.	Graffiti Reported awaiting action
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 5 th January	10:00	10:30	No of Detainees VISITED		0	Officer in Charge: PS583 Brocken Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
LEYLAND	1. S Wells	M	F	J		No maintenance book available. Graffiti observed in Cells 2 (walls/door), 15 (walls/door), 6, 11 and 13 (walls). Ligature knives and masks in situ. Cell 6 toilet not working. Exercise yard requires sweeping. Position of shower unacceptable. Gained immediate admittance, treated with respect and courtesy. Cells all ready for occupation.	Graffiti reported, shower being redesigned & Yard swept
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 10 th January	14:30	14:55	No of Detainees VISITED		0	Officer in Charge: PS2237 Escorting Officer: CDO 11149 P Barton	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Clark	M	F	J		Not visited – 1. CI000090/07 just arrived into Custody but no issues arising. CI000089/07 refused interview. Cell M5 – nail clippings left on the bed – cleaner had already been earlier in the day. Temp	Noted, fresh food purchased were necessary
	2. D Lawrenson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees				

	Start	End	SEEN		
Wednesday 10 th January	15:00	15:55	No of Detainees VISITED	1	20°C in male cells. 17°C in female cells (no cells in use). Generally clean and tidy. NOTE: No fresh foods available for longer term detainees. Prompt attention on arriving. Courteous and helpful custody staff. Ligature knife on keys. Officer in Charge: PS Smith 2030 Escorting Officer: CDO 7672 Filtness

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. P Bottoms	M	F	J	1	Not visited – 1 – in interview. Temp male - 19°C, Female - 17°C.	Noted, fresh food purchased were necessary
	2. C Clark	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			000163/07 Detainee on way to interview observed to be limping right foot. Custody Sergeant said injury occurred pre detention. Problem to be addressed after interview.	
	Start	End					
Monday 15 th January	10:30	10:55	No of Detainees VISITED			1	<u>NO</u> fresh food available for long term detainees. Everywhere clean and tidy. Gained prompt attention. Officer in Charge: PS Smith 2030 Escorting Officer: CDO 7672 Filtness

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
LEYLAND	1. J Dobson	M	F	J	1	Not visited - 2.	Graffiti reported
	2. B Walker	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			CL000373/07 – Cell 3 – everything fine. CL000363/07 – Cell 13 – juvenile slightly cold and needs a blanket but everything else. CL000368/07 cell 2 – juvenile, everything fine. Graffiti on cell wall though that needs rectifying. CL000375/07 cell 5 – Detainee inform us us that he has medical issues and requires a Doctor. He would like to have some fresh air, some food and an extra blanket,. Awaiting Solicitor. CL000371/07 cell 4 – concerned over imminent children's visit to his home – he doesn't think they know not to go and will turn up at his door. Would like a drink. CL000372/07 Cell 11 – mental health issues. Awaiting Doctor. Seemed unsure why she was in Custody. CL000360/07 cell 6 – refused to see us. CL000374/07 cell 1 released during visit. Cell 9 graffiti and substances on wall. Cell 15 graffiti on wall. Detainee brought in and taken to cell 8 during our visit. Detainee very angry and we were advised not to visit. Facial bruising was noted. Everything fine. Gained quick admission. Treated with courtesy and friendliness. Ligature knife present and mask present.	
	Start	End					
Sunday 21 st January	11:00	11:50	No of Detainees VISITED			6	Officer in Charge: PS2100 Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J	0	Temps: Male section 19°C, female 15°C, Desk 22°C. Nothing to report, all areas prepared. Treated with courtesy as always.	Noted
	2. B Walker	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0	Officer in Charge: JC Hogan PS6294 Escorting Officer:	
	Start	End	No of Detainees VISITED		0		
Tuesday 23 rd January	16:00	16:25	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. J Green	M	F	J	3	Not visited - 1. CL000446/07 in interview. CL000449/07 no problems. CL000460/07 no problems. All areas clean and tidy. Received with courtesy. Risk assessments forms completed.	Noted
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2237 Escorting Officer: 10870	
	Start	End	No of Detainees VISITED		2		
Thursday 25 th January	15:00	15:45	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Twist	M	F	J	7	Not visited – 5 D3 cj000365/07 spoke to Detainee who was waiting to go to Court. D1 CJ000374/07 Spoke to Detainee through hatch due to previous violence. M7 CJ000364/07 waiting to go to Court. F2 CJ000369/07 F3 CJ000370/07, M1 CJ000371/07 CJ000376/07 observed being booked in. 5 refused interview. Slight delay gaining access due to violent detainee.	Noted
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Temperature in female side - 63°F, Temperature in male side: 71°F. Ligature knife on keys. Risk assessment forms completed. Escorting Officer very helpful and polite. Officer in Charge: Linda Lunt 12600 Escorting Officer:	
	Start	End	No of Detainees VISITED		3		
Tuesday 30 th January	10:00	11:15	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LEYLAND	1. H Archer	M	F	J	1 seen, not visited (in holding cell)	Noted & Graffiti reported	
	2. J Dobson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 31 st January	21:10	21:55	No of Detainees VISITED			3	<p>CL000581/07 currently in holding cell, mental health issues. Has been assessed in awaiting transfer to hospital. CL000575/07 cell 2 – no problems. CL000584/07- no problems. CL000586/07 Cell 9 – juvenile. Foster mother contacted and on her way. Custody staff aware of medication needs. During visit observed that she was using her tongue stud as a nail pick; informed custody staff and this was immediately removed from Detainee. Cell 6 graffiti and etching behind cell door. All other cells clean, tidy and ready for use. Ligature knife ✓ Barrier mask ✓. Maintenance log ✓ Risk assessment completed.</p> <p>Officer in Charge: PS3376 Mills Escorting Officer: CD13603 Birtles</p>

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. S Wells	M	F	J	Not visited – 2 (in interview).	Noted Graffiti reported	
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 6 th February	16:00	16:40	No of Detainees VISITED			1	<p>CL000694/07 Cell no 2 – no complaints. CL000693/07 Cell no 13 – in interview. CL000695/07 Cell no 9 – in interview. Cell no1 – graffiti on bed base. Cell no 2 graffiti on wall. Cell no 6 graffiti on door. Ligature knives/facial masks in situ. All cells are clean and ready for occupation. Treated with respect and courtesy.</p> <p>Officer in Charge: PS3376 Escorting Officer:</p>

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Walker	M	F	J	Noted no prayer mat? No CCTV signage apparent. All ok. Very helpful/no problems.	Noted pray mat ordered	
	2. H Archer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 9 th February	15:45	16:10	No of Detainees VISITED				<p>* New checklist completed and left at Custody Desk.</p> <p>Officer in Charge: PS800 Escorting Officer:</p>

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LEYLAND	1. B Walker	M	F	J	No of Detainees NOT SEEN	2 refused visit. 1 in interview. 1 seen, not visited on advice of Custody Sergeant. CL000837/07 – Juvenile – social services have visited. Requested exercise – custody staff aware. Otherwise no other problems. CL000843/07 and CL000847/07 refused visit. CL000846/07 – in interview. CL000844/07 seen, advised not to visit.	Noted
	2. T Henry	5					
	3. H Archer						
Day and Date	Time of Visit		No of Detainees SEEN		1	Everywhere clean, tidy and ready for use. No problems in custody area. Ligature knife/pocket masks in situ. New checklist completed – no issues raised. Gained immediate access and given helpful reception and courteous attention.	
	Start	End					
Tuesday 13 th February	19:00	20:00	No of Detainees VISITED		1	Officer in Charge: PS1702 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Twist	M	F	J	No of Detainees NOT SEEN	No matters raised. CJ000548/07 spoke to Detainee was happy with the treatment he had received had been given food and water. CJ000554/07 did not speak to this Detainee on the advice of the nurse. Had made threats of being suicidal. He was kept in holding cell. CJ000520/07, CJ000547/07 and CJ000546/07 declined to be spoken to. Temperature in female side 60°F and in Custody Area 78°F.	Noted
	2. U Pick	5					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS1282 Escorting Officer:	
	Start	End					
Thursday 15 th February	12:00		No of Detainees VISITED		1		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. S Wells	M	F	J	No of Detainees NOT SEEN	Cell M2 graffiti on the door. All cells clean and tidy, ready for occupation. Gained immediate access, treated with respect and courtesy. Staff were very helpful. Ligature knives, facial masks in situ.	Noted graffiti reported
	2. U Pick						
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PSWilson 1944 Escorting Officer:	
	Start	End					
Thursday 15 th February	15:00	15:20	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. J Green	M	F	J	No of Detainees NOT SEEN	No matters pending. Cell 1 toilet flush out of action. All areas clean, tidy and ready for use. Made welcome, shown around.	Noted
	2. H Archer						
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS3375 Escorting Officer:	
	Start	End					
Tuesday 20 th February	17:30	17:45	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
LEYLAND	1. C Clark	M	F	J		No changes made to the shower arrangements, which are totally unacceptable for use. Thermometer still to be fitted.	Noted Shower spec has been authorised awaiting estates to complete Thermometers ordered
	2. B Twist	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Ligature knife and masks presented by Custody Staff on arrival. No maintenance book available to view.	
	Start	End					
Tuesday 20 th February	13:30	13:30	No of Detainees VISITED			Officer in Charge: PS2100 Escorting Officer: 11149 Barton	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LEYLAND	1. J Dobson	M	F	J		CL001001/07 cell 2 – Detainee refused visit but seen through the hatch. CL001007/07 cell 1 – Detainee refused visit but seen through hatch. CL000999/07 cell 8 – mental health issues. Doctor had been called. Detainee unable to comprehend reason for detention or his rights under PACE. Detainee had no complaints though and happy with treatment he had received. CL001003/07 cell 15 – Detainee refused visit but seen through the hatch. Cell 7 – etchings and graffiti on wooden bed and near to bed on the wall. Cell 1 – etchings on the wooden bed. Cell 9 – graffiti on wall and substance on mattress which was about to be rectified by the cleaner. Cell 12 – possible adjustment needed for the toilet flush mechanism.	All matters reported
	2. H Archer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	Gained quick admission. Treated with friendliness and courtesy. Ligature knife, barrier mask and maintenance log present.	
	Start	End					
Thursday 22 nd February	11:30	12:20	No of Detainees VISITED		1	Officer in Charge: R Formby Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMER SDALE	1. C Worthington	M	F	J		CJ000634/07 M4 – no problems. CJ000637/07 F2 – no problems, Temperature – male side 18° - Office/Desk 22° and Female side 15°. New checklist completed. Ligature knife in place on keys. Masks available.	Noted
	2. D Lawrenson	1	1				
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS101 Craig Appleton Escorting Officer:	
	Start	End					
Thursday 22 nd February	18:00	18:35	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Dobson	M	F	J	M4 cell out of use due to broken hatch. CJ000667/07 M7 – issues discussed and being resolved by Custody Sergeant. M2 – CJ000665/07 – visit declined but viewed through hatch. CJ000678/07 cell M6 – Detainee upset. This was discussed with Sergeant who was going to speak with Detainee immediately. CJ000663/07 – cell 1 – Detainee very cold as the temperature was noticeably very low. Detainee worried about his son that he has responsibility for and Custody Sergeant to deal with this immediately. Detainee was also noticeably upset and distressed about his son. CJ000664/07 in cell F2 – cell very cold and flush not working on toilet. Detainee was waiting to see the Doctor. Detainee also waiting to see her Solicitor. F1 – offensive graffiti on wall. Temperature in female 14°C, 56°F. Temperature in male 17°C, 62°F. Seemed cold to us in both parts. Extra blankets had been requested by the Custody Sergeant.	All matters reported and awaiting attention	
	2. J Green	4	1				
	3. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1			
	Start	End					
Sunday 25 th February	14:45	16:00	No of Detainees VISITED	4	Officer in Charge: PS6193 C Woods Escorting Officer: PS6193 C Woods		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. C Worthington	M	F	J	CL001104/07 cell 4 – visited. CL001101/07 Cell 7 – refused visit. Alarm buzzers – due to previous problems immobilizer issued during visit. Gained early access, treated with respect.	Noted and reported, the cleaner was late due to other issues within the station	
	2. P Bottoms	2					
		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: PS2100 Escorting Officer:		
	Start	End					
Tuesday 27 th February	10:00	11:00	No of Detainees VISITED	1			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. J Dobson	M	F	J	Station now not in use anymore and informed that no plans to use it for the future. All areas clean and tidy and everything fine.	Noted	
	2. U Pick						
	3. S Moremont	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: Escorting Officer:		
	Start	End					
Tuesday 27 th February	10:55	11:20	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. J Green	M	F	J		Not visited – 2. CL001256/07 sleeping, spoken to, didn't want to speak with us. CL001251/07 in observation.	Graffiti removed
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Cell 3 graffiti on the ceiling. Cell 5 graffiti on the wall. Cell 13 needs clearing of food and drink debris. Medical drugs cabinet unlocked. Ligation (<i>knife</i>) and masks available. Risk assess completed. All other areas clean and ready for use. Used immobilizer to check buzzers. Made welcome as usual.	
	Start	End					
Monday 5 th March	17.10	17.40	No of Detainees VISITED		0	Officer in Charge: PS2378 Francis Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. H Archer	M	F	J		CJ00825 and CJ00826 seen, not visited advised aggressive/distressed. Both on lock-down. CJ822 and CJ827 – no problems, treated well. Both lock-down. CJ833 PACE Detainee treated well, has medical condition, staff aware. Station very clean, tidy and all cells ready for use. Shown round immediately – courteous and helpful reception during visit. Ligation knife/masks in situ. Temp 16°C/female 17.5°C/male.	Noted
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2030 Smith Escorting Officer: CDO7672 Fittness	
	Start	End					
Friday 9 th March	9.35	10.20	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response	
SKELMERSDALE	1. T Henry	M	F	J		1 in interview. CJ000919/07 – requested a shower. Spoke to Custody Sergeant shower to be arranged and awaiting visit from GP – second visit. Food on cell wall – Cell M1. Door to medical room propped open. Custody area clean and tidy. All cells, except one, in order. Exercise yard clean. Custody staff helpful. Temps Male/19°C, Female/15.5°, main area 22°C.	Cell cleaned and door closed and secured	
	2. C Clark	No of Detainees NOT SEEN						1
	3. U Pick	No of Detainees SEEN						
Day and Date	Start	End				Officer in Charge: PS6294 Hogan Escorting Officer:		
Thursday 14 th March	18.15	19.00	No of Detainees VISITED		2			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. D Lawrenson	M	F	J		No matters brought to the immediate attention of the Officer in Charge. Delay in entry due to public desk. All areas clean and prepared. Treated with respect.	Noted
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		0	Officer in Charge: PS1233 M McNamara Escorting Officer: PC531 Walker	
	Start	End					
Tuesday 14 th March	Arrived: 17.22 In: 17.35	17.55	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
LEYLAND	1. P Bottoms	M	F	J			
	2. B Twist	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Saturday 17 th March	09.30	11.00	No of Detainees VISITED			Wire on roof in exercise yard could be used as ligature. Medical room in use therefore unable to check. Temperature 21°C – thermometer needs attaching to wall. Ligature knife on keys. Mask behind desk. Maintenance book not available. Exercise yard requires cleaning. Station very busy. Officer in Charge: PS3326 Escorting Officer: CDO13603 Bingley	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
ORMSKIRK	1. J Green	M	F	J			
	2. H Archer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 20 th March	20.30	21:35	No of Detainees VISITED			Officer in Charge: PS2366 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Dobson	M	F	J			
	2. D Lawrenson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 22 nd March	14:20	14:55	No of Detainees VISITED			Officer in Charge: PS1120 Willis Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. S Wells	M	F	J			
		4					
	2. C Clark	No of Detainees NOT SEEN			1	Cell 12 CL001565/07 – bruised hand for which he has received medical treatment. Asthma – noted by medical. Toilet blocked – not flushing. Holding Room – CL001566/07 requested a shower. Suffers from Claustrophobia. Cell 2 – CL001570/07 Graffiti on wall. In interview. Cell 15 CL001573/07 Awaiting arrival of nurse. On medication for back pain and depression. Very agitated.	Cell cleaned and graffiti removed
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 22 nd March	15.00	15:35	No of Detainees VISITED			3	Unoccupied cells clean and ready for occupation. Ligature knife/facial masks in situ. Gained immediate access, responsive Custody Staff. Treated with courtesy. SDHS checklist not available for completion. Officer in Charge: PS2378 Francis Escorting Officer: CDO11149 Barton

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
LEYLAND	1. J Dobson	M	F	J			
		2. B Walker	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Monday 26 th March	12.00	12.45	No of Detainees VISITED			3	Everything fine. Gained quick admission. Treated with friendliness and courtesy. Ligature knife, barrier masks and maintenance log present. Officer in Charge: <i>Signature unclear</i> Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. S Wells	M	F	J			
		6					
	2. B Twist	No of Detainees NOT SEEN			1	M1 CJ001079/07 – requested breakfast. DR2 CJ001075/07 on medication for paranoia – to be seen by Medical Officer. F3 CJ001076/07 being interviewed. M5 CJ001069/07 Complained of feeling cold (prisoner). M6 CJ001070/07 – no complaints (prisoner). F2 CJ001071/07 – requested a cigarette (prisoner). M4 and M7 – cells closed for cleaning and later to be photographed with a view to charges.	Noted
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 28 th March	10.00	10.45	No of Detainees VISITED			5	Temperatures - main custody area/69°F – Male/68°F – Female/61°F. Ligature knife/facial masks in situ. Gained immediate access and treated with courtesy. Officer in Charge: PS1120 Willis Escorting Officer: CDO Jones

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
ORMSKIRK	1. J Dobson	M	F	J	Not visited – 5. Although formal visit declined, we spoke with every detainee.		
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	5			
	Start	End					
Wednesday 28 th March	13.50	14.20	No of Detainees VISITED	1			
					<p>CK11907 in Cell D2 – detainee visited, everything fine. CK11407 in Cell M1 – declined visit but seen and spoken with at the door. Everything fine. CK11607 in Cell M3 – declined visit but seen and spoken with at the door. Everything fine. CK11707 in cell M4 – declined visit but seen and spoken with at the door. Everything fine. CK12007 in Cell F1 – ethnic gentleman who couldn't speak English but had been spoken with by an officer in his own language last night. Seemed content though. CK11808 in Cell D1 – declined visit but seen and spoken with at the door and everything fine.</p> <p>Gained quick admission, treated with friendliness and courtesy by the staff and all Detainees commented on the respectful and dignified way they have been treated whilst at this station.</p> <p>Officer in Charge: PS3379 Escorting Officer: PS3379</p>		Noted

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Green	M	F	J	Not visited – 2 (1 refused, 1 in interview)		
	2. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 2 nd April	17.40	18.00	No of Detainees VISITED	0			
					<p>CJ001143/07 – refused visit. CJ001160/07 in interview. Requested M5 put out of use if possible as toilet area wall had been smeared (awaiting cleaning).</p> <p>All other areas clean and ready for use. Courteous reception as usual.</p> <p>Officer in Charge: PS6294 Escorting Officer:</p>		Noted

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
ORMSKIRK	1. J Dobson	M	F	J	Not visited – 2 (either violent or being transferred)		
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 5 th April	10.20	11.00	No of Detainees VISITED	4			
					<p>CK000158 – in cell D1 – everything fine. CK000159 – in cell D2 – everything fine. CK000155 – in cell M2 – everything fine. CK000157 – in cell M4 – everything fine. CK000154 – in cell M1 – advised not to visit as Detainee could be violent. CK000156/07 in the process of transfer at the time. Ligature knives, masks and assessments all in place. Gained quick admission. Treated promptly with friendliness and courtesy. All areas clean and tidy.</p> <p>Officer in Charge: PS2680 Escorting Officer:</p>		Noted

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LEYLAND	1. B Walker	M	F	J		Not visited – 4. no issues – all correct. No problems. All clean and tidy. Ligature knife/barrier masks/defib were all in situ. Maintenance log present. Risk assessments up to date. Treated well as usual. Officer in Charge: Francis Escorting Officer:	Noted
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 5 th April	19.00	19.40	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J		CJ001249/07 – in holding cell – mental health problem. DP seen but not interviewed. CJ001248/07 – in interview. Temps – male section 20°C, Female 18°C, Reception 22°C. Ligature knife on keys, mouth guards ok. M4 not in use, paint peeling. All areas clean and prepared. Treated with courtesy. Officer in Charge: PS2030 D Smith Escorting Officer:	Noted painted
	3. B Twist	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 11 th April	09.30	09.55	No of Detainees VISITED		0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. T Henry	M	F	J		1 visited, 1 seen not visited. CL002016/07 visited – staff aware of concerns re time in custody. Given permission to new custody record. CL002015/07 – Detainee currently being assessed by nurse. Everywhere clean, tidy and ready for use. Ligature knife, pocket mask, de-fib all in place. Temp 23°. Gained immediate access to custody suite. Staff all very courteous and helpful. Officer in Charge: <i>Signature unclear</i> Escorting Officer:	Noted
	2. H Archer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Friday 13 th April	17.00	17.30	No of Detainees VISITED		1		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
LEYLAND	1. B Twist	M	F	J		No matters brought to the immediate attention of the Officer in Charge. All cells found to be clean and in readiness. All toilets in good working order. Medical room clean and drug cupboards locked. Officer very helpful and polite. Ligature knife and mask present. Officer in Charge: PS764 Gee Escorting Officer: PS764 Gee	Noted
	2. B Walker	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Sunday 15 th April	21.00	21.30	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. S Morement	M	F	J		Nothing to report to staff. Everything ok. No problems. All cells clean and tidy. Staff very helpful.	Noted
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: C Langhorn 3073 Escorting Officer:		
	Start	End					
Thursday 19 th April	17.20		No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Clark	M	F	J		No matters brought to the immediate attention of the Officer in Charge. Detainee CJ001369/07 – no issues were raised during the discussion. He stated that he was content under the circumstances although it had been a fairly cold night.	Noted
	2. S Wells	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Everything in order. Cells clean and tidy as were medical room, reception area and exercise yard. Ligature knife, mask and defibrillator observed. Temp Male - 68°F – Female - 64°F, Reception 66°F.		
	Start	End					
Friday 20 th April	09.55	10.25	No of Detainees VISITED		1M Officer in Charge: PS583 Escorting Officer:		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. P Bottoms	M	F	J		CL002170/07 in cell 5 – Detainee fine and about to be released. Cell 4 has graffiti on the wall. Cell 3 has graffiti on the back of the door. Cell 14 has blood stains on the wall. Cell 15 has graffiti on the wall.	Cell 14 cleaned, 3 & 4 reported awaiting painting 15 painting.
	2. J Dobson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Gained quick admission. Treated with friendliness and courtesy. Ligature knife, pocket mask and de-fib all in place. Everywhere clean, tidy and ready for use.		
	Start	End					
Friday 20 th April	10.00	10.30	No of Detainees VISITED		1M Officer in Charge: PS2166(?) Escorting Officer:		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. H Archer	M	F	J		6 Detainees awaiting booking in process on our arrival. All areas clean, tidy and ready for use.	Noted
	2. C Clark	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Gained immediate admission. Staff courteous and helpful. Pocket mask, ligature knife in situ.		
	Start	End					
Monday 23 rd April	18.00	18.15	No of Detainees VISITED		Officer in Charge: PS2115 Escorting Officer:		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J	2	Detainee CL001438/07 seen – no issues – appropriate adult called. Detainee CL001439/07 not seen – in interview – parents aware. CL001440/07 and CL001441/07 – no issues. 2 chairs in interview room broken and dangerous – reported 9 th April 2007. Ligature knife and mask in situ. Defibs observed. Female temperature 17°C, male 18°C. Everywhere clean and tidy.	Noted chairs removed
	2. P Bottoms	No of Detainees NOT SEEN			1FJ		
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2155 Jonsson Escorting Officer: CDO7672 Fitness	
	Start	End					
Tuesday 24 th April	16.30		No of Detainees VISITED			1M 2MJ	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LEYLAND	1. S Wells	M	F	J	4	Not visited 2 – 1 in interview, one voluntary attendee. CL002314/07 voluntary attendee. CL002318/07 Cell 2 – hungry. CL002320/07 Cell 10 – no issues. CL002321/07 C5 under constant supervision - in interview. Cell 1 graffiti on bed base. Cell 4 graffiti on wall.	Noted graffiti reported awaiting painting as above
	2. J Green	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Custody area clean and tidy. All cells ready for occupation. Treated with courtesy and respect.	
	Start	End					
Thursday 26 th April	15.05	15.35	No of Detainees VISITED			2	Officer in Charge: PS1120 Willis Escorting Officer: CDO Formby

EASTERN PANEL

Name		Last Visit	Number of Visits This Quarter		Panel Visiting Times	
Mrs P Keeley		4 TH April	5		0600-1200	3
Mr H Dudhwala		26 th April	3		1200-1800	5
Mrs S Maw		26 th April	7		1800-2400	9
Mrs A Parker		21 st April	5		2400-0600	0
Mr D Parmar		21 st April	2		Days Visited	
Mr A Patel		4 th April	4		Monday	0
Mr M V Patel		23 rd February (resigned)	1		Tuesday	4
Mrs B Nuttall		23 rd February (resigned)	1		Wednesday	2
Mr B Yates		24 th March	8		Thursday	6
Mrs J Holgate		6 th February	3		Friday	2
					Saturday	1
					Sunday	2
Number of ICVs in Panel (10)		Male	Female	Asian		White
		5	5	4		6
Age Range of Members		20 – 39 yrs		40 – 59 yrs		60 – 80 yrs
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Greenbank	17	202	133	65.84	4	1.98

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
GREENBANK	1. A Parker	M	F	J	1	Not visited – 1 – in interview. EA000043/07 – immigration Detainee. EA000120/07 had with him in cell Vaseline and oralbase mouth cream. EA000104/07 – asking for a Solicitor; checked custody records – Solicitor been seen. EA000119/07 asked for a Solicitor; checked custody records – Farleys have been notified at 16:19 hrs. Water and blanket wanted and provided. Food trays and cups not been collected from cells. Blanket store and kitchen in good order. Hazardous waste bin in medical room full (needed emptying). Escorting Officer Sgt 1619 Kennedy was polite and helpful.	Noted. Regarding EA000120/07 Custody Officers requested to provide risk assessment re items in D/Ps cell
	2. B Yates	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		7		
	Start	End	No of Detainees VISITED				
Thursday 4 th January	18:30	18:55	No of Detainees VISITED		Officer in Charge: PS1619 Kennedy Escorting Officer: PS1619 Kennedy		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
GREENBANK	1. S Maw	M	F	J	1	Not visited – 2 – did not want to see us. All quiet, no matters required reporting on. One lady drunk – was breathing. Juvenile – aged 14 –with 2 older brothers – tearful – not been in before. Kitchen ok. Doctors room in use.	Awaiting funding for work in shower area
	2. J Holgate	7	1	1			
Day and Date	Time of Visit		No of Detainees SEEN		6		
	Start	End	No of Detainees VISITED				
Thursday 11 th January	14:20	?	No of Detainees VISITED		Officer in Charge: Seddon Escorting Officer: P Jones – 10624		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
GREENBANK	1. S Maw	M	F	J	1	2 observed 1 in interview. EA000522 – observed via OB1. Custody Records checked due to observed facial injuries – checked at hospital – ok. No concerns presently.	Noted
	2. J Holgate	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		3		
	Start	End	No of Detainees VISITED				
Tuesday 16 th January	18:15	18:45	No of Detainees VISITED		Officer in Charge: 10575 Escorting Officer:		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J	1	1 on interview 14 seen. EA000961/07 – he complained of feeling ill. He had a sore right arm, left arm was bruised. Said he was on methadone. Had been seen by Doctor on Saturday. The nurse had been called today. Awaiting her arrival.	Noted
	2. W Keeley	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	0	Custody Suite was in good order. Blanket store was tidy. Medical room – tidy – waste bin full. The Escorting Officer was very helpful and courteous. It should be noted – no ICV inspection took place last week. Officer in Charge: PS174 Clarke Escorting Officer: CDO Young		
	Start	End					
Sunday 28 th January	18:35	19:15	No of Detainees VISITED	14			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J	7	EA001363/07 – We were concerned that he was suffering from apparent depression. He was tearful and agitated. Checked Custody Record. He is being observed every ½ hour. EA001353/07 – wanted a drink. It was supplied in our presence. EA001359/07 – he was agitated and concerned at his prolonged detention. Custody Record shows that further enquiries are ongoing hence his detention.	Noted
	2. J Holgate	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	7	Kitchen/Medical Room/Blanket Store all in good order. We were concerned at the possibility of flooding from the showers. The Escorting Officer and all the staff were very courteous and helpful. Officer in Charge: PS1944 B Wilson Escorting Officer:		
	Start	End					
Tuesday 6 th February	20:20	21:08	No of Detainees VISITED	7			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			23	ICV Comments/Concerns	Police Response
GREENBANK	1. M Patel	M	F	J	11	4 in interview. Extremely busy. Staff very polite and helpful. Four Detainees awaiting Duty Solicitors. One juvenile EA002003/07 awaiting appropriate adult – Actioned by Duty Sergeant. Asthmatic but did not require inhaler.	Noted
	2. B Nuttall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	8	All cells very clean. Doctors room and kitchen clean and well stocked. Escorting Officer very helpful and introduced in excellent manner. Officer in Charge: <i>Signature unclear</i> Escorting Officer:		
	Start	End					
Friday 23 rd February	09:04	09:35	No of Detainees VISITED	8			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			17	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J		The visit had been requested by the Police Authority.	Noted
	2. W Keeley	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		8	The Custody Suite was very busy but in excellent order. The kitchen was clean and tidy. The medical room hazardous waste bin was full. The Escorting Officer has helpful and courteous. Officer in Charge: PS1414 Escorting Officer:	
	Start	End					
Tuesday 27 th February	16:05	16:30	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
GREENBANK	1. A Parker	M	F	J		EA001699/07 had removed bra and it was in corner of cell, told Escorting Officer who will look into. EA001653/07 immigration – seen through hatch.	Noted.
	2. A Patel	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		7	All is well, cells clean – no sign of food and containers left from tea. Noticed new hot chocolate drinks (Galaxy) have arrived for Detainees. Medical room and kitchen clean. Officer in Charge: Escorting Officer: C Balmer	
	Start	End					
Thursday 15 th February	18.35		No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
GREENBANK	1. W Keeley	M	F	J		3 in interview, 1 refused, 1 asleep (observed). We needed to check the Custody Records of one juvenile (ED002251/07) regarding someone being informed. He had been offered this and confirmed by medical records.	Noted.
	2. H Dudhwala	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		5	Generally clean cells and very courteous Escorting Officer. Officer in Charge: Assiak Escorting Officer: CDO Walker	
	Start	End					
Thursday 1 st March	13.40	14.05	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
GREENBANK	1. D Parmar	M	F	J			
	2. S Maw	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1*			
	Start	End					
Tuesday 6 th March	20.00	20.45	No of Detainees VISITED	8	Officer in Charge: PS1899 Escorting Officer:		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
GREENBANK	1. A Parker	M	F	J			
	2. A Patel	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Custody Suite clean as is kitchen. Medical room hazard waste bin needed emptying. Wings warm, average temperature 20-22°C. Escorting Officer polite and helpful. Officer in Charge: 1949 Escorting Officer:		
	Start	End					
Friday 16 th March	18.00	18.20	No of Detainees VISITED	4			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
GREENBANK	1. A Parker	M	F	J			
	2. A Patel	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS Tapp 267 Escorting Officer: Rosalind McNulty 10627		
	Start	End					
Sunday 18 th March	9.55	10.20	No of Detainees VISITED	13			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response	
GREENBANK	1. W Keeley	M	F	J	6	3 in interviews and 3 left/released during our visit. Detainee EA003344/07 complained that he had been in since 5pm Wednesday 28 th March and needed plenty of fluids and had only been offered 2 cups of water/coffee. Escorting Officer informed us that all Detainees are checked by medical staff if they have any conditions and looked after accordingly. We needed to check Custody Records for 2 juveniles EA001066 and EA001073/07. Awaiting CPS advice.	Noted.	
	2. H Dudhwala	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN			5		Officer in Charge: Niall McGreavey Escorting Officer: Paul Holmes
	Start	End	No of Detainees VISITED					
Thursday 29 th March	12.00	12.45						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response	
GREENBANK	1. A Patel	M	F	J	4	Not visited – 4 (in interview) EA003624/07 had a grazing to his right side forehead. Visited cell very clean. Lee, Escorting Officer, had his ligature.	Noted	
	2. P Keeley	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN			4		Very helpful. Officer in Charge: PS1619 Escorting Officer: L Barnes
	Start	End	No of Detainees VISITED					
Wednesday 4 th April	18.35	18.55						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			16	ICV Comments/Concerns	Police Response	
GREENBANK	1. B Yates	M	F	J	14	003894/07 wanted a blanket. 003882/07 toilet blocked with food/polythene bag? (this was of concern). Wanted blanket. 003885/07 complained of panic attacks. Had been offered nurse visit – he refused. 003821/07 asked for cornflakes. Offered him Koran, prayer, wash, detained not under PACE. Immigration arrived before this was done. 003861/07 said bell was not working. Wanted blanket and water.	Will ensure that the search room is cleaned and the record endorsed	
	2. S Maw	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN			14		Custody Search room <u>very</u> untidy. Cleaning schedule not signed since 27 th March 04. Concern at the lack of suitable food for ISLAMIC detainees. Is it not possible to have alternatives (eg., canteen – as Burnley do?) The Custody Suite in general was in good order. The escorting officer and staff were extremely helpful and courteous. Officer in Charge: PS1944 Escorting Officer:
	Start	End	No of Detainees VISITED					
Wednesday 11 th April	19.45	20.55						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			18 + 2	ICV Comments/Concerns	Police Response
GREENBANK	1. A Parker	M	F	J	40 in custody. Not visited – 10. EA004315/07 declined interview. 1 detainee known – not seen by ICV. 7 Detainees seen through hatch due alcohol issue. EA004319/07 drunk asked to see a Doctor, officer dealt with matter immediately. Could not inspect medical room due to being used. While awaiting to be escorted a lot of Detainees released and transferred to court. Very busy morning hence time having to wait (45 minutes) ref dealing with releases and detainees.	Noted	
	2. D Parmar	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		10		
	Start	End					
Saturday 21 st April	08.00	09.00	No of Detainees VISITED		Escorting Officer very police and professional. Officer in Charge: Insp – <i>signature unclear</i> Escorting Officer:		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
GREENBANK	1. S Maw	M	F	J	5	Visited 7 + 1 observed through the hatch. EA004514/07 had been in 24 hours. Would like wash/shower but did not know it was available. We were told showers were not recommended due to flooding!! Surely it is time this problem was solved – a 3-4" tray around shower area would suffice! EA004523/07 said he suffered from high bp and had tablets for it – but not here – also had a headache – we asked to see Custody Record – however he was being released as we finished our visit. We felt the temperature in the cells was hot and airless – on examination we felt the vents in the ceiling were "fuzzed up" with dust and perhaps not working properly? Concern was expressed about the Koran as it was exposed on a low shelf – a box is being obtained for it. Officer in Charge: PS1072 Escorting Officer: C Balmer	Regarding the showers, our Estate Dept has taken the problem back to the designer. We are looking at a proper long term solution to the problem rather than a stop gap. Any solution has to comply with HSE and be safe for use in the custody area, it is not just a question of putting a shower tray in as this may be ripped up and used as a weapon or pose a trip problem. Rest assured we are on with the problem and in the mean time the showers are still in use. Issues with the Koran have been addressed.
	2. H Dudhwala	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Thursday 26 th April	17.00	18.15	No of Detainees VISITED		7		

WESTERN PANEL

Name	Last Visit	Number of Visits This Quarter		Panel Visiting Times		
Mr G Curry	4 th April	3		0600-1200	3	
Mr A O'Neil	23rd April	7		1200-1800	6	
Mr D Oxley	4 th January	1		1800-2400	6	
Mr P E Siddall	16th April	8		2400-0600	0	
Mr A Mozley	16th April	8		Days Visited		
Mrs B Palmer	9th March	3		Monday	4	
Mr O McGuire	4 th April	2		Tuesday	3	
Mrs K McGuire	29th April	3		Wednesday	2	
Miss A Campbell	29th April	8		Thursday	3	
Mrs J Potter				Friday	2	
Mrs C Potter				Saturday	0	
Mr I Harbison				Sunday	1	
Number of ICVs in Panel (12)		Male	Female	Asian	White	
		7	5	0	12	
Age Range of Members		20 – 39 yrs	40 – 59 yrs	60 – 80 yrs		
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Blackpool	15	189	140	74.07	12	6.35

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
BLACKPOOL	1. D Oxley	M	F	J	3	No matters brought to the attention of the Officer in Charge. Checked particularly that parents had been informed of 2 juveniles in custody. One arrived while we were there. Blanket and food store ok. CCTV time ok. Yard under renovation. Temperature checks being undertaken on cells.	No Issues
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2077 Escorting Officer:	
	Start	End					
Thursday 4 th January	19:05	19:50	No of Detainees VISITED			3	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			18	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J	16	(Plus 3 on remand). Not visited – 1 on interview. AV000389/07 advised us that he had high blood pressure and motor neurone disease but did NOT need to see a Doctor – this was all recorded on the risk assessment sheet. AV392/07 alleged that there was urine on the floor when he was admitted to the cell. The CDO suggested that this was near impossible. However, he was immediately moved to a new cell. He also requested a blanket – dealt with immediately. He also wanted his mother to be informed of his detention. Exercise yard out of use due to much needed building work. Cell 17 still has brick dust on wall – this was reported twice last year and was supposed to have been done during our last visit. Cells 23 and 24 smell very badly! Cell 26 – graffiti. No sanitary towels available (only tampax). Doctors room; kitchen; CCTV, Blanket store all checked and ok.	AV 392/07 no trace of request being actioned. Whole complex having thorough clean. Still awaiting contract completion re paint through all stocks re done.
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			2	
	Start	End					
Friday 12 th January	10:00	11:30	No of Detainees VISITED			15	
						Custody staff very busy but very helpful. Officer in Charge: PS2376 Whitlock Escorting Officer: CDO Meadows	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Campbell	M	F	J	3	Not visited – 3 on interview AV736/07 Cell 11 – requested that his girlfriend be informed he is here. AV718/07 Cell 24 requested a Doctor. She also asked for a Solicitor although records show she has already spoken to a Solicitor on the phone. F2 – Detainee AV704/07 requested a Doctor, records show he has seen one – medication has been left for him. He also requested a second blanket as he was cold. AV714/07 (F3) requested to see a Solicitor – originally he refused a Solicitor when detained, also requested a Doctor for his sore throat and for his wife to be informed of his detention. AV740/07 has refused to see the nurse but is demanding to see a Doctor. Also concerned about who is looking after her children. She also requested to see a Solicitor.	AV736/07 custody record missing. AV718/07 saw doctor. AV714/07 custody record states that when asked re intimation to wife/request for doctor and solicitor 25 mins after speaking with ICV d/p stated had not requested doctor, did not want intimation to wife and was happy with the court duty solicitor. AV740/07 14.55 saw nurse 14.20 spoke to children on phone no trace solicitor request
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		12	Officer in Charge: PS387 Escorting Officer:	
	Start	End					
Sunday 21 st January	13:00	14:00	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BLACKPOOL	1. K McGuire	M	F	J	4	Cell MJ3 21, 22, 23, 23 graffiti on wall. AV797/07 is suffering from epilepsy. Did not look well. Has had medication today but none with him in Custody. Custody Record shows MEDAC contacted 15:10. Does not appear to have been seen yet. Custody Record checked again and was seen at 16:30.	Graffiti as above
	2. P Siddall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	Blanket store empty but immediately restocked. Female cells checked okay. Doctors room checked okay. Food sell by dates checked. CCTV checked. Custody Sergeant very helpful. Full explanation of all Detainees in Custody.	
	Start	End					
Monday 22 nd January	18:35	17:15	No of Detainees VISITED			Officer in Charge: PS2077 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A R Mozley	M	F	J	1M	Not visited 1 – on interview. AV1141/07 had a book in cell (apparently ok). AV1159/07 was confused and emotional, he was concerned about his mobile phone – this is listed on the Custody Record as in his property. He was shown sympathy and was being dealt with appropriately. AV1158/07 stated he had seen "Doctor" last night but not yet had tablets. Custody Record shows that he was seen by the HP last night who wrote that he could have paracetamol later. He claims he does need them. Exercise yard out of use due to building work. Cells 7, 17, 21, 24 and 25 all had wet balls of toilet paper on walls. Food store quite low. Interview Room 2 has no panic strip on wall. Doctors room, blanket store, CCTV, COMS, all checked and ok. Escorted by 'new' (first day) Sergeant – he was very helpful.	Panic Strip resolved. Thank you. Cells cleaned and paper removed.
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		8	Officer in Charge: Sergeant 382 Haddock Escorting Officer: Sergeant 382 Haddock	
	Start	End					
Thursday 1 st February	11:15	12:25	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A R Mozley	M	F	J			
	2. A O'Neill	7	1	1M			
Day and Date	Time of Visit		No of Detainees NOT SEEN			No of Detainees SEEN	No of Detainees VISITED
	Start	End					
Tuesday 6 th February	14:00	14:45				8	Officer in Charge: Sergeant 382 Haddock Escorting Officer: Sergeant 382 Haddock

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A O'Neill	M	F	J			
	2. A Campbell	13					
Day and Date	Time of Visit		No of Detainees NOT SEEN			No of Detainees SEEN	No of Detainees VISITED
	Start	End					
Thursday 15 th February	18:30	19:05				13	Officer in Charge: PS2376 Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A R Mozley	M	F	J			
	2. B Palmer	13	1	1			
Day and Date	Time of Visit		No of Detainees NOT SEEN			No of Detainees SEEN	No of Detainees VISITED
	Start	End					
Friday 9 th March	09.35	10.30				12	Officer in Charge: PS367 Ireton Escorting Officer: PS367 Ireton

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BLACKPOOL	1. P Siddall	M	F	J	2	<p>Not visited 2 – on interview. Blanket store checked. CCTV correct. Exercise yard checked. Doctors' Room checked – waste bin full. Custody Sergeant very helpful. AV2691/07 requested more food and has requested to see Solicitor. (Custody Record indicates he has refused food.) * claims he was assaulted by Sgt 75 he was advised to speak to Duty Inspector. Custody Record shows reasonable force used to remove clothing. AV2695/07 already given food but wanted more. Has requested Solicitor. AV2688/07 requested Solicitor. Custody Record indicates request logged.</p> <p>Officer in Charge: Sgt75 Jarrett Escorting Officer:</p>	The waste bin and sharps bins should be checked daily and if needed removed by a CDO. All matters dealt with
	2. A O'Neill	No of Detainees NOT SEEN					
Day and Date	Time of Vis it		No of Detainees SEEN				
	Start	End					
Tuesday 13 th March	17.30	18:15	No of Detainees VISITED		7		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Campbell	M	F	J	13	<p>Visited – 5 males, 3 females. Not visited – 2; 1 voluntary attendee 1 in interview.</p> <p>AV2931/07 requested medication – Custody Record indicates MEDOCS contacted. AV2916/07 has requested outside contact – Custody Record shows appropriate adult contacted. Also requested Doctor – Custody Record indicates MEDOCS contacted. CCTV checked. Blanket store/kitchen/Doctors Room checked. Staff helpful and carrying ligature knives.</p> <p>AV2936/07 seen through hatch – had had clothes taken off him due to violent behaviour – Custody Record clearly noted. AV2930/07 seen through hatch due to violent behaviour – Custody Record clearly noted – on 30 minute visits. AV2927/07 has requested outside contact – Custody Record shows this has been done.</p> <p>Officer in Charge: PS1355 Harrison Escorting Officer:</p>	All matters dealt with.
	2. P Siddall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 20 th March	18:00	19:00	No of Detainees VISITED		13		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BLACKPOOL	1. K McGuire	M	F	J	3	<p>AV003485/07 requested a blanket. AV003472/07 requested we check whether Solicitor has been contacted and also his wife. Records checked – DP seeing Solicitor as we completed record, notes indicate OIC will contact his wife – unclear whether this had taken place by 19.25 – checked with Officer – wife has been informed.</p> <p>All very clean and tidy – staff extremely helpful. Food and blanket stores well stocked.</p> <p>Officer in Charge: PS2077 Escorting Officer: CDO 13186</p>	3485 no record re blanket.
	2. A Campbell	7		1F			
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Monday 2 nd April	18.55	19.30	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			18	ICV Comments/Concerns	Police Response
BLACKPOOL	1. G Curry	M	F	J	No of Detainees NOT SEEN	AV3568/07 mental health problems wants to see nurse. Checked PACE MEDACS called at 17.19. AV3557/07 requires another blanket. AV3570/07 on lockout 27 hours requested some exercise. AV3560 requested a phone call. AV3555/07 requested some exercise locked up from 1100. AV3542/07 requested phone call.	3557 custody record not available. 3570 no record of exercise had only arrived with us 2 hrs before visit. 3560 had spoken to solicitor no record of other call. 3555 Record not available. 3542 Messages had been left but later spoke on phone to mother. Facilities please consider stock of Oxygen.
	2. O McGuire	13	3	2			
Day and Date	Time of Visit		No of Detainees SEEN			Doctor was present and would like O2 to be held in Doctors room for emergencies. Yard clean, food and blankets ok. Temperature 18.6°. Cell 7 dirty walls above door.	
	Start	End					
Wednesday 4 th April	19.30	20.40	No of Detainees VISITED			2F 1J 9M Officer in Charge: PS2077 Escorting Officer: CDOPark	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			21	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J	No of Detainees NOT SEEN	5 in interview. 5 seen through hatch only. AV3838 requesting exercise and phone call. Duty Sergeant 2578 very helpful despite the Custody Suite being very busy.	Issues re towels remedied. Vents issue past to Facilities. 3838 phone call to partner made no record of exercise.
	2. P Siddall	17	4				
Day and Date	Time of Visit		No of Detainees SEEN			AV3830 wanted a visit from doctor. Custody Record indicates MEDACS contacted at 17.20. AV3831 wanted a visit from doctor. Custody Record indicated MEDACS contacted at 16.46. AV3832 not well. Sergeant adjusted frequency of visits to 30 minutes. CCTV checked. Ligature knife visible. Exercise yard checked. Blanket sotre checked. Dirty cloth towels in corridors by wash basin. Vents in holding cells dirty.	
	Start	End					
Wednesday 11 th April	17.00	18.30	No of Detainees VISITED			5 11 Officer in Charge: PS2578 Blackburn Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			21	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A R Mozley	M	F	J	No of Detainees NOT SEEN	4 seen through hatch only – 2 of which non-English speaking. 2 not seen on interview.	
	2. P Siddall	18	3				
Day and Date	Time of Visit		No of Detainees SEEN			AV4076 has requested food. AV4046 said he only just received blanket despite frequently asking for one through last night. AV4065 requested exercise. AV4078 was concerned about his medication at home. AV4059 was concerned to see Doctor. Nurse is aware and dealing with problem.	
	Start	End					
Monday 16 th April	17.00	18.20	No of Detainees VISITED			4 15 Unable to print out second page from C3PO. This fault also happened last week. Blanket store, doctors room checked. Exercise yard checked. CCTV checked. CDO had ligature knife. Kitchen store ok. AV4075 indicated he had not been offered food. Custody Record indicated he declined food at 16.00hrs. Has also requested outside contact but nothing on Custody Record. Also claims he had asthma. Nothing on Custody Record. AV4082 indicated not offered Solicitor. Custody Record shows he was offered one. CDO very helpful.	4076 custody record not available. 4065 no record of exercise. 4078 no record re medication but left custody approx 1 hr after end of ICV visit. 4075 custody record not available.
						Officer in Charge: PS1694 Miller PS1340 Ball Escorting Officer: CDO13437 Hawley	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
		M	F	J			
BLACKPOOL	1. A O'Neill		2		2 Not seen – interview No problem – No matters brought to the immediate attention of the Officer in Charge. Staff very helpful. Toilet ok. Kitchen fully stocked. Dr's room occupied by duty Nurse. Blanket store full and clean.	No issues	
	2. A Campbell	No of Detainees NOT SEEN					2
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Monday 23 rd April	17.20	18.10	No of Detainees VISITED	13	Officer in Charge: PS1340 Escorting Officer: PS1614		

CENTRAL PANEL

Name	Last Visit	Number of Visits This Quarter	Panel Visiting Times			
Mr G Youll	5 th April	3	0600-1200	3		
Mrs S Dacre	20 th April	3	1200-1800	7		
Mr A Richardson	5 th April	4	1800-2400	4		
Mr J Worthington	20 th April	4	2400-0600	0		
Mr P Cornell (resigned)	12 th April	3	Days Visited			
Mrs P Sharples	12 th April	2	Monday	1		
Mr M Smart	24 th April	4	Tuesday	4		
Ms M Whiteside	12 th June		Wednesday	0		
Mr P Lloyd			Thursday	5		
D Lawrenson & J Green (Southern) also carryout visits to Preston. Personal attendance is recorded on the Southern Panel's summary sheet.			Friday	3		
			Saturday	1		
			Sunday	0		
Number of ICVs in Panel (9)	Male	Female	Asian	White		
	6	3	0	9		
Age Range of Members	20 – 39 yrs		40 – 59 yrs	60 – 80 yrs		
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Preston	14	127	91	71.65	17	13.39

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	8	Matters brought to attention of the officer in charge were dealt with immediately.	None
	2. A Richardson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		3	Officer in Charge: PS2726 Southern Escorting Officer: CDO10956	
	Start	End	No of Detainees VISITED		3		
Saturday 6 th January	10:30	10:56					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
PRESTON	1. M Smart	M	F	J	4	All seemed ok. The staff all courteous.	None
	2. P Cornell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS456 Mountfield Escorting Officer: CDO Wright	
	Start	End	No of Detainees VISITED		8		
Monday 8 th January	18:15						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	11	Not visited – 1.	None
	2. G Youll	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		9	Officer in Charge: PS1890 Heaton Escorting Officer: Alan Martin 10991	
	Start	End	No of Detainees VISITED		5		
Thursday 18 th January	09:35	10:00					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
PRESTON	1. J Green	M	F	J	3	No matters pending. 2 Detainees in interview. 1 being booked.	None
		3	2	0			
	2. S Dacre	No of Detainees NOT SEEN			3	Made welcome.	
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: 2130 Escorting Officer: Stuart McKenna	
	Start	End					
Thursday 25 th January	16:40	17:10	No of Detainees VISITED		1		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
PRESTON	1. P Sharples	M	F	J	14	Cell 4 – asked to make a phone call. Brought to Custody Staff's attention.	Noted
	2. A Richardson	No of Detainees NOT SEEN			2	All other Detainees – no problems raised.	
Day and Date	Time of Visit		No of Detainees SEEN		2	All areas clean and tidy. Staff helpful as usual and busy. F/aid masks in place on wall. Ligature knife on key ring. Officer in Charge: PS2130 Escorting Officer: 10841	
	Start	End					
Friday 2 nd February	13:30	13:50	No of Detainees VISITED		10		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
PRESTON	1. J Green	M	F	J	4	1303/07 – No problems. 1288/07 Complained, no food, no mattress, no Solicitor, light on all night. Brought matters to Officer in Charge and read Custody Record, light left on because he was drunk. All other complaints do not match Custody Record, was offered food, given mattress, Solicitor allocated. 1294/07 requests night time medication. 1307/07 in interview.	Noted
	2. D Lawrenson	No of Detainees NOT SEEN			1	Areas areas clean and ready for use. Made welcome. Ligature knife on keys. Masks in situ.	
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: 1949 Escorting Officer: B Shepherd	
	Start	End					
Thursday 15 th February	17:57	19:00	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
PRESTON	1. S Dacre	M	F	J	5	Cell 2 – on interview. Cell 9 on interview. Cell 3 ok. Cell 4 ok. Cell 12 everything ok.	Noted
	2. M Smart	No of Detainees NOT SEEN				Noted just Sgt Murphy on duty at a busy custody area.	
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS Murphy Escorting Officer: 10957	
	Start	End					
Tuesday 27 th February	17:55	?	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
PRESTON	1. J Green	M	F	J		DA1918/07 and DA1919/07 – Prison lock out. DA1922 – No problems. Cell 8 1923 drunk and disorderly (seen through hatch – 30 min observations). DA1913 ok. DA1921 ok.	noted
	2. P Cornell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			No matters arising. Risk assess sheets completed. Ligature knife carried. Masks in place.	
	Start	End					
Tuesday 6 th March	19.00	19.30	No of Detainees VISITED		0	Officer in Charge: 1949 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
PRESTON	1. G Youll	M	F	J		DA000236/07 asked to see a Doctor. Nothing else brought to our attention. Cells areas in process of being cleaned. Staff busy and helpful. Lig knife and masks seen.	noted
	2. A Richardson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		7	Officer in Charge: <i>Signature unclear</i> Escorting Officer: Y Bradshaw 11697	
	Start	End					
Friday 16 th March	09.30	09.55	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	1	Cell 13 DA002611/07 claims he will need medication if in custody any length of time. Also claims he wanted his Mother ringing (Custody Staff made aware).	noted
	2. M Smart	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		11	All areas clean and tidy, staff helpful. Officer in Charge: Sgt 567 Andrew Sefton Escorting Officer: Callum Smith	
	Start	End					
Tuesday 27 th March	19.00	19.30	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			16	ICV Comments/Concerns	Police Response
PRESTON	1. G Youll	M	F	J	12	1 non-PACE detainee. Nothing brought to our attention.	noted
	2. A Richardson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			All areas clean and tidy, staff very busy and helpful. Officer in Charge: PS2086 Escorting Officer: 13176	
	Start	End					
Thursday 5 th April	19.00	19.30	No of Detainees VISITED		10		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
PRESTON	1. P Cornell	M	F	J	7	F1 and Cell 9 red warning lights out. Cell 4 asked to see a Doctor. All other detainees no problems. All areas clean and tidy. Buzzers checked and all ok.	noted
	2. P Sharples	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: PS1342 Escorting Officer:	
	Start	End					
Thursday 12 th April	16.00	16.30	No of Detainees VISITED		5		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	10	All detainees seen, no matters brought to our attention. Clean and tidy. Custody staff helpful.	noted
	2. S Dacre	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS1342 Escorting Officer: P Savage 11671	
	Start	End					
Friday 20 th April	13.30	14.00	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
PRESTON	1. D Lawrenson	M	F	J	5	Cell 5 concerned about 12 hour extension of his detention DA003419/07. Cell 2 concerned about Solicitor – DA003427/07. Cell 6 worried about appointment with his care worker at 3pm DA003440/07. Cell 10 seen through hatch. Custody Sergeant advised us with detainee was very violent. Cell 6 worried DA003446/07. Cell 7 everything ok – DA003444/07. One juvenile charged and left. The other juvenile taken to Court.	Concerns noted but checks with custody record showed all actions were correct
	2. M Smart	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2086 Escorting Officer: Barry Beaveridge CDO11670	
	Start	End					
Tuesday 24 th April	14.00	14.40	No of Detainees VISITED				

PENNINE PANEL

Name	Last Visit	Number of Visits This Quarter	Panel Visiting Times			
Mrs M Parker	21 st April	6	0600-1200	2		
Mr S Bukhari	10 th January	1	1200-1800	10		
Mr N Ashraf	21 st April	2	1800-2400	7		
Mrs J Waring	25 th April	1	2400-0600	0		
Mrs A Whitlock	14 th April	5	Days Visited			
Ms E Brignall	25 th April	4	Monday	3		
Mr C Martin	30 th April	4	Tuesday	5		
Mr E Taylor	30 th April	8	Wednesday	3		
S Maw & B Yates (Eastern) also carryout visits to Burnley until such time the vacancies are filled.			Thursday	1		
			Friday	3		
			Saturday	4		
			Sunday	0		
Number of ICVs in Panel (8)	Male	Female	Asian	White		
	4	4	2	6		
Age Range of Members	20 – 39 yrs		40 – 59 yrs	60 – 80 yrs		
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Burnley	19	209	148	70.81	13	6.22

Received out of cycle

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
BURNLEY	1. A Whitlock	M	F	J		
	2. E Taylor	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
	Start	End				
Friday 21 st July 2006	19.30	20.20	No of Detainees VISITED		6	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J		
	2. E Taylor	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
	Start	End				
Tuesday 19 th December	15:30	16:10	No of Detainees VISITED		6	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J		
	2. A Whitlock	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
	Start	End				
Friday 5 th January	22:00	23:15	No of Detainees VISITED		11	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J	2	No matters brought to the attention of the Officer in Charge. FA000124/07 very noisy – has been in Custody 1 week. Says he is withdrawing and needs Doctor again. Everything neat and tidy. Escorting Officer very helpful. Officer in Charge: PS857 Noble Escorting Officer: CDO Robinson	No issues
	2. S Bukhari	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 10 th January	14:00	14:30	No of Detainees VISITED		6		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J	2	Not visited – 2 in interview. FA006597/07 Juvenile, mother notified and attending as an appropriate adult.. Brother also in Custody FA000608/07. He complained that he had been made to remove his turban. Sergeant 276 explained that it posed a safety risk. He also complained that he had been cuffed for two hours in a van and his wrists were bruised. He asked for a drink and was provided with a hot chocolate in our presence. FA000591/07 he was abusive and was shouting racists comments in loud voice. He refused to see us. FA000597/07 has special needs and does not read or write. Blanket Store, medical room, kitchen all in good order. The Custody Suite was busy. The Escorting Officer was helpful and courteous. Sergeant 276 gave us a clear explanation of the health and safety risk posed by a turban. This was very helpful. Officer in Charge: PS Illingworth PS276 Escorting Officer:	Please see detailed response below.
	2. S Maw	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 19 th January	18:30	19:30	No of Detainees VISITED		8		

FA000608/07 attended Burnley custody under arrest and was asked to remove his turban as the custody officer did not want to place him in a cell with an item of clothing that could be used as a ligature.

The detainee also stated he was claustrophobic and was placed on half hour visits.

A complaint was received from FA000608/07 and after a meeting with him local resolution was agreed. An action plan was agreed with the following actions

- The officer would be spoken to regarding more privacy for people with religious beliefs.
- To look at Force policy regarding removal of turbans.
- To look at other Forces policies.

The action plan has been completed and it is clear that there cannot be a policy implemented to deal with all situations. When looking at other Forces including West Midlands and British Transport Police there are different guidelines and these reflect the different kind of custody facilities. Some for example have full CCTV facilities and therefore the threat of self harm is reduced.

The recommendation being made as a result of this complaint is that all detainees are treated individually, assessed on their needs balanced against all the risk factors when entering custody. All detainees to be treated in accordance with PACE and the safer detention and handling of prisoners policy. (This is our current procedure).

If a person has religious beliefs then these should be dealt with in a sensitive manner and every effort made to reduce any potential embarrassment for the said person.

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J		Not visited – 1 – on interview. No matters of concern raised. Seen promptly and visit handled well. Cells clean. Overall Detainees satisfied with their treatment. Doctors room checked.	
	2. E Taylor	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS247 Jim Hoyle Escorting Officer: Julie Kenyon	
	Start	End					
Tuesday 23 rd January	18:10	18:50	No of Detainees VISITED			7	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
BURNLEY	1. A Whitlock	M	F	J		Not visited – 4 in interview. Seen – 2. No matters brought to the attention of the Officer in Charge. Escort polite and efficient. Everywhere clean and tidy.	No issues
	2. E Brignall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: Zeg Awan Escorting Officer: Richard Smith	
	Start	End					
Monday 29 th January	18:40	19:00	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J		FA001132/07 FA001141/07. Food trays/cups still in cell from breakfast. Cell 20/22 – cold. DR2 – cold. FA001141/07 – with permission we saw his Custody Records and noted that his nan and would attend. FA001147/07. Juvenile arrested 03:15am 06.02.07. Solicitor contacted at 11:17am. Solicitor in Court and will phone when available. He had previously refused a Solicitor when asked. Custody area in good order. Concerned about the cold areas. Sergeant and escorting officer courteous and helpful.	No issues busy morning CDOs aware about emptying cells
	2. B Yates	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2316 Escorting Officer: CDO	
	Start	End					
Tuesday 6 th February	11:00		No of Detainees VISITED			5	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J		Not visited – 4 in interview. Seen – 2 (asleep). FA001332/07 (Czech speaking – poor English) complained of back and stomach pains. Having to wait for interpreter in order to see the Doctor. FA0001350/07 complained of toothache but only been in an hour. Custody Suite very busy but all cells tidy. One young woman in holding cell had been self-harming. We read Custody Officer's report. Has psychological problems.	No response required all issues dealt with on visit
	2. E Taylor	No of Detainees NOT SEEN			4		
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2319 Escorting Officer:	
	Start	End					
Tuesday 13 th February	15:00	16:40	No of Detainees VISITED			7	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J	5	No matters brought to the attention of the Officer in Charge.	No response required
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS276 Illingworth Escorting Officer: CDO12148 McCormick	
	Start	End	No of Detainees VISITED				
Thursday 22 nd February	19:30	20:00	4				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J	8	FA0011790/07 requested his prescribed tablets as they were now due. Escorting Officer would see to this. FA0011789/07 requested an extra mattress as he has recently had a spinal operation. Cell 21 had appalling graffiti on wall. Medical room neat and tidy. Escorting Officer extremely efficient. Masks and knife in correct places.	Cell 21 on rolling list to be painted on a weekly basis
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS247 Hoyle Escorting Officer: J Kenyon	
	Start	End	No of Detainees VISITED				
Tuesday 27 th February	15:45	16:30	7				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
BURNLEY	1. A Whitlock	M	F	J	1	Not seen – 1 – Charged and left.	FA 1914/07. D/P was drunk violent/aggressive throughout her detention as recorded on custody record. FA1923/07 D/P was drunk and abusive. FA1927/07 was moved from her previous cell to cell 3 which had just been vacated and not cleaned. FA 1934/07 Jacket seized as evidence by Police. Bedding etc NOT issued as routine to drunks. Cell would have been more appropriate than original however cleaning issues at week ends raised with facilities. Cell 21 scheduled for cleaning with facilities
	2. E Brignall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Concerns about previous shift, several Detainees brought issues to our attention. FA001914 requests for Doctor ignored until morning shift. Call 05.40, seen 07.00am. FA001923/07 – no mattress, no blanket during night, we asked our escort to provide mattress and blanket. Spoke to Detainee who was just leaving and making complaint to staff he also had no blanket all night and CDO found him shivering when she checked him. FA001934/07 Jacket taken, whilst asleep and this had made him worried and agitated. <u>No jacket on property list or in prop box.</u> FA001927/07 would not use toilet in Cell 3 as it was stained all over. Basin ok but seating area was very dirty. CDO offered to take her to another toilet and clean area. What time does cleaner arrive Saturday mornings?? Cell 21 still graffitied.	
	Start	End	No of Detainees VISITED				
Saturday 3 rd March	09.35	10.35	11			Otherwise everything fine. Escort pleasant and information. Ligature knives and masks in place but no training as yet. Officer in Charge: PS1570 D Bownes Escorting Officer: CDO13582 J Kenyon	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BURNLEY	1. S Maw	M	F	J	No of Detainees NOT SEEN	Not visited – 4. FA002042/07 he refused food since arrival (2am); was cold and complained mattress stained couldn't/wouldn't lie on it. Given blanket. Custody record see – ok. FA002043/07 also refused food.	FA2042/07 Meals offered on 4 occasions during detention. Refused all offers. Drinks accepted. FA2043/07 accepted his breakfast but not dinner. Ligation knives ordered to be issued on personal basis in addition to key chain
	2. E Taylor						
Day and Date	Time of Visit		No of Detainees SEEN		No of Detainees VISITED	One refused visit but seen through door. 3 Czech citizens who did not speak English were being interviewed with interpreter and not able to be visited. Doctors room clean and tidy and cabinet locked. Discussion about ligation knives and non-wearing of same. Escort pleasant and helpful. Officer in Charge: PS43 (?unclear) Escorting Officer:	
	Start	End					
Wednesday 7 th March	15.00	16.40			4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J	No of Detainees NOT SEEN	2 not visited but seen and 1 not seen – with Doctor. No immediate matters arising.	
	2. E Brignall	7	2	1			
Day and Date	Time of Visit		No of Detainees SEEN		No of Detainees VISITED	Seen promptly and escorted professionally. Cells clean and tidy. Several Detainees commented on how well they are being treated. Officer in Charge: PS2349 Keith Beckley Escorting Officer: CDO12955 Mick Robinson	
	Start	End					
Monday 19 th March	18:00	18:40			7		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J	No of Detainees NOT SEEN	FA002568/07 wanted a visit from his mother. Was informed visits were not allowed. He was allowed a phone call. FA002576/07 – cut to left-hand side of head. It was recorded on his record. The Custody Suite was in good order. The Escorting Officer was helpful and courteous. The medical room was pristine. Naheed this was his first official visit. The Escorting Officer took time to show Naheed around the Custody Suite including fingerprints etc. Kitchen was in good order.	No Visiting Facilities at Burnley.
	2. N Ashraf						
Day and Date	Time of Visit		No of Detainees SEEN		No of Detainees VISITED	Officer in Charge: PS6209 Calam Escorting Officer: M Robinson	
	Start	End					
Saturday 24 th March	14.00	14.55			7		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			38	ICV Comments/Concerns	Police Response
BURNLEY	1. A Whitlock	M	F	J	No of Detainees NOT SEEN	Not visited – 15 (interviews and asleep) Seen Custody Record of FA003238/07, FA003233/07 and FA003227/07 – as all had complaints. Everything done according to procedure so nothing to bring to attention of Custody Sergeant. Cleaners not been in, bins full. Breakfasts not being served until 10am. Escort friendly and helpful.	Meal time not an issue, would depend on how busy staff were. Cleaning does take place although slightly later at weekends.
	2. A Townsend						
Day and Date	Time of Visit		No of Detainees SEEN			23	
	Start	End					
Saturday 14 th April	09.25		No of Detainees VISITED			Officer in Charge: PS6209 Calam Escorting Officer: CDO Morrisey	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY				ICV Comments/Concerns	Police Response
BURNLEY	1. A Parker	M	F	J	No of Detainees NOT SEEN	Not visited – 6 but seen. Seen Custody Record FA003454/07. All procedure correct according to Custody sheet. FA003450/07 has now changed his mind about seeing Solicitor. FA003458/07 – requested a phone call, but not has been offered one. All cells were clean and tidy and Escorting Officer polite, helpful and efficient. Medical room very tidy. Escorting Officer had no ligature knife – he says several have seemed to have vanished. Could order some more? There is one ligature (fish slice) in the Custody Office. It is kept there to allow for rapid deployment.	<i>To my knowledge there is more than one knife (6) available in the custody suite, Spot check reveals three gsl in possession</i>
	2. N Ashraf						
Day and Date	Time of Visit		No of Detainees SEEN			6	
	Start	End					
Saturday 21 st April	13.00	14.10	No of Detainees VISITED			11 Officer in Charge: PS2604 Peyton Escorting Officer: CDO 12148 McCormick	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			20	ICV Comments/Concerns	Police Response
BURNLEY	1. E Brignall	M	F	J	No of Detainees NOT SEEN	Not visited – 5 – in interviews. Drinks and blankets – matters seen to soonest. Escorting Officer polite, thorough and good introductions. Most Detainees were satisfied with treatment from staff – (one even said it was 'nice') – especially during busy period. Cells clean and tidy.	Pleased with result
	2. J Waring	20		5M			
Day and Date	Time of Visit		No of Detainees SEEN			15	
	Start	End					
Wednesday 25 th April	14.00	15.00	No of Detainees VISITED			Officer in Charge: PS2349 Beckley Escorting Officer: Robinson	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J	No of Detainees NOT SEEN	None – no issues arising. Seen promptly and escorted professionally. Cells clean and tidy.	Pleased with result
	2. E Taylor						
Day and Date	Time of Visit		No of Detainees SEEN			3	
	Start	End					
Monday 30 th April	18.00	18.45	No of Detainees VISITED			Officer in Charge: PS1409 Astin Escorting Officer: Deborah Davidson	

PART I

ANIMAL WELFARE

(Appendices 'A' and 'B' refer)

Issue for consideration

Matters arising from the Animal Welfare Lay Visitors' Scheme.

Information

Summaries of reports on visits carried out by the Animal Welfare Lay Visitors' Scheme between January to April 2007 inclusive, are presented at Appendix "A" (dogs) and Appendix "B" (horses).

Decision Required

The Committee is asked to note the reports.

Background Papers

None

Report Originator

Bev Wood, Chief Executive's Office



LANCASHIRE POLICE AUTHORITY

ANIMAL WELFARE VISIT RECORD ~ SUMMARY SHEET

DOGS ~ JANUARY TO APRIL 2007

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
Hutton HQ	J Bond	16	0	Only problem identified – Tyson still in kennels – looking thinner than on my last visit. Aware feed has been increased.								Tyson was re-homed to a family in Leyland on 8/1/07 and is thriving in his new environment.
Names of Animals Seen	Chaos, Rory, Ben, Ben, Stanley, Jet, Mac, Tyson, Rex, Sharkey, Boris, Bracken, Jed, Jake, Nelson and Fred											
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles- Freedom								
	Start	End	PC 933 Dawson	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	
3 rd January 2007	10:00											

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
ADT Car Auctions	B Twist	2	0	Observed 2 dogs. 1 dog, Jet, was on Explosive Refresher. Both dogs appeared to be fit and healthy and in good spirit. Holding cages clean and in good repair. Officer very helpful and polite.								No further action
Names of Animals Seen	Jet and Maddison											
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles- Freedom								
	Start	End	PC 475 Willan	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	
16 th January	13:30											

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Hutton HQ	S Maw	5	0	Kennels almost empty – only 5 dogs in – obtained for course which should have started now?? What a depressing sight – empty kennels and a lot of sorrow! My concern will have to be the fate of a lot of our present operational dogs. Sharkey still in residence – no-one knows what to do with him – <u>but</u> he looks happier.	No further action								
Names of Animals Seen	Not listed												
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles:- Freedom									
	Start	End	PS3393 Kenyon PC S Dawson PCD King PC 1309 Anderton										
17 th January	11:15			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Hutton HQ	B Twist	11	0	16 dogs. 1 dog, Bolko has been under the vet for treatment but is now on the way to recovery. Calcified lump. Some kennels may need attention ie floor tiles and hatches. Dividing hatch on kennels 38 and 40 badly damaged and hanging loose. Tiles on floor of kennels 39 and 48 lifting and coming loose.	On going kennel repair issues reported to estates department when they come to light.								
Names of Animals Seen	Not listed												
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles:- Freedom									
	Start	End	PCD King										
26 th January	10:30			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Hutton HQ	B Twist	4	0	Observed 4 dogs on tracking all appeared fit and healthy and in good spirit. Officer very helpful and polite.	No further action								
Names of Animals Seen	Arron, Barry, Jago and Nero.												
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles:- Freedom									
	Start	End	PCD King										
26 th January	11:00			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response	
HQ DTC	B Twist	2	0	Observed 2 dogs on General Purpose Refresher. Both dogs appeared to be fit and healthy and in good spirit. Officer very helpful and polite. Vans clean and in good repair.								No further action	
Names of Animals Seen	Norman and Chaos												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End		In accordance with 5 principles:- Freedom									
1 st February	09.30		PS P Kenyon	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response	
HQ DTC	H Lansdell	16	0	Balco has had an op on right hind leg. This is having treatment and appears to be healing.								No further action	
Names of Animals Seen	Arrow, Jake, Alfie, Fred, Bracken, Sharkie, Crackers, Ben, Max, Tads, Shay, Mac, Balco, Barry, Arran and Nero.												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End		In accordance with 5 principles:- Freedom									
7 th February	11.00		Laura Redman	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	x*	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response	
HQ DTC	R Westwell	16	0	16 dogs were viewed, none are on medication at present. All dogs appeared to be healthy in clean conditions. The kennel staff were pleasant and helpful.								No further action	
Names of Animals Seen	Arrow, Jake, Alfie, Fred, Bracken, Sharkie, Crackers, Ben, Max, Tads, Shay, Mac, Balco, Barry, Arran and Nero.												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End		In accordance with 5 principles:- Freedom									
14 th February	14.00		Paul Biscomb	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response							
HQ DTC	R Westwell	4	0	Observed 4 dogs. 2 dogs, Boris and Luc, on general refresher. All dogs appeared to be fit and healthy and in good spirit. Vans clean and in good repair. Officer helpful and polite.	No further action							
Names of Animals Seen	Boris, jet, Stan and Luc.											
Day and Date	Time of Visit		Officer(s) Seen									
	Start	End	PS P Kenyon									
15 th February	10.00			In accordance with 5 principles- Freedom								
			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response							
Marine Hall, Fleetwood.	A Mozley P Siddall	6	0	Phil Kenyon kindly allowed us to watch Alfie search for explosives; the dog and the handler clearly enjoyed the exercise. All dogs seen were in excellent condition and the handlers very helpful.	No further action							
Names of Animals Seen	Alfie, Jake, Fred, Jet, Boris and Stan.											
Day and Date	Time of Visit		Officer(s) Seen									
	Start	End	PC 1432 Brookbanks PC830 Dixon PC487 Ellis PS P Kenyon									
21 st February	14.00			In accordance with 5 principles- Freedom								
			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response							
HQ DTC	J Bond	13	0	All dogs appear healthy – no problems identified.	No further action							
Names of Animals Seen	Arran, Bolko, Nelson, Sharkie, Braken, Hobbs, Molly, Zak, Hed, Flint, Nero, Barry and Jago.											
Day and Date	Time of Visit		Officer(s) Seen									
	Start	End	PC Dixon PC Haydock PC Birkett PS Kenyon									
22 nd February	10-.00			In accordance with 5 principles- Freedom								
			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
HQ DTC	B Twist	13	0	Kennels 48, 39 out of use due to missing tiles. Faulty hatches 15, 16, 48. Front doors stiff 20. Back doors stiff 18, 23, 39. See also report below.								Kennel repair issues reported to estates department
Names of Animals Seen	Time of Visit		Officer(s) Seen									
	Start	End	PS Kenyon	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	
27 th February	11-00											

Visitor Comments/Concerns										Police Response
<p>Hutton Kennels On my visit to the dog centre at Hutton today, I inspected a dog called Jack. He had stitches to his groin which had become infected and is being treated by the vet. He has been put on ampicillin, caps, noroclav, intra site gel. The vet is due to inspect the dog again on Thursday, 1st March 2007.</p> <p>Two of the kennels, numbers 39 and 48 are now out of use due to loose tiles in the dog runs. Also the front door on kennel 20 is faulty and on kennels 18, 23 and 39 the back doors are faulty.</p> <p>Refresher Course There was only one dog on this course, called Bonno, with his handler PC 1265 Greer. Bonno appeared fit and healthy. I was concerned that the van was not a regulation standard dog van. It had a cage in the back for Bonno but this was not large enough for him to express his normal behaviour. The back of the cage was immediately behind the driver's head. There was no soundproofing to protect the dog handler from the dog's barking. There was no dog bowl or water – this could cause a problem when in transit.</p> <p>Brian Twist – Animal Welfare Co-ordinator. 27th February 2007</p>										The van in question was a hire vehicle which temporarily replaced a dog van damaged in a PVC. The van in question was unsuitable and is no longer in use
In accordance with 5 principles- Freedom										
From hunger/thirst	x *	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	x *	

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
HQ DTC	B Twist	1	0	Observed 1 dog on refresher course. Appeared to be fit and healthy. Concerned that there is insufficient room in the temporary cage in van. Also does not have dog bowl and water when in transit. PF02 YYT was too small for the dog. Officer had no water bowl and water in v an.								As above
Names of Animals Seen	Time of Visit		Officer(s) Seen									
	Start	End	PC Dixon PC Haydock PC Birkett PS Kenyon	From hunger/thirst	✓	From discomfort	x *	From pain/injury/Disease	✓	From fear and distress	✓	
27 th February	11-.45											

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response		
HQ DTC	B Twist	1	0	Observed 6 dogs on general refresher course. All appeared to be fit and healthy and in good spirit. Dog van in good repair and in clean state. Officer very helpful and informative.								No further action		
Names of Animals Seen	Shane, Skah Troy, Madison, Jake and Meeka.													
Day and Date	Time of Visit		Officer(s) Seen		In accordance with 5 principles:- Freedom									
	Start	End	PS Kenyon PC Willan PC Brookbanks PC Alty PC Parker PS Anderton PC Woods		From hunger/ thirst	✓	From discomfort	✓	From pain/ injury/ Disease	✓	From fear and distress	✓	To express normal behaviour	✓
6 th March														

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response		
HQ DTC	H Lansdell	18	0	All dogs in good condition.								No further action		
Names of Animals Seen	Nero, Yago, Flint, Barry, Jed, Kie, Lucky, Jacs, Braken, Mack, Taz, Jake, Ben, Sharky, Paddy, Nando, Bolko and Arran.													
Day and Date	Time of Visit		Officer(s) Seen		In accordance with 5 principles:- Freedom									
	Start	End	Laura Redman		From hunger/ thirst	✓	From discomfort	✓	From pain/ injury/ Disease	✓	From fear and distress	✓	To express normal behaviour	✓
7 th March														

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response		
HQ DTC	H Lansdell	18	0	[No additional comment made]								No further action		
Names of Animals Seen	Nelson, Simba, Murphy, Jack, Rex, Bracken, Ben, Mac, Jed, Molly, Balko, Arron, Barry, Rex, Jago, Sam, Nero, Shane and Crackers.													
Day and Date	Time of Visit		Officer(s) Seen		In accordance with 5 principles:- Freedom									
	Start	End	S Dawson		From hunger/ thirst	✓	From discomfort	✓	From pain/ injury/ Disease	✓	From fear and distress	✓	To express normal behaviour	✓
11 th March														

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
HQ DTC	B Twist	3	0	Observed 3 dogs on general purpose refresher. All appeared to be fit and healthy and in good spirit. Dogs had access to water. Holding cages clean and in good repair. Officer very helpful and informative.	No further action								
Names of Animals Seen	Diesel, Taz and Nero												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End	PC Brammer PC Elphick PC King PS Kenyon	In accordance with 5 principles:- Freedom									
14 th March	10.00			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
HQ DTC	S Maw	3	0	5 Czechoslovakian dogs in and seem very nice looking dogs and in good condition. Also in Lewis, Flint, Nando – now excess?? Skah and son. Jack, Jake, Alfie, Bracken, Jed, Kai – Sharkey* * I am concerned that so many dogs are in the kennels with an unknown future – their training is in jeopardy – their welfare a concern. The fact that Sharkey is still here is also of concern. He is looking thin (I know he is hyperactive) but this restlessness could be due to state of mind. He is not a happy dog – he is obviously bored – so many months in kennels is not good for any animal and I would hope for a very speedy solution for his future.	Sharkey was re-homed on 10/4/07 to Crown Protection Services in London								
Names of Animals Seen													
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End	PS Anderton Laura Redman S Wilding	In accordance with 5 principles:- Freedom									
15 th March	10.45			From hunger/thirst	✓	From discomfort	✗*	From pain/injury/Disease	✓	From fear and distress	✗*	To express normal behaviour	✗*

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response								
Startley Nook, Longton	R Westwell	5	0	Five dogs were seen, and all appeared to be healthy and in good condition. They were worked for a short period of time then housed back in the van out of the cold wind. All staff very helpful.	No further action								
Names of Animals Seen	Alfie, Jack, Billy, Truffles and Sally												
Day and Date	Time of Visit		Officer(s) Seen										
	Start	End	PS Kenyon	In accordance with 5 principles:- Freedom									
20 th March	15.00			From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	To express normal behaviour	✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response			
HQ DTC	B Twist	5	0	Observed 5 dogs on general purpose refresher course. All appeared to be fit and healthy and in good spirit. Holding cages clean and in good repair. Officer very helpful and informative. No dogs having vet treatment.	No further action			
Names of Animals Seen	Bailey, Crisp, Rio, Guy and Nico.							
Day and Date	Time of Visit		Officer(s) Seen					
	Start	End	PC Moore PC Tullet PC Vendelft PC King					
21 st March	09.45			In accordance with 5 principles- Freedom				
				From hunger/thirst ✓	From discomfort ✓	From pain/injury/Disease ✓	From fear and distress ✓	To express normal behaviour ✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response			
HQ DTC	J Bond	20	0	Obvious concerns over long term plans for several dogs, but all seen appear healthy.	No further action			
Names of Animals Seen	Will, Truffles, Jack, Rex, Bracken, Lewis, Kai, Jed, Charlie, Diesel, Nelson, Balko, Arron, Barry, Flint, Jago, Fred, Nero, Dax and Paddy							
Day and Date	Time of Visit		Officer(s) Seen					
	Start	End	Laura Redman Steve Dawson					
27 th March	11.10			In accordance with 5 principles- Freedom				
				From hunger/thirst ✓	From discomfort ✓	From pain/injury/Disease ✓	From fear and distress ✓	To express normal behaviour ✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns	Police Response			
HQ DTC	R Westwell	22	0	22 dogs seen. 5 dogs in for rehoming – Jack, Bracken, Ben, Mac and Jed. Sharkey is returning to London. Nico back in for 2/3 days. *Rex has a long term cyst on his side which has popped this week. The vet has advised to leave it alone. All dogs were clean and in good condition, with ready access to water. Staff were helpful and friendly.	Rex is a retired dog that has had the cyst in question for a number of years. He was examined by the vet who advised that no treatment was required at that time. The wound has now healed entirely.			
Names of Animals Seen								
Day and Date	Time of Visit		Officer(s) Seen					
	Start	End	Laura Redman Steve Dawson					
27 th March	11.10			In accordance with 5 principles- Freedom				
				From hunger/thirst ✓	From discomfort ✓	From pain/injury/Disease x*	From fear and distress ✓	To express normal behaviour ✓

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
HQ DTC	B Twist	18	0	Observed 18 dogs in their kennels. All appeared to be fit and healthy. Kennels clean and in good repair except 1 kennel – 36 – has 12 tiles missing. Escorting Officer very helpful and polite.								No further action
Names of Animals Seen												
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles- Freedom								
	Start	End	S Wilding	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	
18 th April	10.30											

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
HQ DTC	B Twist	2	0	Observed 2 dogs on firearms refresher course. Both appeared to be fit and healthy and in good spirit. Dogs had access to clean water. Officer very helpful and polite.								No further action
Names of Animals Seen	Skah and Dax											
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles- Freedom								
	Start	End	S Dawson S Anderton	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	
18 th April	10.00											

Location	Visitor name	Number of Dogs seen	Number of Horses seen	Visitor Comments/Concerns								Police Response
St Joseph's Upholland	B Twist	9	0	Observed 9 dogs on general purpose rehandle course. All appeared to be fit and healthy and in good spirit. All dogs had access to clean water. Dog vans clean and in good repair. No dogs receiving vet treatment. Officer very polite.								No further action
Names of Animals Seen	Mac, Blitze, Jake, Jed, Nero, Fred, Bailey, Reo, Crisp and Molly											
Day and Date	Time of Visit		Officer(s) Seen	In accordance with 5 principles- Freedom								
	Start	End	PC Moore PC Birkett PC King PS Kenyon PC Brammer PC Tinsley	From hunger/thirst	✓	From discomfort	✓	From pain/injury/Disease	✓	From fear and distress	✓	
30 th April	10.00											

~~~~~ **END OF REPORT** ~~~~~





# LANCASHIRE POLICE AUTHORITY

## ANIMAL WELFARE VISIT RECORD ~ SUMMARY SHEET

## HORSES ~ JANUARY TO APRIL 2007

| Location                     | Visitor name         | Number of Dogs seen | Number of Horses seen      | Visitor Comments/Concerns                                                                                  |   |                 |   |                          |   |                        |   | Police Response             |
|------------------------------|----------------------|---------------------|----------------------------|------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|
| HQ Mounted Branch            | R Westwell           | 0                   | 17                         | All horses were in clean conditions with access to food and water. All staff were helpful and very polite. |   |                 |   |                          |   |                        |   | No further action.          |
| <b>Names of Animals Seen</b> |                      |                     |                            |                                                                                                            |   |                 |   |                          |   |                        |   |                             |
| <b>Day and Date</b>          | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b>     | <b>In accordance with 5 principles:- Freedom .....</b>                                                     |   |                 |   |                          |   |                        |   |                             |
|                              | Start                | End                 | PC543 Ford<br>N Persechino | From hunger/thirst                                                                                         | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour |
| <b>UNDATED</b>               |                      |                     |                            |                                                                                                            |   |                 |   |                          |   |                        |   |                             |

| Location                       | Visitor name                                                                                                                                              | Number of Dogs seen | Number of Horses seen  | Visitor Comments/Concerns                                                                                    |   |                 |   |                          |   |                        |   | Police Response                                                                                                                                                                   |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|--------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HQ Mounted Branch              | J Bond                                                                                                                                                    | 0                   | 17                     | Lancer – h/o allergy, now cleared, but on Prednisilone. Westby – a/w MRI scan. No other problems identified. |   |                 |   |                          |   |                        |   | Lancer's allergy was identified and treated accordingly by the vet and has now cleared up completely. Following the results of his MRI scan a decision was made to retire Westby. |
| <b>Names of Animals Seen</b>   | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Marton, Overton, Pendle, Reedley, Rossall, Sawley, Scorton, Silverdale, Thornton and Westby |                     |                        |                                                                                                              |   |                 |   |                          |   |                        |   |                                                                                                                                                                                   |
| <b>Day and Date</b>            | <b>Time of Visit</b>                                                                                                                                      |                     | <b>Officer(s) Seen</b> | <b>In accordance with 5 principles:- Freedom .....</b>                                                       |   |                 |   |                          |   |                        |   |                                                                                                                                                                                   |
|                                | Start                                                                                                                                                     | End                 | Jeanette Taylor        | From hunger/thirst                                                                                           | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour                                                                                                                                                       |
| Monday 1 <sup>st</sup> January | 09:30                                                                                                                                                     |                     |                        |                                                                                                              |   |                 |   |                          |   |                        |   |                                                                                                                                                                                   |

| Location                            | Visitor name                                                                                                                                             | Number of Dogs seen | Number of Horses seen                                                | Visitor Comments/Concerns                                                                                                                           | Police Response |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| HQ Mounted Branch                   | S Maw                                                                                                                                                    | 0                   | 17                                                                   | All horses look fit and well – six working well in school. Westby still lame and awaiting MRI scan. Vet book seen.                                  | As above        |
| <b>Names of Animals Seen</b>        | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Marton, Overton, Pendle, Reedley, Rossall, Sawley, Scorton, Silverdale, Thorton and Westby |                     |                                                                      |                                                                                                                                                     |                 |
| <b>Day and Date</b>                 | <b>Time of Visit</b><br>Start      End                                                                                                                   |                     | <b>Officer(s) Seen</b>                                               |                                                                                                                                                     |                 |
| Wednesday, 17 <sup>th</sup> January | 10:20                                                                                                                                                    |                     | PS Tony Critchley<br>PC Phillips<br>A/Sgt Waterhouse<br>PC M Tribley | <b>In accordance with 5 principles:- Freedom .....</b>                                                                                              |                 |
|                                     |                                                                                                                                                          |                     |                                                                      | From hunger/thirst    ✓    From discomfort    ✓    From pain/injury/Disease    ✓    From fear and distress    ✓    To express normal behaviour    ✓ |                 |

| Location                     | Visitor name                                                                                                                           | Number of Dogs seen | Number of Horses seen       | Visitor Comments/Concerns                                                                                                                                                                                            | Police Response                                                                                                        |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| HQ Mounted Branch            | S Maw                                                                                                                                  | 0                   | 14                          | All horses were in clean beds with ample food and water. The condition of the stables was good. All staff were very helpful and polite.<br><br>*Ballam being treated for sarcoid above left eye – ongoing condition. | Ballam's sarcoid is on going condition which is monitored and treated by the vet accordingly and as and when required. |
| <b>Names of Animals Seen</b> | Ashton, Ballam, Hadrian, Silverdale, Rossall, Invincible, Thornton, Overton, Pendle, Caton, Lancer, Belthorn, Marton, Sawley, Scorton. |                     |                             |                                                                                                                                                                                                                      |                                                                                                                        |
| <b>Day and Date</b>          | <b>Time of Visit</b><br>Start      End                                                                                                 |                     | <b>Officer(s) Seen</b>      |                                                                                                                                                                                                                      |                                                                                                                        |
| 14 <sup>th</sup> February    | 15.00                                                                                                                                  |                     | Liza Owen<br>Tony Critchley | <b>In accordance with 5 principles:- Freedom .....</b>                                                                                                                                                               |                                                                                                                        |
|                              |                                                                                                                                        |                     |                             | From hunger/thirst    ✓    From discomfort    ✓    From pain/injury/Disease    *x    From fear and distress    ✓    To express normal behaviour    ✓                                                                 |                                                                                                                        |

| Location                     | Visitor name                                                                                                                         | Number of Dogs seen | Number of Horses seen  | Visitor Comments/Concerns                                                                                                                                                                                                                                                    | Police Response |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| HQ Mounted Branch            | S Maw                                                                                                                                | 0                   | 13                     | Observed 13 horses in their stables. All appeared to be fit and healthy. 1 horse, Ballam, has been treated by the vet for sarcoid and this is healing very well. Escorting Officer very helpful and informative.<br><br>Horses on duty: Pendle, Reedley, Scorton and Marton. | As above.       |
| <b>Names of Animals Seen</b> | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Overton, Rossall, Sawley, Silverdale and Thorton.<br>Josh (new horse). |                     |                        |                                                                                                                                                                                                                                                                              |                 |
| <b>Day and Date</b>          | <b>Time of Visit</b><br>Start      End                                                                                               |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                                                                                              |                 |
| 27 <sup>th</sup> February    | 10.30                                                                                                                                |                     | Liza Owen<br>G Sweeney | <b>In accordance with 5 principles:- Freedom .....</b>                                                                                                                                                                                                                       |                 |
|                              |                                                                                                                                      |                     |                        | From hunger/thirst    ✓    From discomfort    ✓    From pain/injury/Disease    ✓    From fear and distress    ✓    To express normal behaviour    ✓                                                                                                                          |                 |

| Location                     | Visitor name                                                                                                    | Number of Dogs seen | Number of Horses seen  | Visitor Comments/Concerns                                                                                                                           | Police Response    |
|------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| HQ Mounted Branch            | H Lansdell                                                                                                      | 0                   | 12                     | [No additional comment noted]                                                                                                                       | No further action. |
| <b>Names of Animals Seen</b> | Ashton, Belthorn, Hadrian, Invincible, Lancer, Marton, Overton, Silverdale, Caton, Rossall, Sawley and Scorton. |                     |                        |                                                                                                                                                     |                    |
| <b>Day and Date</b>          | <b>Time of Visit</b><br>Start      End                                                                          |                     | <b>Officer(s) Seen</b> |                                                                                                                                                     |                    |
| 11 <sup>th</sup> March       | 10.40                                                                                                           |                     | PS Tony Critchley      | <b>In accordance with 5 principles- Freedom .....</b>                                                                                               |                    |
|                              |                                                                                                                 |                     |                        | From hunger/thirst    ✓    From discomfort    ✓    From pain/injury/Disease    ✓    From fear and distress    ✓    To express normal behaviour    ✓ |                    |

| Location                     | Visitor name                                                                                                                     | Number of Dogs seen | Number of Horses seen  | Visitor Comments/Concerns                                                                                                                           | Police Response    |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| HQ Mounted Branch            | S Maw                                                                                                                            | 0                   | 14                     | All horses seen except 2 (Pendle & Overton) who were at funeral. All looking fit and well. No problems or concerns. Vet book seen.                  | No further action. |
| <b>Names of Animals Seen</b> | Ashton, Ballam, Belthorn, Caton, Hadrian, Invincible, Lancer, Marton, Reedley, Rossall, Sawley, Scorton, Silverdale and Thorton. |                     |                        |                                                                                                                                                     |                    |
| <b>Day and Date</b>          | <b>Time of Visit</b><br>Start      End                                                                                           |                     | <b>Officer(s) Seen</b> |                                                                                                                                                     |                    |
| 15 <sup>th</sup> March       | 10:15                                                                                                                            |                     | Liza Owen              | <b>In accordance with 5 principles- Freedom .....</b>                                                                                               |                    |
|                              |                                                                                                                                  |                     |                        | From hunger/thirst    ✓    From discomfort    ✓    From pain/injury/Disease    ✓    From fear and distress    ✓    To express normal behaviour    ✓ |                    |

| Location                     | Visitor name                                                                  | Number of Dogs seen | Number of Horses seen  | Visitor Comments/Concerns                                                                                                                           | Police Response    |
|------------------------------|-------------------------------------------------------------------------------|---------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| HQ Mounted Branch            | J Bond                                                                        | 0                   | 9                      | All well – happy campers!                                                                                                                           | No further action. |
| <b>Names of Animals Seen</b> | Marton, Reedley, Hadrian, Lancer, Caton, Overton, Rossall, Pendle and Sawley. |                     |                        |                                                                                                                                                     |                    |
| <b>Day and Date</b>          | <b>Time of Visit</b><br>Start      End                                        |                     | <b>Officer(s) Seen</b> |                                                                                                                                                     |                    |
| 27 <sup>th</sup> March       | 13.00                                                                         |                     | PS Tony Critchley      | <b>In accordance with 5 principles- Freedom .....</b>                                                                                               |                    |
|                              |                                                                               |                     |                        | From hunger/thirst    ✓    From discomfort    ✓    From pain/injury/Disease    ✓    From fear and distress    ✓    To express normal behaviour    ✓ |                    |

~~~~~ END OF REPORT ~~~~~


PART I

COMPLAINTS ANALYSIS

(Appendix A refers)

Issue for consideration

Analysis of complaints recorded / finalised for the period 1st January to the 31st March 2007.

Information

Part I of the Complaints Analysis is attached at Appendix A.

Decision Required

The Committee is asked to note the report.

Background Papers

Nil.

Report Originator

Stan Fenton, Professional Standards Department, Lancashire Constabulary

PART I

COMPLAINTS ANALYSIS

(Appendix A refers)

Issue for consideration

Analysis of complaints recorded / finalised for the period 1st January to the 31st March 2007.

Information

Part I of the Complaints Analysis is attached at Appendix A.

Decision Required

The Committee is asked to note the report.

Background Papers

Nil.

Report Originator

Stan Fenton, Professional Standards Department, Lancashire Constabulary

PART I

**COMPLAINT STATISTICS – INDEPENDENT POLICE COMPLAINTS
COMMISSION (IPCC) REPORT 2005 / 2006**

(Appendix “A” refers)

Issue for Consideration

Correlation between IPCC data and increase in crimes in Lancashire.

Information

At the Lancashire Police Authority Professional Standards Committee meeting on 8th March 2007, following a presentation of the IPCC report on Police Complaints Statistics, a member queried whether or not the (IPCC) data correlated to the increase in crimes in Lancashire over the same period of time, i.e. 1st April 2005 to 31st March 2006.

Attached at Appendix A is a report providing the information requested.

Decision Required

The Committee is asked to note the report.

Background Papers

None

Report Originator

Det Supt A Ronnan, Lancashire Constabulary

COMPLAINT STATISTICS – IPCC REPORT 2005 / 2006

Background

At the Lancashire Police Authority Professional Standards Committee meeting on 8th March 2007, following presentation of the IPCC report on Police Complaints Statistics, a member queried whether or not the (IPCC) data correlated to the increase in crimes in Lancashire over the same period of time, i.e. 1st April 2005 to 31st March 2006.

Analysis

In the year April 2005 to March 2006 the number of public complaint cases increased by 11%, from 730 to 811 cases. During the same period, recorded crime in Lancashire reduced by 6.5%, from 152,043 to 142,229 crimes.

All crime recording categories showed an overall decrease, with the exception of:

- Racially Aggravated Crime – an increase of 15.2%, from 1183 to 1363 crimes.
- Shoplifting – an increase of 4.9%, from 8254 to 8655 crimes.
- Other Crimes – an increase of 13.3%, from 1719 to 1947 crimes.

Although the IPCC reported an 11% increase in complaint cases, there was actually a 3.6% decrease in the number of complaints, from 1236 to 1191 complaints (a single case can incorporate several complaints).

Analysis of the shoplifting and other crime categories has not been carried out, due to the volumes involved and the fact that data indicating whether or not complainants were also victims of crime was not collected.

A manual analysis of complaints of a racist nature has been carried out, which shows that these reduced by 88% in 2005/06, from 47 to 25 complaints. Of these, there was a reduction in complaints from victims of crime by 80%, from 9 to 5 complaints.

Conclusion

Although there was a reduction in complaints during the year April 2005 to March 2006, the number of complainants actually increased by 11%, as reported by the IPCC.

Whilst the number of complainants increased, the number of crimes and victims, decreased.

Whilst the number of racially aggravated crimes increased, the number of complainants who made complaints of a racist nature decreased, as did the number of complainants (in this category), who were also victims of crime. Based on available data, there is no evidence of a correlation between the rates of recorded crimes and complaints for the year 1st April 2005 to 31st March 2006.

Det Supt A Ronnan

PART I

GOING LOCAL 3 – ORGANISATIONAL REVIEW OF PROFESSIONAL STANDARDS DEPARTMENT

(Appendix “A” refers)

Issue for Consideration

Review of the Professional Standards Department.

Information

Following the discontinuance of the Best Value reviews, the Constabulary has developed alternative arrangements to ensure the commissioning of improvement activities through the Continuous Improvement and Threat Management Group (CITMG).

Her Majesty’s Inspector of Constabularies (HMIC) Baseline Assessment are being used to assess the Force’s performance. This has evolved into Going Local 3 (GL3). This provides a framework for assessment in all areas of policing.

HMIC has identified professional standards across the country as an area of concern under Baseline. CITMG agreed that Professional Standards should be the first area within Lancashire Constabulary to be audited using the GL3 framework and this activity was assigned to Organisational Analysis Section within Corporate Development.

Attached at Appendix A is the Going Local 3 - Review of Professional Standards.

Decision Required

To note the report.

Background Papers

None.

Report Originator

Det Chief Supt C Tattum, Lancashire Constabulary

APPENDIX A



**Lancashire
Constabulary**

police and communities together

CORPORATE IMPROVEMENT DIRECTORATE

Organisational Analysis Section

Going Local 3

Review of Professional Standards

February 2007

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1. Background

The Police Authority's statutory obligation to apply the Best Value methodology was rescinded when the Police and Criminal Justice Bill became law in 2006. The Constabulary and the Police Authority made a decision to discontinue the ongoing programme of Best Value reviews. This did not however remove the requirement on the Authority to have arrangements in place to ensure continuous improvement within the Constabulary. The Police Authority's Annual Policing Plan 2007/08 will outline the approach they will be taking to ensure continuous improvement.

At Constabulary level alternative arrangements have been developed to ensure the continued involvement of the Police Authority in the commissioning of improvement activities through the Continuous Improvement and Threat Management Group (CITMG).

The Constabulary's process for promoting improvement activity at Divisional / Departmental Level is contained in the internal planning guidance for 2007/08. The Constabulary has decided that the EFQM self-assessment system has now run its course and needs to be replaced.

Her Majesty's Inspector of Constabularies (HMIC) Baseline Assessments which are being used to assess the Force's performance has evolved into Going Local 3 (GL3). This provides a framework for assessment in all areas of policing.

The Constabulary and the Police Authority have agreed that GL3 will form the basis for audit and reviews.

The HMIC has identified Professional Standards across the country as an area of concern under Baseline. The CITMG agreed that Professional Standards should be the first area to be audited using the GL3 framework. This activity was assigned to Organisational Analysis Section within Corporate Development.

2. Scope and Objectives

Terms of Reference were agreed with the Head of Professional Standards prior to the work commencing. The agreed objectives were:-

- To determine the procedures and processes used by divisions to deal with all aspects of complaints
- To determine the level of understanding within divisions of the complaints procedure
- To determine the perception that divisional staff have of the Professional Standards Department
- To audit the recording procedure
- To process map the complaints procedure
- To identify potential areas for improvement in processes and reporting procedures

The scope of the work will focus upon the complaints procedure and include all divisional co-relationships with PSD and its processes.

The methodology undertaken was:-

- To interview Divisional Commanders
- To hold focus groups with divisional Inspectors and Sergeants
- To process map the complaint system
- To obtain the views of the Diversity Unit
- To obtain the views of the Police Federation, Staff Associations and UNISON
- To issue a report containing recommendations for improvement
- To agree the report findings with the Head of the Professional Standards Department and the Continuous Improvement and Threat Management Group.

3. Summary

It is acknowledged across the Constabulary that the Professional Standards Department is a necessity and no one objects to 'bad apples' being weeded out of the organisation. The historical legacy of the Professional Standards Department does however lend itself to suspicion, and many of the issues raised during interviews and focus groups were based on hear-say and past history, rather than the current position of the department. However, there is a wide-spread opinion across the force that the Professional Standards Department under its new leadership is bringing about positive change and the new staff in the Department are recognised as high quality investigators.

A problem perceived by Commanders and Focus groups was that there was not always a reasoned and proportionate response to complaints. There was a widespread consensus that PSD should deal with complaints according to their gravity rather than use the same standard of investigation for every single issue.

Police officers believe that PSD should be more supportive of front-line officers. This includes being proactive in ensuring that working conditions, support and training are sufficient for them to carry out their roles with confidence and knowledge, thereby reducing the possibility of officers making mistakes that lead to complaints.

There were conflicting views about where PSD should be located, some officers would like to see PSD staff becoming a greater part of the divisional structure, whilst others preferred to keep the Department at the Centre. Some staff thought that all complaints should be dealt with by a non-police organisation.

Due to the wide variety of ways in which complaints are received into the Constabulary there was an acknowledgement that present recording systems would not necessarily capture every instance. Indeed there is a view that 'direction and control' complaints do not need to be recorded, and should only enter the formal complaints system if they are not dealt with to the satisfaction of the complainant. It was perceived that it would be a bureaucratic nightmare to record every single conversation or response regarding such complaints. Many police Sergeants expressed a view that they would prefer to be spending more time proactively supervising their staff than sat in the office filling out forms. This clearly suggests that there is a lack of understanding of the benefits to the Constabulary having the information to assemble a thorough analysis of the profile of complaints and dissatisfaction amongst the public of Lancashire. However, there is a sense of frustration that all the information required does not generate an equitable return in terms of improved service delivery.

There does not appear to be a consistent approach to the recording and administering of complaints across the divisions. Lack of a corporate model for complaints recording and administration has led to diverse interpretations

about what is 'direction and control' and whether these issues should be recorded or not. This highlighted a need for PSD to ensure that Inspectors and Sergeants are adequately informed about what should or should not be recorded. It also emerged that Communication Operators are inconsistent in how they record complaints on CRS logs.

There are also significant differences in the personal commitment and enthusiasm of Divisional Commanders towards dealing with complaints. Some take a great deal of personal interest in the process, whilst others have a hands-off approach, only wishing to be informed about exceptions or very serious situations. The personal enthusiasm and interest of individual Divisional Commanders towards PSD issues appeared to be highly instrumental in shaping opinions amongst operational staff.

Divisional Commanders feel the situation is generally improving. For instance they do not have to pursue PSD as much for updates on the progress of particular cases. There was unhappiness with the suspensions policy due to the lack of information made available and the time taken to pursue an enquiry. The Divisional Commanders had considerable enthusiasm for minor infringements and breaches of discipline to be resolved quickly as a matter of priority, even if associated with a more serious matter. They held the view that the system is discredited by matters requiring a low level of sanction taking lengthy periods to be resolved. Generally the Commanders had confidence in the new management structure within PSD to successfully implement improvements.

An emerging theme throughout the audit was the potential for PSD to develop their role in setting equitable service standards. This could be achieved by using risk assessment and the continued refinement of the National Intelligence Model to identify those areas of vulnerability that can lead to complaints.

4. Detailed Findings

A broad outline of the process of handling complaints was drafted (App 1), based on the comments of focus groups and Divisional Commanders. This should be regarded as a broad overview of complaints activity across the Constabulary. However, as a result of differing procedures at a divisional level and the possibility of complaints 'bouncing' backwards and forwards between different stages it should not be regarded as definitive.

The GL3 framework questions (App 2) were used as the basis for questioning and data gathering across all divisions. In addition the Diversity Unit, the Police federation, Staff Associations and UNISON were also contacted to gain their views. Divisional focus groups were held with Sergeants and Inspectors. All Divisional Commanders were also interviewed on a one to one basis to establish their requirements and opinions of PSD.

Consultation across the Constabulary identified several common issues and these are described in the following sections.

Processes and Procedures

4.1 Complaints Model

There is no Constabulary corporate policy setting out the procedures for dealing with police complaints. There are however a number of procedural documents located within Pipeline .

To varying degrees divisions operate within these procedures but no corporate model has been provided to assist them. Only Western Division has attempted to document their procedure for dealing with complaints. (App 3). However, this is not fully detailed and does not include direction and control issues.

Issue arising ... There is an absence of a corporate model to ensure consistency of application of the procedures across the Constabulary.

4.2 Staff Representation

The Lancashire Black Police Association (LBPA) think staff representatives should have early involvement in complaints. They also suggest that at the completion of a complaint there should be a de-brief with the relevant staff representative, to facilitate the learning process and inform future risk assessments. There is a varying level of early involvement by other organisations that represent staff. The existing processes do not describe at what stage the early intervention should occur.

Issue arising.... There is no formal process to establish when staff representation should begin.

Issue arising.... There is no formal de-brief with staff representatives.

4.3. Police Staff

Knowledge of the process that affected police staff was disparate amongst supervision, and indeed amongst police staff. Many believed that police staff followed a different process to that of police officers. There was no clear understanding that in many ways the process for members of police staff is identical to police officers, it was felt this lack of knowledge could potentially be damaging when complaints against members of police staff are made.

Issue arising.... There is a lack of understanding of the complaints procedure for police staff.

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>Recommendation 1. That a detailed corporate model of the full complaints procedure, incorporating the issues arising, be provided.</i></p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|

4.4 Officer Referral Scheme

Within the complaints process PSD operate an officer referral scheme, which flags when an officer has had five complaints logged against them over a two year period. Supervisors appeared to be unsure which, or if any staff were on the Officer Referral Scheme. This knowledge may enable supervisors to resolve any issues before they become serious. It would also enable them to update senior management regarding that member of staff, including their capacity for work and the effect that their attitudes may have when carrying out their duties.

Issue arising... having no knowledge of officers bordering on the referral scheme does not allow early intervention by supervision within divisions.

Recommendation 2 –Divisional Commanders to be informed by PSD when a member of staff is bordering on the Referred Officer Scheme in order that, when appropriate, they can ensure supervisors are aware.

Level of Understanding

4.5 Direction and Control

By far, the biggest issue arising from the focus groups was the lack of understanding of the difference between direction and control issues and complaints. This results in extra work for those officers who mistakenly investigate and process direction and control issues as full complaints. There is also a misunderstanding as to whether to record direction and control issues.

Many officers were unaware of what constituted a direction and control issue, this led to focus group members debating this issue at length. It became apparent within each focus group that there were only a small number of individuals that seemed to understand this issue. Invariably, these officers were the Divisional PSD Liaison Officers (DLOs), who gave advice and information, regarding processes and direction and control matters.

There is guidance held on the PSD Intranet site (App 6) on the handling of direction and control issues. This guidance needs to be refreshed to make it clearer and more specific, especially at the operational level.

Issue arising.... That more specific guidance is given to recording and identification of direction and control issues.

4.6 Complaints Forms

The majority of the Focus Group participants considered the PSD complaints recording form (R67) (App) to be unnecessarily complicated. There was a general consensus that it should be simplified, as in its current format it may be putting off officers from completing it, due to both its size and complexity. However, some officers did acknowledge that once they were familiar with the layout of the form it was not as daunting as might have first been thought.

Officers felt that simpler forms would lead to more accurate recording of complaints.

It was also suggested that PSD should give feedback (including the recognition of good work) on both the quality of the initial investigation and the completion of the R67 form.

Issue arising.... The R67 form is considered too complicated.

Issue arising.... That no feedback is given on the quality of the initial investigation or the standard of completion of the form R67.

| |
|--------------------------------------------------------------------------------------------------------------------------------------|
| Recommendation 3- That the existing complaints forms (including feedback) and the direction and control guidance be reviewed. |
|--------------------------------------------------------------------------------------------------------------------------------------|

4.7 Tutor Constables

There is a perception that Tutor Constables may not be experienced officers. Tutor constables are assigned to inexperienced officers and are expected to lead, mentor and assist in their development. If this perception is true then divisions may be leaving themselves vulnerable to a deterioration in good practice and an increased level of complaints.

Issue arising.... That tutor constables may not uniformly be of the desired standard.

4.8 Diversity

There is a feeling amongst Visibly Minority Ethnic (VME) staff and the LBPA that some members of the public make complaints purely because of the ethnicity of the officer. In their view line managers often deal with such complaints formally with little attempt at informal resolutions being made.

The Head of the Diversity Unit stated that 'minor name calling should not automatically necessitate an investigation' and that there is a tendency to overreact to complaints around diversity and in particular with race. A proportionate response needs to be implemented that is informed by the severity of the complaint or incident.

Issue arising.... There appears to be a nervousness in handling complaints which may involve diversity issues.

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Recommendation 4 - That PSD liaise more closely with the relevant parties responsible for establishing tutoring and equitable service standards in the Constabulary.</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Divisional Perception of PSD

4.9 PSD Staffing

Recent changes in PSD staff were seen as encouraging by the focus groups and Commanders. It was recognised that the new staff were respected high quality investigators. However, there was a view that in the past entry to PSD was a permanent posting. Concern was expressed regarding long-term PSD investigators becoming detached from the pressures of operational policing. It was suggested that PSD officers should shadow front line officers during busy periods on a periodic basis. It was considered by the majority of focus groups that there should be some kind of system to ensure a healthy turn over of staff within PSD.

Whilst it is recognised that a high level of investigative skills is required, it should be acknowledged that complaints are generated across the whole spectrum of policing, and recruitment to PSD should reflect these differences.

Issue arising.... There is a perceived concern that long term PSD placement may detach investigators from an appreciation of operational policing.

Issue arising.... That recruitment to PSD should reflect the demographics of the Constabulary.

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Recommendation 5 – PSD to consider their current staffing and recruitment process to ensure a healthy turn-over and operational awareness of staff.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|

4.10 Training, Staffing and Communications

The development and intended improvements in PSD are being hampered by past experience of previous regimes. In fact there is still a perception that PSD is “Discipline and Complaints” with a different name. Anecdotally, some PSD staff have been viewed as determined to apportion guilt rather than establish the truth.

There is a need for PSD to adopt a higher profile within divisions. It was suggested that for PSD to be more relevant, the ‘professional standards’ element of their title should be more actively demonstrated. This could be done by more involvement in influencing operating standards. These standards would include staffing levels, training inputs, and improved communication between PSD and operational staff.

It was felt by the Lancashire Police Federation and focus groups that there are number of areas where PSD were not considered to be leading. For instance, when new legislation is introduced there is a perceived lack of training and communication. Officers are expected to fulfil their roles correctly whilst sometimes unaware of these changes. PSD should ensure that schedules of

training take account of new legislation. The Police Federation was particularly keen to see PSD involvement in this area.

Sergeants cited instances where under-staffing can lead to procedural mistakes being made, resulting in complaints against them and their team. The subsequent investigations do not seem to take account of these pressures. A greater degree of empathy from investigators may be beneficial in further improving the image of the department.

It was also felt that PSD should have a more influential role in debates around staffing levels and training.

If PSD staff did become more involved in all of these areas (standards, training, staffing levels etc), they would be viewed as proactively supporting the operational officer.

Issue arising.... Staffing levels, training and communication have an impact on the complaints system.

| |
|------------------------------------------------------------------------------------------------------------|
| Recommendation 6 - PSD to influence staffing and training requirements through a risk led approach. |
|------------------------------------------------------------------------------------------------------------|

4.11 Unfounded Complaints

Officers would like PSD to be more supportive and open-minded or impartial at an early stage. Comments were made that if the complaint is proven to be unfounded, PSD should consider taking action against complainants where appropriate. It was understood that this is a sensitive area and a cautious approach is required when considering this type of action. However, supervisors at focus groups felt it would improve the image of PSD if they were seen to consider appropriate sanctions.

Issue arising.... Proportionality in dealing with complaints from the outset.

4.12 Use of Divisional Liaison Officers

During the focus groups Staff seemed at ease dealing with their local DLOs. This became apparent within each focus group when a small number of individuals seemed to understand the issues and were able to explain problem areas. The staff seemed to identify confidently with these officers. Invariably, it became apparent that these officers were the Divisional PSD Liaison Officers (DLOs).

Issue arising.... The profile and use of DLOs.

4.13 PSD Journal

There have in the past been publications from PSD regarding “errors and omissions”. Staff in every focus group made reference to this. There was a view that this publication was informative, readable and sometimes amusing.

The PSD website contains a web page of a similar format. However officers consider it difficult and time consuming to find unless they have specific knowledge of its location.

Such a publication could be used to highlight selected cases and examples of good practice and raise knowledge of Professional Standard issues. There was no clear view on whether this should be a ‘stand alone’ publication or a feature within existing mediums such as Context.

Issue arising.... There is no clearly identified PSD communication feature.

| |
|------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommendation 7- That PSD develop a communication framework that encompasses the issues highlighted in paragraphs 4.11, 4.12 and 4.13. |
|------------------------------------------------------------------------------------------------------------------------------------------------|

4.14 Welfare

Serious complaints which may result in a criminal prosecution are viewed by specialist Crown Prosecution Service (CPS) lawyers prior to a decision being made on charging the member of staff. Focus group members said that they wanted to be treated the same as the Officer in the Case of a court file and be given regular updates as to the progress of the complaint. There was also a view that the CPS decision making process has in the past lacked urgency, adding significantly to the period of time a member of staff will be under investigation.

The view across all levels of the Constabulary was that police officers subject to complaints from members of the public are treated badly. Some staff have been subject to complaints that have taken up to two years to investigate thereby causing both them and their colleagues stress and anxiety.

In addition consideration should be taken regarding the resource effects caused by suspensions from duty during investigations. The welfare considerations of those under investigation/suspension were also raised by the focus groups.

Issue arising.... The difference in time constraints for CPS in complaints and an officers court case files.

Issue arising.... There is a lack of regular updates on progress of serious complaints.

Issue arising.... Welfare/support issues during investigation/suspension.

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Recommendation 8 - PSD to develop a comprehensive operating framework that encompasses the complete welfare needs of the officers under investigation and their colleagues.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Recording Procedure

4.15 Statistics (App 5)

There was a general feeling amongst the focus groups, particularly the Inspectors that PSD did not provide statistical information that allowed them to make meaningful interventions in response to emerging problems or issues. They felt that at present the statistics were very general and unhelpfully presented. The Commanders also expressed concerns around the manner of presentation of the information that came directly to them, and it was suggested that PSD should approach divisions to establish what information they required. This information should include an analysis of the causes and types of complaints which would form the basis of divisional risk assessments and stimulate proactive interventions within each division. Provision of these local statistics would allow PSD to analyse this information at a corporate level. These statistics could be used to encourage debate across the Constabulary to establish a risk based approach to standard setting within the complaints system. This may highlight areas of concern e.g. staffing levels, training, knowledge etc.

Several commanders made mention of a recent NIM type assessment that had been produced by PSD. Although not the finished product this was felt to be a definite step in the right direction.

Issue arising.... a perceived lack of targeted statistical feedback.

4.16 Communications Room Procedures

Within the Communication Rooms there is a facility on CRS to log police complaints under CRS code 517. Some details of complaints are lost when recorded within the original incident log. Because of this there is no accurate way to reference the number of complaints arising through the system. The Constabulary needs to decide which way complaints received by Communications should be recorded. Should the use of the code 571 be decided upon, communications operators need to be instructed to use code 571. Use of code 571 would provide the Constabulary with a clearer picture of initial complaints received by Communications Rooms. The use of cross referencing other incident logs must be maintained.

Issue arising.... Lack of conformity across communication rooms in respect of the use of incident code 571.

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommendation 9 - PSD to establish processes that accurately collect data on complaints to support risk assessment and identification of areas of vulnerability at corporate and divisional levels. |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

5. Recommendations

Recommendation 1 - That a detailed corporate model of the full complaints procedure, incorporating the issues arising, be provided.

Recommendation 2 – When appropriate, Divisional Commanders to ensure supervisors are aware when a member of staff is bordering on the Referred Officer Scheme.

Recommendation 3 - That the existing complaints forms and the direction and control guidance be reviewed.

Recommendation 4 - That PSD liaise more closely with the relevant parties responsible for establishing tutoring and equitable service standards in the Constabulary.

Recommendation 5 – PSD to consider their current staffing and recruitment process to ensure a healthy turn-over and operational awareness of staff.

Recommendation 6 - PSD to influence staffing and training requirements through a risk led approach.

Recommendation 7- That PSD develop a communication framework that encompasses the issues highlighted in paragraphs 4.11, 4.12 and 4.13.

Recommendation 8 - PSD to develop a comprehensive operating framework that encompasses the complete welfare needs of the officers under investigation and their colleagues.

Recommendation 9 - PSD to establish processes that accurately collect data on complaints to support risk assessment and identification of areas of vulnerability at corporate and divisional levels.

6. Conclusion

The Head of PSD is committed to change and has already made a significant difference to that department. Those changes are starting to be recognised and appreciated by divisional staff.

Should the recommendations contained within this report be implemented it is believed that they will complement the work already being undertaken by PSD. In addition, the divisions will be in a position of strength when HMIC next audit their PSD processes and functions.

The contributions from Divisional Commanders and staff, the Police Federation, Unison, the Lancashire Black Police Association and the Diversity Unit are very much appreciated. Those contributions form the foundation of this report.

1. Appendices

App 1 PSD Complaints System

App 2 GL 3 Framework questions

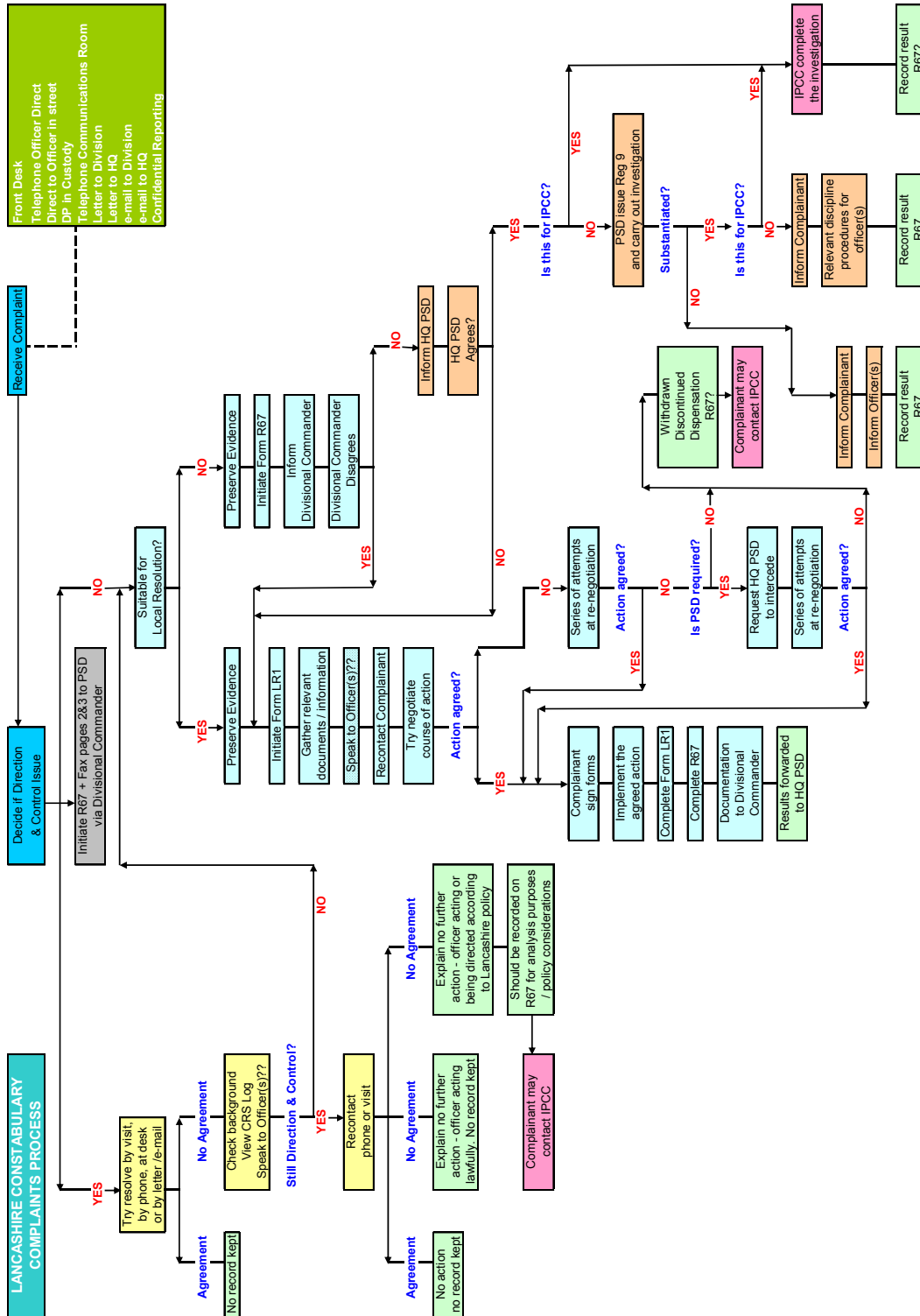
App 3 Western Division Complaints Model

APP 4 R67 PSD Complaints Form

App 5 PSD Statistics

App 6 PSD Guidance on Handling Direction and Control Issues

App 1 PSD Complaints System



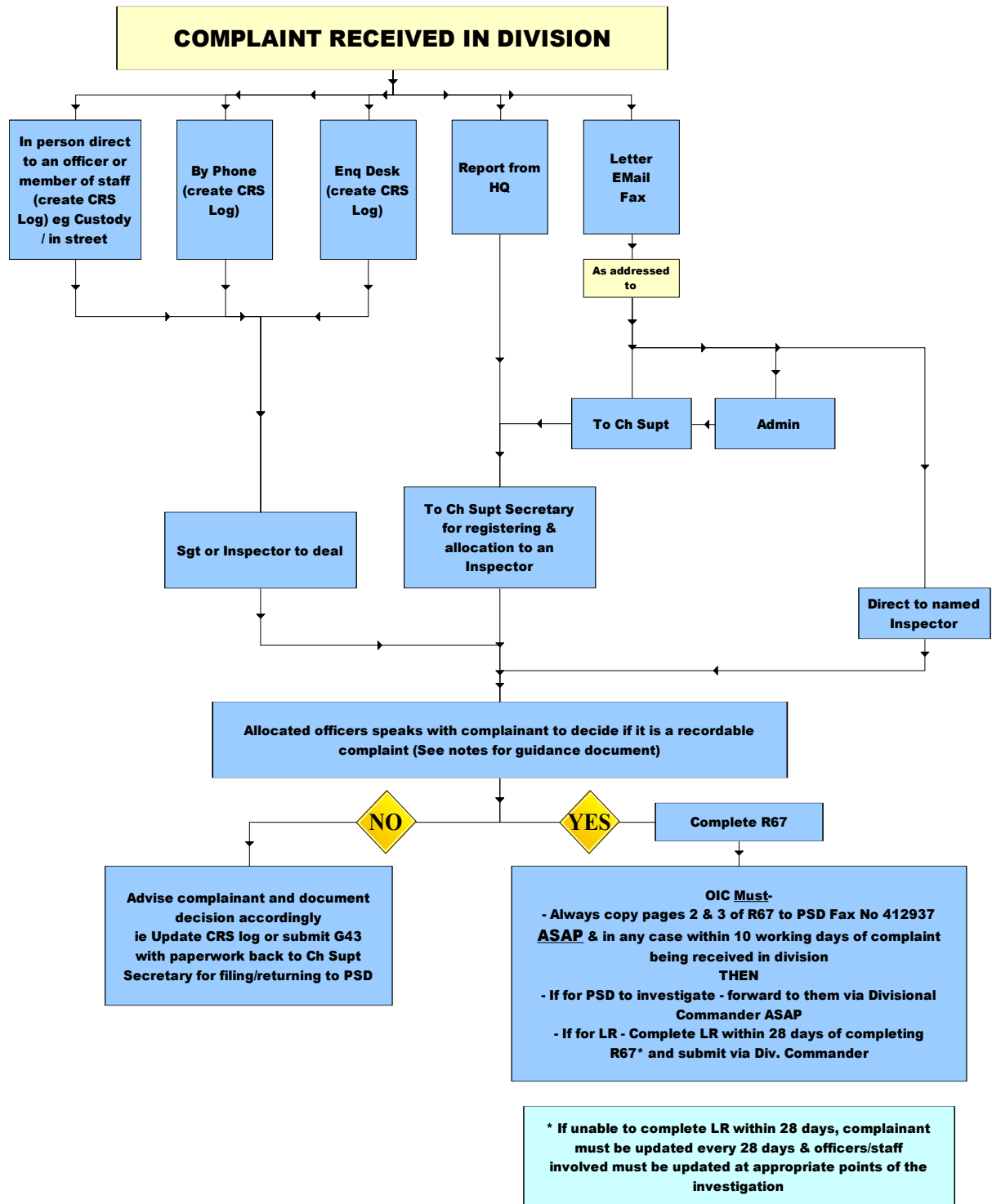
App 2 GL 3 Framework questions

DIVISIONAL COMMANDERS/INSPECTORS /SERGEANTS QUESTIONS

1. How do complaints come into the division?
2. What is a complaint? – (Complaint / Direction and Control). How do you decide on what action is necessary?
3. How are complaints recorded (on receipt and on completion)?
4. Do you think that complaints are properly recorded in the division?
5. Where do you see the difference between misconduct and unsatisfactory performance?
6. Is there a difference between what Inspectors and Sergeants investigate?
7. What processes do you use to deal with them?
8. Can you describe the complaints process from receipt to completion? – (Local Resolution, Withdrawal, Substantiated, Discontinued, Dispensation)
9. How are complaints against support staff dealt with?
10. How are complaints against volunteers dealt with?
11. Who or where would you go for advice?
12. Do you know about the right to representation / have knowledge of this?
13. Does the division have a lead officer? Who are the liaison officers?
14. Do you think that you have had enough training to deal with complaints?
15. Do you feel confident about dealing with complaints?
16. Are your managers supportive? Do they use the system correctly?

17. Do you think that professional standards is given a suitable emphasis within the division?
18. Is this a pro-active division with regard to professional standards issues?
19. Do you feel that the culture is one of whistle blowing?
20. What do you think of confidential reporting?
21. During an investigation at what point would you refer it to Professional Standards?
22. How do you feel about the Professional Standards Department?
23. How many complaints does the division receive? Do you think that this is good or bad?
24. Is any analysis carried out regarding - Complainants, - Complaint Types, - Officers – Support Staff, - Ethnicity of both – for intelligence / training purposes?
25. Would you consider including a professional standards issue within a PDR?
26. Have you any other comments to make?

App 3 Western Division Complaints Model



APP 4 R67 PSD Complaints Form

Please use **BLOCK CAPITALS**

| | | | | | | | |
|-------------------------------|---------------------------------|------------------------------------|--------------------|----------------|--|----------------|--|
| Staff member taking complaint | | | | Date of Report | | Time of Report | |
| How has complaint been made? | Letter <input type="checkbox"/> | E-Mail <input type="checkbox"/> | In person at | Police Station | | | |
| | Fax <input type="checkbox"/> | Telephone <input type="checkbox"/> | | | | | |

1a Details of Complainant

| | | | |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Is the Complainant: Complete additional forms for each complainant or interested party: (if applicable) | | | |
| subject of alleged conduct <input type="checkbox"/> | Not subject of alleged conduct but adversely affected by alleged conduct <input type="checkbox"/> | Not subject of alleged conduct but a witness to the alleged conduct <input type="checkbox"/> | 3rd Party: Acting on behalf of the complainant (e.g. a solicitor)(with written consent) <input type="checkbox"/>
Please complete sections 1a and 1b |

| | | | | | | |
|------------------------------------|-----------------------------------------|----------------------------------|-------------------------------------|-----------------------------------------|---------------------------------------|-------------------------------------|
| Surname: | | | First Names: | | | |
| Address: | | | | Title: | | |
| | | | | Gender: | | |
| | | | | Date of Birth: | | |
| | | | | Tel. No (Day): | | |
| | | | | Tel. No (Eve): | | |
| Postcode: | | | | | | |
| E Mail Address | | | | | | |
| Employment | Student <input type="checkbox"/> | Manual <input type="checkbox"/> | Non-manual <input type="checkbox"/> | Homemaker <input type="checkbox"/> | Unemployed <input type="checkbox"/> | Unknown <input type="checkbox"/> |
| Preferred Method of Contact is by: | Telephone Day: <input type="checkbox"/> | Letter: <input type="checkbox"/> | E-Mail: <input type="checkbox"/> | Personal Visit <input type="checkbox"/> | Third Party: <input type="checkbox"/> | Mobile No: <input type="checkbox"/> |
| | Telephone Eve: <input type="checkbox"/> | | | | | |

| How would the complainant describe himself/herself?
Please circle one from the major category and one from the sub category only: | | | | How would the reporting officer describe the complainant? | |
|--------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------|------|-----------------------------------------------------------|----------|
| Self Defined Ethnicity (SDE) Code | | | | Visual Ethnicity Code | |
| 16+1 Ethnic Classification System | | | | PNC/Phoenix Codes | |
| Major Categories | | Sub-Groups | | | |
| Description | Code | Description | Code | Description | PNC Code |
| White | W | British | W1 | African -Caribbean | 3 |
| | | Irish | W2 | Arab | 6 |
| | | Any other White background | W9 | Asian | 4 |
| Mixed | M | White and Black Caribbean | M1 | Dark European | 2 |
| | | White and Black African | M2 | Oriental | 5 |
| | | White and Asian | M3 | Unknown | 0 |
| | | Any other Mixed background | M9 | White European | 1 |
| Asian or Asian British | A | Indian | A1 | | |
| | | Pakistan | A2 | | |
| | | Bangladeshi | A3 | | |
| | | Any other Asian background | A9 | | |
| Black or Black British | B | Caribbean | B1 | | |
| | | African | B2 | | |
| | | Any other Black Background | B9 | | |
| Chinese or other ethnic group | O | Chinese | O1 | | |
| | | Any other ethnic group | O9 | | |
| Not stated | NS | | | | |

1b 3rd Party Details

| | | | | |
|----------|--|--|------------------|--|
| Name: | | | Contact Tel. No. | |
| Address: | | | | |

APP 4 R67 PSD Complaints Form Contd

| | | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 4 | Member(s) of the Police Service Subject of Complaint (Continue on separate sheet if necessary) | | | | | | |
| | Rank / Grade | ID Number | Name | Division/ Dept | | | |
| | 1 | | | | | | |
| | 2 | | | | | | |
| | 3 | | | | | | |
| 4 | | | | | | | |
| 5 | After listening to the details of the complaint is it your opinion that the issue(s) is/are about 'direction & control'? | | | Yes <input type="checkbox"/> Proceed to Section 12 | No <input type="checkbox"/> Proceed to Section 6 | | |
| | 6 Additional Information | | | | | | |
| Is complainant/complaint subject to legal proceedings? | | | | Yes <input type="checkbox"/> | No <input type="checkbox"/> | | |
| Is complaint related to the arrest of the complainant? | | | | Yes <input type="checkbox"/> | No <input type="checkbox"/> | | |
| Insert details of proceedings. (e.g. what is the status of the proceedings? If charged or Bailed give date of next appearance and the name of the Court). Please include all relevant dates of hearings or appearances etc. | | | | | | | |
| 7 | Preservation of Evidence Checklist (where local resolution failed or not attempted due to nature of allegation) | | | | | | |
| | CONSIDER FORENSIC INTEGRITY OF ALL ITEMS SEIZED | | | | | | |
| | Custody Records should be attached to this form in all applicable cases. Other forms to be attached, where relevant. Photocopies will normally be sufficient, but where the document forms the basis of the allegation, e.g. false written entry, the original should be seized. | | | | | | |
| | The following checklist is intended as a guide only and is not exhaustive or compulsory. | | | | | | |
| | Paper Records: | <input type="checkbox"/> Custody record | <input type="checkbox"/> Pocket Note Book entries | <input type="checkbox"/> 'Use of Force' Form | <input type="checkbox"/> Arrest/Incident handover Package(s) | | |
| | | <input type="checkbox"/> Search record | <input type="checkbox"/> Crime report | <input type="checkbox"/> Incident Report (CRS) | <input type="checkbox"/> Case papers | | |
| | Video evidence: original to be seized | <input type="checkbox"/> Custody | <input type="checkbox"/> Police Station | <input type="checkbox"/> Town Centre CCTV | <input type="checkbox"/> Private/ business premises (please seize before destroyed) | | |
| | Medical evidence: | COMPLAINANT(S) | YES | NO | OFFICER(S) | YES | NO |
| | | Medical consent form completed | <input type="checkbox"/> | <input type="checkbox"/> | Medical consent form completed | <input type="checkbox"/> | <input type="checkbox"/> |
| | | Photographed | <input type="checkbox"/> | <input type="checkbox"/> | Photographed | <input type="checkbox"/> | <input type="checkbox"/> |
| | Bv whom | Date | | Bv whom | Date | | |
| | Medical examination | <input type="checkbox"/> | <input type="checkbox"/> | Medical examination | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Bv Dr | Date | | Bv Dr | Date | | |
| | Surgery/hospital | | | Surgery/hospital | | | |
| | Tel No | | | Tel No | | | |
| Other evidence: | Any other evidence preserved (e.g. clothing, CS spray, etc) (please include relevant storage locations and ERP No.) | | | | | | |
| Summary of Reporting Officers actions including the identity of police and civilian witnesses. (Continue on separate sheet if necessary) | | | | | | | |
| | | | | | | | |
| | | | | | | | |

APP 4 R67 PSD Complaints Form Contd

8 Local Resolution

Local Resolution is intended to provide a flexible and simple procedure for dealing with complaints of a minor nature, which would otherwise attract the full length and formality of an investigation. The aim of local resolution is to achieve a position in which the complainant is satisfied that his or her complaint has been dealt with in an appropriate manner.

To progress with Local Resolution one of the following tests must be satisfied:

| | | | |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Test 1 | The alleged misconduct is of an apparently minor nature and, if proved, would not justify the bringing of any criminal or disciplinary proceedings | → | If the nature of the complaint satisfies Test 1 the matter is suitable for Local Resolution.
Proceed to sections 8a and 8b.
After gaining complainants consent to undertake Local Resolution at 8a and 8b please:
(i) notify the Professional Standards Department (fax copy of complaint form on 412937) as soon as possible for recording purposes AND
(ii) serve LR (1) form on all individuals identified at section 4. |
| Test 2 | Subject to the approval of the IPCC, the alleged misconduct is of a more serious nature and, if proved, would still not justify the bringing of any criminal proceedings but, if disciplinary proceedings are brought, would be likely to result in no more than a reprimand, or some similar result in the case of police staff | → | If the nature of the complaint meets Test 2 or 3, seek the consent of the complainant (section 8a) and submit Form R67 and supporting documentation (by fax (412937), if appropriate) to the Professional Standards Department.

Whilst awaiting for the IPCC decision, you should inform the person(s) complained about that they are subject of the complaint but do not enter into discussions about the matter at this stage. |
| Test 3 | Subject to the approval of the IPCC, the allegation is serious but there are reasons that mean it would not be practicable to bring criminal or disciplinary proceedings | | |

Note: It is **NOT** the reporting officers' responsibility to seek consent from the IPCC. If the IPCC grant consent, the complaint may be referred back to you in order to progress the Local Resolution.

If the complaint is not suitable for Local Resolution please complete section 13 and forward Form R67 to the Professional Standards Department, via the Divisional Commander.

8a Local Resolution - Complainants consent

Before proceeding the following **MUST** be discussed with the complainant:

I fully understand the Local Resolution process and agree to it being used to resolve my complaint(s). The following points have also been fully explained to me:-

- Reason why the complaint qualifies for local resolution
- Purpose of local resolution
- That my consent cannot be withdrawn once the process has commenced
- My right of appeal against the process
- Case will be closed after the process has been completed
- No disciplinary proceedings will be taken against the person complained against in relation to the conduct that is subject of the local resolution
- Who will conduct the process
- That I will be given a copy of the record of the complaint and of the outcome
- That any statements made during the process about the subject of the local resolution will be inadmissible in any criminal, disciplinary or civil proceedings
- What will happen if the conditions change and the police stop the process
- I will be updated on the progress of my complaint, in accordance with my wishes, or at least every 4 weeks.
- I agree with the proposed action plan and timetable listed overleaf (8b):

Signed Timehrs Date/...../.....

Must be signed in all cases (even if statements taken)

APP 4 R67 PSD Complaints Form Contd

| | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------|-------|
| 10 | Complaint not proceeded with | | | |
| | I have discussed my complaint with | | | |
| | I am satisfied with the explanation given and do not wish to proceed with my complaint. I accept that this will bring an end to the complaint and it will not normally be possible to reopen it. | | | |
| | Reasons/ explanation for withdrawal of complaint (This may be incorporated on a statement form) | | | |
| | Signature of complainant | | Date: | |
| | Name in Print | | | |
| 11 | Mandatory Referral to The IPCC | | | |
| | Faxed to Professional Standards
(Fax No. 412937) by | | Date: | Time: |
| | Complaints concerning, Death in Police custody, serious injury, serious arrestable offences, serious corruption and serious assault (ABH or above), criminal or serious allegations of discriminatory behavior (race/sex/religion) must be referred to the IPCC by the next working day or Monday if the case occurs over a weekend. To ensure these time limits are met, <u>this form and attached documents described must be faxed or forwarded to the Professional Standards Department immediately.</u> | | | |
| 12 | Direction and Control/Occurrences | | | |
| | 'Direction and Control' includes matters of strategy, policy, structure, organisation and central force command concerning general policing, resources, and budgetary issues. | | | |
| | Complaints against a member of the police service where they have clearly followed defined policies and procedures would be a complaint about the 'direction and control' of the organisation and not a complaint about the conduct of an individual. | | | |
| | Such grievances are not complaints as specified by The Police Reform Act 2002, because they do not relate to misconduct by a member of the police service. They do however identify areas of public dissatisfaction and should therefore be recorded. | | | |
| | Reporting officers reasons and comments for recording as a 'Direction and Control' complaint | | | |
| Action taken to resolve issue (this may include an explanation to the complainant of why the action was taken by the police) including complainant(s) views If this 'Direction and Control' issue needs to be addressed within the organisation what action have you taken to progress it. | | | | |

APP 4 R67 PSD Complaints Form Contd

13

| Recording Officer Confirmation (Reporting Officer should tick (✓)all that apply) | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------|--------------------|
| <input type="checkbox"/> I certify that all action required in paragraphs 1 –12 has been completed and the complainant has been provided with IPCC leaflets (i.e. How to make a complaint (COM/4)) | | | |
| <input type="checkbox"/> I certify that I have served the 'Notification of Complaint suitable for Local Resolution' (LR (1)) form on the following individuals and attach a copy of each form for record purposes. | | | |
| | Rank/Grade/ID No. | Name | Date Notice Served |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| <input type="checkbox"/> I confirm that I have informed the police officer/police staff line manager of the matter (in cases where I am not the line manager) | | | |
| <input type="checkbox"/> I confirm that the complaint is not suitable for Local Resolution and ask that the matter be forwarded for investigation for the following reasons: | | | |
| <input type="checkbox"/> If Direction and Control - I certify that I have informed the complainant of reasons for non recording as a complaint as defined by the Police Reform Act 2002 and that I have provided the appropriate IPCC leaflet (i.e. <i>Appealing against the non-recording of a complaint (Ref COM/5)</i>) | | | |
| Signed | | Date | |
| Name in print | | Rank/Grade/ ID no. | Contact details |

14

| Divisional Commander/ HQ Head of Dept./ Police Authority (in case of ACPO officers) | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------|--|
| <input type="checkbox"/> This complaint can be classified as locally resolved and I request that a letter be sent to the complainant recording briefly how the complaint was handled, indicating that it will be recorded as having been locally resolved and a copy of the local resolution agreement together with the appeals form 'Appealing against the local resolution process' (Ref COM6). | | | |
| <input type="checkbox"/> Local Resolution has been unsuccessful or is not suitable and I request this file be forwarded to PSD for investigation (in the case of ACPO officers- direct to the police authority) | | | |
| <input type="checkbox"/> This complaint can be classified as withdrawn | | | |
| <input type="checkbox"/> This complaint can be classified as Non Recorded/Direction and Control | | | |
| Signed | | Date | |
| Name in print | | Rank/Grade/ ID no. | |

APP 4 R67 PSD Complaints Form Contd

15 Police Officer(s) / Staff subject of complaint – Statistical Data (to be completed in all cases by the recording officer)

| | 1 | 2 | 3 | 4 |
|-------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Officer's/staff Nos. (as per section 4): ID Code | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Duty at time of incident (check (✓) all boxes that apply) | | | | |
| Foot patrol | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vehicle patrol | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Traffic | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Custody | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supervision | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CID | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Station duties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other uniform duties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other non-uniform duties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Type of incident leading to complaint (check (✓) all boxes that apply) | | | | |
| Traffic (non-FPN) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| FPN | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public order | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crime investigation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Domestic dispute | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Arrest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Custody | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Search vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Search person | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Search premises | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

App 5 PSD Statistics

Select Area:

The Constabulary

Recorded Complaints

| | Jan-06 | Jan-07 | Diff | % Change | April to January | | | % Change |
|----------------------------------|--------|--------|------|----------|------------------|---------|-------|----------|
| | | | | | 2005/06 | 2006/07 | Diff | |
| All Complaints | 84 | 149 | + 65 | + 77.4% | 999 | 1173 | + 174 | + 17.4% |
| Assaults | 15 | 23 | + 8 | + 53.3% | 153 | 180 | + 27 | + 17.6% |
| Breaches of Codes of Practice | 11 | 14 | + 3 | + 27.3% | 101 | 93 | - 8 | - 7.9% |
| Discriminatory Behaviour | 0 | 1 | + 1 | No Calc | 16 | 11 | - 5 | - 31.3% |
| Honesty & Integrity | 2 | 2 | = | = | 32 | 31 | - 1 | - 3.1% |
| Incivility | 12 | 29 | + 17 | + 141.7% | 190 | 188 | - 2 | - 1.1% |
| Information Disclosure | 0 | 3 | + 3 | No Calc | 20 | 22 | + 2 | + 10.0% |
| Neglect of Duty | 17 | 43 | + 26 | + 152.9% | 228 | 326 | + 98 | + 43.0% |
| Unlawful Arrest/Detention | 4 | 4 | = | = | 45 | 54 | + 9 | + 20.0% |
| Oppressive Conduct or Harassment | 14 | 24 | + 10 | + 71.4% | 149 | 188 | + 39 | + 26.2% |
| Property | 7 | 2 | - 5 | - 71.4% | 33 | 36 | + 3 | + 9.1% |
| Other Sexual Conduct | 0 | 0 | = | No Calc | 0 | 0 | = | No Calc |
| Other Procedural Irregularity | 1 | 1 | = | = | 12 | 9 | - 3 | - 25.0% |
| Traffic | 0 | 1 | + 1 | No Calc | 14 | 20 | + 6 | + 42.9% |
| Other | 1 | 2 | + 1 | + 100.0% | 6 | 15 | + 9 | + 150.0% |

Closed Complaints

| | Jan-06 | Jan-07 | Diff | % Change | April to January | | | % Change |
|----------------------------------------|--------|--------|------|----------|------------------|---------|------|----------|
| | | | | | 2005/06 | 2006/07 | Diff | |
| All Closures | 103 | 149 | + 46 | + 44.7% | 1017 | 1082 | + 65 | + 6.4% |
| Substantiated | 0 | 0 | = | No Calc | 32 | 23 | - 9 | - 28.1% |
| Unsubstantiated | 38 | 28 | - 10 | - 26.3% | 205 | 169 | - 36 | - 17.6% |
| Local Resolution | 38 | 93 | + 55 | + 144.7% | 554 | 622 | + 68 | + 12.3% |
| Dispensation | 12 | 15 | + 3 | + 25.0% | 120 | 109 | - 11 | - 9.2% |
| Withdrawn | 15 | 13 | - 2 | - 13.3% | 106 | 159 | + 53 | + 50.0% |
| Local Resolutions as % of All Closures | 36.9% | 62.4% | | | 54.5% | 57.5% | | |

Complaints of Racist Nature

| | Jan-06 | Jan-07 | Diff | % Change | April to January | | | % Change |
|---------------------|--------|--------|------|----------|------------------|---------|------|----------|
| | | | | | 2005/06 | 2006/07 | Diff | |
| All Closures | 2 | 2 | = | = | 33 | 26 | - 7 | - 21.2% |
| Substantiated | 0 | 0 | = | No Calc | 4 | 1 | - 3 | - 75.0% |
| Unsubstantiated | 1 | 0 | - 1 | - 100.0% | 10 | 9 | - 1 | - 10.0% |
| Local Resolution | 1 | 2 | + 1 | + 100.0% | 14 | 10 | - 4 | - 28.6% |
| Dispensation | 0 | 0 | = | No Calc | 4 | 3 | - 1 | - 25.0% |
| Withdrawn | 0 | 0 | = | No Calc | 1 | 3 | + 2 | + 200.0% |

App 6 PSD Guidance on Handling Direction and Control Issues

Guidance on the Handling of Complaints relating to the Direction and Control of a Police Force by a Chief Officer

Introduction

Complaints about the conduct of police officers have traditionally been recorded and investigated in line with primary and secondary legislation and this will continue to be the case.

There are, of course, other complaints received within the force which are not about the conduct of a police officer but are rather complaints relating to the direction and control of a police force. Whilst such complaints have always been dealt with in whatever was considered the appropriate manner, there has been no national guidance as to how this should be done. However, under the provisions of Section 14 of the Police Reform Act 2002, the Secretary of State has the power to issue guidance to chief officers and police authorities on the handling of such complaints.

This guidance has now been issued, which requires each police force to develop its own local procedure for the effective and efficient handling of direction and control complaints, based upon the general principles laid down in the national guidance.

This document sets out the guidance to be followed in this Constabulary and this has been agreed with the Police Authority and the Independent Police Complaints Commission (IPCC).

Aims

The aims of this guidance are as follows:

- a. To set out a clear understanding as to what complaints should be regarded as direction and control.
- b. To lay down a formal local procedure, based upon national guidelines, for the efficient and effective handling of direction and control complaints.
- c. To ensure consistency in a way the force responds to such complaints and to give members of the public confidence that their complaints will be responded to in a timely and appropriate manner.

Policy Detail

(i) Scope of Procedures

A member of the public is entitled to ask questions about the way policing is delivered locally and, if dissatisfied, to complain about that

service. For the purpose of this guidance, a member of the public is not taken to mean a person serving with the force i.e. a police officer, member of police staff, member of the Special Constabulary, volunteer or contracted staff, nor anyone acting on his or her behalf.

A complaint can be about any matter to do with the delivery of the policing service in the Constabulary area. However, it does not include matters to do with:

- a. The general functions of the Police Authority;
 - b. Where an immediate satisfactory explanation is given to the complainant and where there are no ongoing lessons to be learned or policies that require reviewing e.g. issues raised at Police Authority Meetings;
 - c. Complaints which have been dealt with previously and have been made by the same complainant;
 - d. Complaints which are considered to be frivolous, vexatious, anonymous or over 12 months old and there is no satisfactory explanation given as to the delay in registering the complaint;
 - e. Complaints about management and organisational support issues e.g. personnel, finance, procurement, common services (stationery, catering, postal services).
- (ii) Definition of Direction and Control

Direction and control of a police force is taken to be the legitimate independent operational responsibility and discretion that is held by a chief officer, which includes any person serving under the chief officer who operates by virtue of formal delegated authority from the chief officer, either directly or indirectly. For example, a divisional commander will have delegated authority and prescribed discretion from the chief officer to provide a policing service in his/her division and develop local policies and operating procedures. Such local policies and procedures are regarded as direction and control of the police force by a chief officer.

Direction and control complaints can be defined as ones relating to:

- a. Operational policing policies and their implementation, where there is no allegation of misconduct;
- b. Formulation of principles and protocols for dealing with the standards of the force;
- c. Decisions concerned with the organisation of the force;
- d. Operational management decisions, where there are no allegations of misconduct.

(iii) Responsibilities

The responsibility for the management of local procedures is delegated to the Detective Chief Superintendent, Professional Standards, who will ensure that suitable arrangements are in place to co-ordinate and manage the recording, handling and reporting of direction and control complaints across the force.

Issues concerning direction and control by the force, can, by their very nature, have the potential to have an impact on the force's efficiency and effectiveness. The Police Authority has a key role in overseeing and scrutinising the way the force handles such complaints. Regular oversight will be achieved by the Professional Standards Committee of the Police Authority, which will be provided with information and statistical data in relation to direction and control complaints by the Assistant Chief Constable, (Professional Standards) at its quarterly meetings.

(iv) Categorising Complaints

In addition to direction and control complaints, a police force will receive complaints to do with the conduct of members of staff, complaints about management and organisational support and Police Authority affairs. Every conceivable complaint will fall into one of these four areas and everyone should be clear about how each should be handled.

(v) Conduct of a Member of Staff

Any complaint wholly or partly to do with conduct must be handled in accordance with the provisions of the Police Reform Act 2002.

Complaints of this nature are dealt with under established procedures laid down by legislation and guidance from the Home Office and IPCC. Within the force such complaints can be dealt with by local resolution in division or alternatively are investigated by Professional Standards staff, or in serious cases by the IPCC itself via its own investigative staff. The Detective Chief Superintendent, Professional Standards, is responsible for managing the process in the force and all such complaints are forwarded to Professional Standards for recording.

A member of the public has the right to appeal to the IPCC if in their view a complaint against conduct has been wrongly categorised as direction and control. The IPCC may direct that such complaint is recorded as conduct and investigated in the appropriate manner.

(vi) Management and Organisational Support

This relates to support functions in the force, for example, personnel, finance, procurement, common services etc and any complaints about

these matters do not fall to be classified as direction and control. Nevertheless, complaints relating to such matters should always be referred to the department responsible for the specific function and responded to in the way deemed most appropriate.

(vii) Police Authority Affairs

Any complaints which are received in the constabulary about the conduct of a member of the Police Authority should be directed to the Detective Chief Superintendent, Professional Standards, for onward transmission to the Chief Executive of the Police Authority.

Such complaints are not considered to be direction and control for the purposes of this guidance.

In some cases it may be difficult to determine if a complaint is about direction and control or about conduct. Where there is a difficulty, the force should proceed with it as if it was a complaint against conduct, until such time as any preliminary enquiries or investigations demonstrate this not to be the case. This is to avoid prejudice to the application of the conduct procedures, should the latter be shown to be appropriate. Advice should be sought from Professional Standards whenever necessary.

(viii) Handling of Direction and Control Complaints

Direction and control complaints can be made by letter, in person, by email or by telephone.

Divisional commanders should ensure that such complaints are dealt with in the most appropriate way. In many cases it will be necessary for the complainant to be contacted personally by a supervisory officer who should take details on the R67 complaint form, which is also utilised for conduct complaints.

Details of the complaint and of the complainant should be entered on the form and the most appropriate method of resolving the issue determined.

The form provides sections for completion by the reporting officer setting out the response to the complaint, the complainant's satisfaction, performance achieved, lessons learnt etc.

Sections 1-5 and 12-16 of the R67 form should be completed for direction and control complaints.

In some cases it will be possible to deal effectively with the complaint solely by way of correspondence, without the need for a personal visit.

If received by letter the complaint should be acknowledged within 5 working days and the aim should be to deal with all direction and control complaints within 28 days.

This is the same timescale recommended by the IPCC for locally resolved conduct complaints. There should be a presumption towards openness, but any decision on disclosure of information should be subject to a sensitivity/harm test.

Whether the complaint is dealt with personally or by correspondence, the complainant should always be provided with a copy of the IPCC leaflet (i.e. *Appealing Against the Non-Recording of a Complaint*, Ref: COM/5).

On conclusion, the completed R67 form (for complaints dealt with personally) or a copy of all correspondence (if dealt with solely by letter) should be forwarded to the Professional Standards Department for recording.

It is acknowledged in some cases the complainant will remain dissatisfied at the conclusion of the process. Unlike conduct complaints, there is no formalised appeal process for direction and control issues.

Nevertheless, the Detective Chief Superintendent, Professional Standards will, in such cases determine whether it is appropriate for any further enquiry to be undertaken or to close the case and record the complainant's dissatisfaction.

(ix) Recording of Complaints

The Professional Standards Department will be responsible for recording details of all direction and control complaints, so that this information can be retrieved effectively for the purposes of those who need to manage, oversee or inspect the procedure.

The record should contain information on each recorded complaint and will include:

- a. Details of the complainant;
- b. Details of the complaint;
- c. Outcome achieved;
- d. Any lessons learned and any action taken.

Complaints will be classified in one of the following categories:

- a. Administration – complaints about administrative processes in the force;
- b. Resources – complaints about the allocation of police resources;

- c. Call handling – complaints about poor call handling/unable to contact police etc;
- d. Prosecution policy – complaints about policy and procedure regarding prosecutions and cautioning;
- e. Criminal investigation policy – complaints about force policy and procedure in relation to the investigation of criminal offences;
- f. Road traffic policy – complaints about force policy and procedure in relation to road traffic matters and enforcement;
- g. Use of police vehicles – complaints about driving/use of police vehicles;
- h. Response times – complaints about delays in police response to incidents.

(x) Monitoring Performance

The Professional Standards Department will not normally investigate direction and control complaints but will manage the process and keep central records, as well as acting as a point of reference for advice and assistance.

Professional Standards will provide management information to divisions regarding direction and control complaints and will also provide information to chief officers of the force and the Police Authority. Professional Standards will also ensure any lessons learnt and training needs identified are appropriately progressed.

Her Majesty's Inspectorate of Constabulary will want to include in its normal force inspection the adequacy of the force's procedures for handling direction and control complaints and will want to scrutinise the effectiveness of both its operation and the oversight function.

Assessment

It is intended that the National Guidance on Handling of Direction and Control Complaints will be reviewed after one year, to take account of operational experience. Any observations/comments about the working of the procedure to be forwarded to the Detective Chief Superintendent, Professional Standards for consideration.

PART I

**GUIDANCE FROM INDEPENDENT POLICE COMPLAINTS COMMISSION (IPCC)
ON PROCEDURES FOR APPEALS TO THE OUTCOME OF AN INVESTIGATION**

(Appendix "A" refers)

Issue for Consideration

Advice note from the IPCC entitled 'Guidance on Appeals'.

Information

Attached at Appendix A is a note outlining procedures to be followed on receipt of an appeal to the outcome of an investigation, by or on behalf of, the relevant police authority. Also attached is an operational advice note headed 'Statutory Guidance - IPCC Operational Advice Notes' which explains what operational advice notes are. t providing the information requested.

Decision Required

The Committee is asked to note the report.

Background Papers

None

Report Originator

Bev Wood, Chief Executive's Office, Lancashire Police Authority

APPENDIX A

| | |
|-------------------------|---------------------------------------------------------------------------------------------------------------|
| APA E COMMUNICATION No. | 65/2007 |
| To: | All Chief Executives to Police Authorities
All Chairs of Police Authorities |
| Cc: | APA Secretariat |
| No of Attachments: | 2 |
| Brief: | Providing guidance from the IPCC on procedures to be followed for appeals to the outcome of an investigation. |
| Contact: | Cameron Bayly
Cameron.Bayly@lga.gov.uk |

Colleagues,

Subject: GEM 65 - Guidance from IPCC on procedures for appeals to the outcome of an investigation

Please find attached an operational advice note from the IPCC entitled 'Guidance on Appeals'. The note outlines procedures to be followed on receipt of an appeal to the outcome of an investigation, by or on behalf of, the relevant police authority. Also attached is an operational advice note headed 'Statutory Guidance - IPCC Operational Advice Notes' which explains what operational advice notes are.

The operational advice note came into effect on 1 April. The note details the procedures to follow when launching an appeal, and outlines the exceptional circumstances which can be considered when making an appeal outside of the stipulated 28 day period.

Statutory Guidance IPCC Operational Advice Notes

In 2005 the Independent Police Complaints Commission (IPCC) issued Statutory Guidance entitled “Making the new police complaints system work better” (the Statutory Guidance).

Changes or additions to the Statutory Guidance are, where appropriate, agreed with ACPO and the APA from time to time. These are incorporated in operational advice notes for circulation to forces and police authorities. This binder contains both the Statutory Guidance and operational advice notes that have been issued. Operational advice notes are found at the end of each section of the Statutory Guidance if relevant to that section or, if of general relevance, at the end of the binder.

Operational advice notes are not issued under section 22 of the Police Reform Act 2002 and do not therefore impose any statutory duty on the police or police authorities. However, they are intended to supplement the Statutory Guidance in practice. Except where they differ from the Statutory Guidance, the Statutory Guidance will continue to apply. Operational advice notes should therefore be read in conjunction with the Statutory Guidance.

IPCC Operational Advice Note

In 2005 the Independent Police Complaints Commission (IPCC) issued Statutory Guidance entitled “Making the new police complaints system work better” (the Statutory Guidance).

This operational advice note is not issued under section 22 of the Police Reform Act 2002 and does not therefore impose any statutory duty on the police or police authorities. However, it has been agreed with ACPO and the APA and is intended to supplement the Statutory Guidance in practice. Except where it differs from the Statutory Guidance, the Statutory Guidance will continue to apply. This operational advice note should therefore be read in conjunction with the Statutory Guidance.

Guidance on Appeals Police Authorities

Timescales

The IPCC considers appeals received within 28 calendar days following notification to the complainant regarding the outcome of the investigation by or on behalf of the relevant police authority. In order to allow for the fact that letters posted within the timescale may nevertheless arrive a day late, the IPCC may consider an appeal received on the 29th day. Other appeals received outside the 28 days will be considered only in exceptional circumstances.

The IPCC will normally notify police authorities within 1 day of receipt of an appeal. In order to allow time for notification to forces of those appeals received on the 29th day forces should not close cases or withdraw Regulation 9 notices until after 28 calendar + 2 working days following notification by the relevant force to the complainant.

The following form of words should be adopted in a letter to the complainant at the end of an investigation. This will provide the complainant with sufficient details in relation to the appeals timescale.

‘You have the right of appeal in relation to this investigation to the Independent Police Complaints Commission (IPCC). You have 28 days within which to make your appeal to the IPCC. You are advised to post your appeal in good time to ensure it reaches the IPCC before the end of the 28th day. The 28th day is XX. ***Appeals received after 28 days may not be allowed unless there are exceptional circumstances.***

You might want to consider using guaranteed next-day delivery post service ***to ensure that your appeal is received within time***".

Updating Complainants

Section 21 of the Police Reform Act refers to keeping complainants informed throughout the investigation process. How frequently a complainant is updated will vary according to the nature of the case and needs of the person. Police authorities must ensure that complainants are provided with regular updates on the investigation and in particular when the investigation is likely to be concluded. This will give complainants the opportunity to advise of any changes to their circumstances such as moving address or going on extended holidays.

Exceptional Circumstances*

The IPCC will assess 'exceptional circumstances' on a case by case basis. IPCC will evaluate late appeals and look for evidence that complainants have made every possible effort to make the appeal ***within the 28 days allowed by regulations*** and that any delay was out of their control.

Examples include, but not exclusively, where a complainant is ill and incapacitated, or has been away from their home address on holiday or business for an extended period of time.

In cases where an appeal is accepted by the IPCC after the 28 days deadline the IPCC will advise the police authority concerned as to what the specific 'exceptional circumstances' were in that particular case.

**Working days" is as defined in the Police (Complaints and Misconduct) Regulations 2004. "Working day means any day other than a Saturday or Sunday or a day which is a bank holiday or public holiday in England and Wales".*

**'Exceptional Circumstances' has the same meaning as 'Special Circumstances' used in the Police (Complaints and Misconduct) Regulations 2004.*

1 April 2007