



PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

**THURSDAY, 19 NOVEMBER 2009 AT 1.30 PM
IN CABINET ROOM C - COUNTY HALL**

NB If you have any queries regarding the Agenda papers or required any further information please contact Lizzie Heath on 01772 533589 or lizzie.heath@lancashire.gov.uk

AGENDA

PART I (OPEN TO PRESS AND PUBLIC)

1 APPOINTMENT OF CHAIR AND VICE CHAIR

At its meeting of the 17 July 2009, the Police Authority appointed Ms Trish McGirr and Councillor Gary Bell as Chair and Vice-Chair of the Committee respectively for 2009/10.

2 MEMBERSHIP AND TERMS OF REFERENCE

A report detailing the membership and Terms of Reference of the Committee for 2009/10 is attached.

3 APOLOGIES FOR ABSENCE

4 DECLARATION OF MEMBERS INTERESTS

Members are asked to consider any personal/prejudicial interests they may have to disclose to the meeting in relation to any matters under consideration on the Agenda in accordance with the law, the Authority's Standing Orders and the Member Code of Conduct.

5 MINUTES OF THE PREVIOUS MEETING

The Minutes of the Committee meeting held on 18 June 2009 are attached for confirmation.

6 MATTERS ARISING

7 NOTE OF THE WORKING GROUP HELD ON 4 SEPTEMBER 2009

A Note of the Working Group held on 4 September 2009 is attached for information.

Independent Police Complaints Commission

8 PRESENTATION BY THE IPCC

Representatives from the IPCC will provide a presentation to the meeting on an review of an investigation referred to the IPCC by Lancashire Constabulary.

Items for Decision

9 REVIEW OF SENIOR OFFICER PROCEDURES

A proposed complaints procedure for dealing with complaints against Chief Officers is attached.

Items for Information

10 BLACKPOOL CUSTODY SUITE

An update on Blackpool Custody Suite is attached.

11 VOLUNTEER SCHEMES

A report detailing issues arising from the custody visits and animal welfare visits along with a Member update from the Member with a special interest in the volunteer scheme is attached.

12 CITIZEN FOCUS PERFORMANCE

An update on citizen focus performance is attached.

13 SINGLE CONFIDENCE TARGET

A verbal update on performance against the new single confidence target will be presented at the meeting.

14 COMPLAINTS ANALYSIS

Part I of the analysis of complaints recorded/finalised between 1 April 2009 and 30 September 2009 is attached. **Report to follow.**

15 INSPECTION OF FINALISED COMPLAINTS

Members have been asked to view files of complaints finalised between the 1 July and 30 September 2009. 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.

16 ORGANISATIONAL LEARNING REPORT

A verbal report demonstrating organisational lessons learnt since the last meeting will be presented at the meeting.

17 TAYLOR REFORMS IMPLEMENTATION UPDATE

A verbal update on progress made against recommendations made in the Taylor Report will be presented at the meeting.

18 DATE OF NEXT MEETING

The date of the next Committee is scheduled to be held at 1.30pm on Thursday 11 March 2010 at County Hall Preston.

19 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 Act, as indicated against the heading to the items, and the public interest not to disclose it outweighs the public interest in disclosing it.

20 LEGAL CLAIMS

A report on legal issues affecting the Constabulary is attached.

Miranda Carruthers-Watt
CHIEF EXECUTIVE

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PROFESSIONAL STANDARDS COMMITTEE

19 NOVEMBER 2009

MEMBERSHIP AND TERMS OF REFERENCE OF THE PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

PART I

Issue for Consideration

The Committee's Membership and Terms of Reference for 2009/10.

Information

At its meeting on 17 July 2009, the Police Authority agreed the Membership of the Committee as set out below:

HUMAN RESOURCES COMMITTEE MEMBERSHIP (6)
Miss Saima Afzal Councillor Gary Bell (Vice Chair) Mr David Edmundson Mrs Frances Hendrix JP Ms Patricia McGirr (Chair) County Councillor Niki Penney County Councillor Tony Pimblett Mr Shazad Sarwar Mrs Amanda Webster

The Authority also approved the amended Terms of Reference for the Committee as set out below:

Professional Standards and Citizen Focus Committee

1. To consider and make recommendations to the Authority as necessary upon the following:-
 - 1.1. To fulfil the obligations of the Authority in relation to complaints including the Police Reform Act 2002 and Part IV of the Police Act 1996 in connection with the complaints and discipline process and professional standards of the force and where necessary to seek changes in procedures and performance to enhance public confidence.
 - 1.2. the outcome of a tribunal hearing against the conduct of a police officer of Assistant Chief Constable, Deputy Chief Constable or Chief Constable rank, or police staff holding the position of Director, where a sanction is recommended.¹
2. To exercise the following delegated powers and duties:
 - 2.1. To oversee and monitor force performance and processes in relation to complaints against Police Officers (below the rank of ACC) and Police Staff in relation to Misconduct, Direction and Control, Quality of Service and Professional Standards matters and consider how they impact on the efficiency and effectiveness of the Constabulary.²
 - 2.2. To receive regular reports on the standards of professionalism and integrity that the Chief Constable expects the police officers and police staff under his direction and control to uphold, and on policies and procedures introduced by the Chief Constable to ensure that such standards are maintained.
 - 2.3. 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 in accordance with the Authority's case sampling protocol.
 - 2.4. To fulfil the procedural and administrative obligations of the Authority, for dealing with performance, misconduct and appeals proceedings, including the maintenance of a list of independent people.
 - 2.5. To maintain an overview, in consultation with the Chair and Vice Chair of Resources of legal proceedings against Lancashire Constabulary, including claims being handled by the Authority's insurers.
 - 2.6. To consider requests, in consultation with the Chair and Vice-Chair of Resources, for financial assistance from police officers arising from legal proceedings.
 - 2.7. To receive reports concerning complaints in respect of the Chief Executive.

¹ This would include sanctions such as suspension, dismissal, the requirement to resign or any other reprimand.

² This includes considering the cause and instances of complaints, the response of the Constabulary to them, and wider links to general force policy, style and management. To monitor best and worst practice patterns emerging and the lessons learnt policy and alert the Chair and Vice-Chair of Human Resources Committee to training needs to prevent reoccurrences where appropriate.

- 2.8. to monitor the progress and performance of the Constabulary in terms of the Policing Pledge in order to build and maintain public confidence and reassurance in the police service.
- 2.9. to undertake performance monitoring in relation to Quality of Service matters, including the regular review of satisfaction indicators and confidence surveys.
- 2.10. to monitor Constabulary compliance with the standards set out in the National Quality of Service Commitment that are relevant to the business of the Committee.
- 2.11. to monitor performance data in relation to requests for information received by the Authority and the Constabulary and dealt with under the Freedom of Information Act;
- 2.12. To fulfil the obligations of the Authority in relation to the custody and animal welfare visiting schemes, including reviewing the performance of the visiting schemes and to seek improvements in arrangements as a consequence of visitor recommendations.
- 2.13. to consider and scrutinise reports from HM Inspector of Constabulary, the Independent Police Complaints Commission and other such bodies that are relevant to the Committee's work.
- 2.14. To alert other Committees of any matters relevant to their terms of reference that arise as a consequence of the Committee's business.
- 2.15. To consider equality, diversity and human rights matters which are relevant to the business of the Committee.

Membership:	9
Quorum:	5

Decision Required

The Committee is asked to note the Membership and Terms of Reference of the Committee for 2009/10.

Background Papers

Item and Minute of the Police Authority meeting 17 July 2009.

Report Author

Name: Lizzie Heath
 Organisation: Lancashire Police Authority  (01772) 533589

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PROFESSIONAL STANDARDS COMMITTEE

MINUTES

MEETING HELD ON THURSDAY 18 JUNE 2009, AT 1.30 PM AT COUNTY HALL, PRESTON

PRESENT:

Mrs P McGirr – Chair

Councillor G Bell
Mr D Edmundson
Ms F Hendrix JP
Ms A Webster

IN ATTENDANCE:

Assistant Chief Constable C Weigh
Detective Superintendent M Leveridge
Inspector D Croll
Mrs J Yates
Mrs S Williams
Mrs A Harrison
Mr I Dickinson
Miss L Heath

Lancashire Constabulary
Professional Standards Department
Criminal Justice Department
Professional Standards Department
Professional Standards Department
Legal Services, Preston City Council
Chief Executive's Office
Chief Executive's Office

It was agreed that item 8 of the Agenda 'Blackpool Custody Suite' would be considered first to allow ACC Weigh to attend another meeting.

APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Mr Sarwar, Mrs Carruthers-Watt, DCC Cunningham and Detective Chief Superintendent Curtis.

MINUTES OF THE MEETING HELD ON 13 NOVEMBER 2008

30/08 RESOLVED: - That the Minutes of the last meeting be confirmed as a correct record and signed by the Chair.

NOTE OF THE PROFESSIONAL STANDARDS WORKING GROUP HELD ON 12 MARCH 2009

31/08 RESOLVED: - That the note of the Working Group held on 12 March 2009 be noted.

MATTERS ARISING

It was reported that the appointment of independent persons to misconduct panels had been completed and Lancashire now had access to a regional pool of 20 members for misconduct hearings.

LANCASHIRE POLICE AUTHORITY INDEPENDENT CUSTODY VISITOR AND ANIMAL WELFARE SCHEMES

The Committee received a report on Lancashire Police Authority's Independent Custody Visitors and Animal Welfare Schemes. The report set out a summary of issues raised through the Schemes for the Committee's attention along with individual reports appended.

Mr Dickinson explained that the appended reports were for comparison purposes. Revised processes meant issues were being dealt with on a more local basis and should only be reported to the Committee by way of exception.

In respect of using cells as places of safety, the Chair reported that she had met with the Chair of North Lancashire Primary Care Trust. It was felt that there was no consistency nationally or even within Lancashire. It had been agreed to arrange a round table discussion between the Constabulary and the health service. Supt Leveridge was very interested in the discussions around section 136 arrests and places of safety due to its links with deaths in custody. It was agreed that both Supt Leveridge and Inspector Croll be invited to attend the meeting.

Mrs Webster queried whether there was a consistent approach to people detained under section 136 in Lancashire. Inspector Croll reported that over the last 12 months he had undertaken work on creating a single policy for conveying people to hospital to be used throughout the force. The policy had local procedures appended to it due to the different working practices within divisions.

With regard to animal welfare it was reported that work at the dog training school was still ongoing; however, there did not appear to be any clarity over the timescales for completion of the work. There was also issues on the surfacing of paths and paving.

Members requested that their thanks to visitors be recorded for all the valuable work they did on behalf of the Authority.

32/08 RESOLVED: -

1. That the report be noted.
2. That Supt Leveridge and Inspector Croll to be invited to attend a meeting with the Health Service regarding places of safety.
3. That the Constabulary's Head of Estates be requested to provide an update on the refurbishment of the dog training school.
4. That Members thanks to custody and animal welfare visitors be recorded.

BLACKPOOL CUSTODY SUITE

A report on the ongoing work at Blackpool Custody Suite was presented to Members.

ACC Weigh informed Members that the Constabulary was aware of the issues at Blackpool Custody Suite, following the failed Casino bid the Constabulary were now looking for a suitable

new location to build the station. In the meantime, a short / medium term plan had been considered as the issues facing Blackpool Custody needed to be resolved whilst a new sight was sought. It was noted that, £500,000 had been reserved within the Capital Programme to provide more cell capacity and new layout to charge desk to allow for a better through put of detainees would allow for tidier procedures.

It was proposed that a set of 10 PODs be put in the courtyard to be used as temporary cell accommodation whilst work on the current site was undertaken. An 18 week build process was suggested once planning permission had been granted meaning work should be completed by December 2009.

Mr Weigh reported that an organisational support review of Criminal Justice had recently been completed, a recommendation of which was to look at the centralisation of the 6 current sites. This was now under consideration by the CTCG.

Mrs Hendrix queried what Mr Weigh meant by 'tidier procedures'. Mr Weigh explained that the current layout of the sight did not lend itself to smooth running and created additional pressure on the staff when booking in and processing detainees.

Mrs Hendrix queried what flexibility there was to move staff between divisions during peak times. Mr Weigh explained that unfortunately peak times such as weekends were busy for all divisions. However, this was an issue which could be resolved with the centralisation of resources as staff could be dispatched to divisions as required.

Cllr Bell thanked Mr Weigh for his explanation of the report. However he sought assurance that staff resources issues would be resolved after the building work had been completed, and that solutions would be put in place in the meantime. Mr Weigh reported that the commanders of the Northern and Western division's involved could not agree on a satisfactory resolution so the only other solution was to provide more money, which he was hesitant to do at the moment as the issues were still workable. He had asked the divisions to continue with current resources until a decision had been taken in August as to how to proceed; if things deteriorated he would re-evaluate the situation.

Mr Edmundson was concerned at the amount of money being spent on what was classed as a short term plan and requested a further, more contextual, report to include timings for the completion of the new station.

It was agreed that due to the cross cutting themes between Professional Standards and Resources a small working group should be set up which involved the Chair and Vice Chair of both Committees. This would ensure a more complete scrutiny of the process.

Mr Weigh concluded that whilst there were issues at Blackpool, the station had been operational for years and had not suddenly deteriorated, rather the Constabulary wanted to improve the service it provided.

33/08 RESOLVED: -

1. That a Working Group involving the Chair and Vice Chair of Professional Standards and Resources Committee be arranged to consider the issues surrounding Blackpool custody suite in more detail.
2. That Mrs Hendrix and Mrs Webster be invited to inspect Blackpool station.

3. That the final Organisational Support Review of Criminal Justice be sent to Members of the Committee via email.

ORGANISATIONAL LEARNING

Members were provided with a verbal update on organisational learning by Mrs Williams.

It was reported that the Lessons Learnt Department had been operational for 2 years, the Department scanned complaints, misconduct files, civil cases and national guidance for both individual and organisational points of learning.

Significant lessons would be acted on straight away; however most cases were reviewed on completion to ensure lessons were picked up.

It was noted that 201 local lessons had been learnt in the past year, with direction and control issues creating the majority of lessons learnt.

The Department compiled monthly reports to divisions picking up lessons and were currently looking at the possibility of creating an e-learning programme. Lessons to be Learnt were forwarded to the most effective person and then followed up, with all responses being documented. Significant issues could also be input into training programmes.

34/08 RESOLVED: - That the report be noted.

CASE-SAMPLING PROTOCOL

Members received a draft protocol setting out the arrangements for reviewing completed complaint files.

Members welcomed the protocol but were unsure about some of the wording which suggested that Members would lose their right to chose which files they wished to view. Mr Dickinson reassured Members that this was not the case, and undertook to rewrite that part of the protocol to avoid confusion.

The Chair explained that the suggested number of files for Members to view was in line with national guidance and would provide a clear and consistent understanding of the expectation on Members. She also proposed that Members continued to view a common file on an ad hoc basis.

Members commented on Appendix A of the protocol, a checklist for Members on what quality indicators they should be assessing and welcomed the proposed training session at the next meeting of the Working Group.

35/08 RESOLVED: -

1. That subject to the amendments above, the dip-sampling protocol be adopted.
2. That the next Working Group of the Committee, scheduled for 3 September 2009, be used as an training session for Members on the viewing of complaint files.

CONFIDENTIALITY AGREEMENT / COMPLAINTS DE-BRIEF

Members were presented with a confidentiality agreement / debrief mechanism between the Authority, Constabulary and staff side representatives in relation to complaints, for approval.

It was reported that current process would remain in place; however the exclusion statement for the consideration of part II documents would be amended to allow staff associations to stay in the meeting.

36/08 RESOLVED: - That subject to the amendment to the exclusion statement, the confidentiality agreement and debrief mechanism be approved and adopted for use between the Authority, Constabulary and staff side representatives.

THE CONSTABULARY'S CONFIDENTIAL REPORTING SYSTEM – SAFEGUARD

Supt Leveridge provided Members with a verbal update on the Constabulary's new in-house confidential reporting system Safeguard. Officers and Staff of the Constabulary had an obligation to report concerns they had on processes and staff within the organisation.

The Constabulary's current system had not been well used so the decision had been taken to adopt Safeguard a system which had been used within Cumbria and this had seen a marked increase in the number of incidents reported.

Penetration tests were currently being undertaken and the Constabulary were working closely with staff associations to ensure staff and officer confidence in the system. Promotional material will then be distributed before the system goes live.

Members welcomed the new system and requested an update report once the system had been live for 3 months.

37/08 RESOLVED: -

1. That the report be noted.
2. That a further report be presented to the Committee at a later date once the system had been live for 3 months or more.

ANALYSIS OF COMPLAINTS

Members received Part I of the analysis of complaints recorded / finalised between 1 April and 31 March 2009.

Supt Leveridge informed Members that new IPCC performance framework would come into effect from December and this would affect reporting procedures to the Committee.

Members requested that Professional Standards look into how the changes to reporting would affect the Committee particularly what information the Committee would no longer receive. Whilst Members were happy for the report format to change they requested assurances that their scrutiny of complaints and performance would not be affected.

It was reported that the Her Majesty's Inspector of Constabulary (HMIC) had recently inspected the force in respect of their commitment to the Policing Pledge and had visited the Professional Standards Department (PSD) within this visit. Whilst a final report was still awaited, initial impressions were that the inspectors had been very impressed with the processes and level of service that PSD provided, especially the monthly meetings which were held with divisions due to the increase in public confidence this affected.

It was noted that, Western Division was consistently recording fewer complaints per 1000 staff than any other division. An assessment within the division by PSD was that due to early

intervention a number of complaints which would normally be recorded as locally resolved were being recorded as service delivery. In conclusion the result was very good; however, the figures were not getting through to PSD for recording.

Mr Edmundson was interested to see how divisions were recording 'service recovery' compared to complaints as service recovery could normally be dealt with satisfactorily within divisions. Supt Leveridge confirmed that the department would be undertaking dip sampling exercises throughout the divisions to ensure consistency in practices.

Members welcomed Annex 1 to the report and details of the timeliness of dealing with complaints. Members congratulated PSD on the reduction on time taken to investigate complaints and were informed that it was predicted that the timescales would continue to fall as the backlog of complaints were cleared.

Supt Leveridge concluded by updating Members on a new scheme for dealing with local resolution complaints called restorative intervention which worked inline with restorative justice. The Scheme had been piloted in other forces and had shown positive outcomes. Lancashire was hoping to implement the scheme.

38/08 RESOLVED: -

1. That the report be noted.
2. That a small working group to include Ms McGirr and Mr Edmundson be arranged to allow a mechanism for Members to feed into the new reporting procedures to ensure that scrutiny is not compromised by the new arrangements.
3. That the Committee continue to receive details on the timeliness of complaints with the inclusion of a more detailed digest.

INSPECTION OF FINALISED COMPLAINTS

Members had viewed files of complaints finalised between 1 January and 31 March 2009, Members commented on the Constabulary's procedure for handling complaints in respect of the files they had viewed.

39/08 RESOLVED: -

- 1) That the report be noted.
- 2) That Members satisfaction that the procedures had been followed be recorded.

ANNUAL REPORT ON COMPLAINTS AGAINST CHIEF OFFICERS

In line with Section 100A (4) of the Local Government Act, 1972, the Chair agreed that the press and public should be excluded for this item on the grounds that there would be a likely disclosure of exempt information as defined in paragraphs 1, 2 and 8 of Part I of Schedule 12A to the Act.

IPCC'S LEARNING THE LESSONS BULLETIN

Members were presented with a copy of the IPCC's Learning the Lesson's bulletin (February edition).

It was agreed that future editions of the bulletin would be distributed to Members electronically by way of the Members e-bulletin.

40/08 RESOLVED: -

1. That the report be noted.
2. That future editions of the bulletin be distributed to Members byway of the Members e-bulletin.

DATE OF NEXT MEETING

41/08 RESOLVED: - That it be noted that the next meeting would be held as a Working Group on Thursday 3 September 2009 at Police Headquarters, Hutton. The Working Group would consider civil claims, vetting and would include training for Members on dip-sampling complaint files. The next formal Committee meeting would be held on Thursday 19 November 2009 at County Hall, Preston.

EXCLUSION OF PRESS AND PUBLIC

42/08 RESOLVED: - That the press and public be excluded from the meeting during the 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 Act, as indicated against the heading to the item, and the public interest not to disclose it outweighed the public interest in disclosing it.

PART II (PRIVATE AND CONFIDENTIAL)

ANNUAL REPORT ON COMPLAINTS AGAINST CHIEF OFFICERS

(NOTE – Exempt information as defined in Paragraphs 1,2 and 8.)

Mr Dickinson provided an update to Members on the proposed changes to procedures for complaints against senior officers and details of any ongoing investigations.

43/08 RESOLVED: - That the report be noted.

ANALYSIS OF COMPLAINTS

(NOTE – Exempt information as defined in Paragraphs 1 and 2.)

Members received Part II of the analysis of complaints recorded / finalised between 1 April and 31 March 2009, setting out details of: civil claim cases, suspended officers/staff, significant investigations and the current control strategy.

44/08 RESOLVED: - That the report be noted.

MIRANDA CARRUTHERS-WATT
CHIEF EXECUTIVE

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**LANCASHIRE POLICE AUTHORITY
PROFESSIONAL STANDARDS AND CITIZENS FOCUS WORKING GROUP**

**NOTE OF MEETING HELD AT 10.00AM ON 3 SEPTEMBER AT POLICE
HEADQUARTERS, HUTTON**

PRESENT:

Ms P McGirr - Chair
Councillor G Bell
Mr D Edmundson
Mrs Hendrix, JP
County Councillor Penney
Mr Sarwar
Mrs A Webster

IN ATTENDANCE

Deputy Chief Constable Cunningham
Assistant Chief Constable Weigh
Superintendent Leveridge
Chief Inspector Barrow
Ms Noone
Mr Weir
Ms Yates

Mrs Carruthers-Watt
Ms Walker
Mr Dickinson
Miss Heath

Apologies were presented on behalf of Miss S Afzal, County Councillor Pimblett

The Chair used this opportunity to thank DCC Cunningham for all his work with the Committee and wished him luck in his role of Chief Constable of Staffordshire.

CONSTITUTIONAL MATTERS

As this was the first meeting of the Professional Standards and Citizen Focus Working Group (PSCFWG) the Group considered a number of Constitutional issues, particularly around standards and satisfaction and encouraging good practice. DCC Cunningham fully supported the new structure as confidence was the over arching agenda to all Constabulary work.

Membership

That the Membership be noted as presented. It was agreed that Authority's lead Member on **citizen focus should be the Vice Chair of the Committee, Councillor Gary Bell**. Support would be provided by Mrs McGirr and Mr Sarwar with other Members contributing as required. In order to maintain a balanced workload amongst Committee Members it was agreed that **A Webster should take on the role of lead member for the volunteer schemes**.

Terms of Reference

It was noted that Citizen Focus was a substantive item for discussion later in the meeting. However, it was agreed that further **work around citizen focus was required and further discussions would be held with the Constabulary. Subject to any outcomes from these discussions the** Terms of Reference for the Committee and Working Group as now presented be agreed.

Timetable of meetings

The Group noted the agreed the dates for Committee meetings and requested that **the Chief Executives Office schedule two further dates for the Working Group inline with the Scrutiny Plan**.

OVERVIEW OF PROFESSIONAL STANDARDS DEPARTMENT

Mr Leveridge provided the Working Group with an overview of work that the Department currently undertook, particularly around complaints and service recovery.

It was noted that recent work had focussed on directing local resolution (LR) issues back to the divisions. Each division now had trained officers to help inform staff / officers on dealing with LRs it was hoped this would allow LRs to be dealt with quicker and more satisfactorily.

The DCC suggested a few key areas for the Committee to scrutinise:

- Identification of themes and actions;
- Implementation of Taylor Review;
- Micro scrutiny plan for the Committee, which was flexible but would provide a sharper focus for the Committee.

ACC Weigh, I Dickinson, D Edmundson, S Sarwar and T McGirr to meet to work up a draft plan.

ACC Weigh also agreed to look into training on customer focus. Ms Carruthers-Watt suggested that Hertfordshire may already do this so could be a good starting point. Members welcomed the suggestion but felt there was an issue around expectations and resources over the next few years and this would need to be balanced.

NEW SINGLE CONFIDENCE TARGET

Mr Weir attended to give Members an update on this issue. The Home Office had wanted a single top down confidence target which would feed into the British Crime Survey, the milestone was 59% by March 2011. Lancashire's current figure was 56%.

Members welcomed this target but felt that local variations needed to be taken into account. L Weir was already monitoring CDRP data.

It was agreed that **the Single Confidence Target should be included within the micro scrutiny plan.**

CITIZEN FOCUS PERFORMANCE

It was felt that a lot of data was currently being presented and that consideration should be given as to if it was all needed. **A Sub Group to be convened of ACC Weigh, I Dickinson, N Walker, L Weir, D Edmundson and G Bell to discuss linking in the work that both the Authority and Constabulary had undertaken in this area; it was proposed that this should link into the Quarterly Performance Bulletin.**

SCRUTINY OF THE POLICING PLEDGE

As with the scrutiny of the Citizen Focus performance data it was agreed that further discussions were needed around the scrutiny of the Policing Pledge and should be considered by the working group established to consider Citizen Focus Performance.

IPCC COMPLAINTS SYSTEM PERFORMANCE MANAGEMENT FRAMEWORK

There was a potential risk with this new framework if stakeholders did not engage properly. The trail period would be completed by December 09 and all forces would have to comply by March 2010.

Members agreed that national data needed to be provided as required but that this could not distract from the needs of the Committee. **This would be discussed at the Sub-Group.**

BLACKPOOL CUSTODY SUITE

By way of introduction, ACC Weigh advised the Working Group that custody arrangements would stay devolved for the time being but with more central governance bore.

Discussions ensued to the practicalities of the relocation of Blackpool Custody Suite whilst refurbishment work was undertaken. Members congratulated the Constabulary on the comprehensive planning that had taken place to make this move as undisruptive as possible.

LEGAL CLAIMS

Members thanked the Constabulary for the amount of detail the report as it provided Members with a much better understanding of the work of the department.

DATE OF THE NEXT MEETING

The next meeting was scheduled to be held at 1.30 pm on Thursday 19 November 2009, at County Hall, Preston.

Lizzie Heath
Lancashire Police Authority



ITEM 9

PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE

19 NOVEMBER 2009

PART I

REVIEW OF SENIOR OFFICER COMPLAINT PROCEDURE

(Appendix A refers)

Issue for Consideration

The Authority's proposed revised procedure for dealing with senior officer complaints.

Information

The Authority's proposed procedure for dealing with senior officer complaints which has been revised inline with the Police (Conduct) Regulations 2008 is attached at Appendix A.

Please note this procedure is not informed by the Police (Performance) Regulations 2008 as these do not currently cover Chief Officers, the Authority is still awaiting further guidance from the Home Office on this issue.

Decision Required

The Committee is asked to approve the proposed procedure for dealing with Senior Officer Complaints as presented.

Background Papers

Police (Conduct) Regulations 2008
IPCC Guidance on dealing with Senior Officer Complaints

Report Author

Name: Mr I Dickinson / Miss L Heath
Organisation: Lancashire Police Authority



(01772) 533589

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APPENDIX A

COMPLAINTS AGAINST SENIOR POLICE OFFICERS IN LANCASHIRE

The Authority

This protocol explains how the Lancashire Police Authority deals with complaints made by, or on behalf of, a member of the public against a senior police officer.

Lancashire Police Authority is an independent body – separate from the Lancashire Constabulary – that has a statutory role to ensure that policing in Lancashire is efficient and effective, to ensure that Lancashire's diverse communities receive fair and responsive policing and to hold the Chief Constable to account for the police services delivered.

The Authority has 17 members:-

- seven County Councillors from Lancashire County Council
- two Unitary Authority Councillors, one each from Blackburn with Darwen and Blackpool Councils
- eight Independent Members, one of whom is a Magistrate.

The Police Authority is responsible for handling complaints and allegations of misconduct against senior police officers of the Lancashire Constabulary. The complaints system is overseen by the Independent Police Complaints Commission (IPCC).

Which complaints does Lancashire Police Authority supervise?

The Police Authority deals with complaints and conduct matters against Lancashire Police Officers of Assistant Chief Constable, Deputy Chief Constable or Chief Constable rank, or police staff holding the position of Director.

Complaints about senior officers who have retired from police service can also be considered if the subject of the complaint concerns their conduct whilst in service.

The Police Authority does not have responsibility for complaints against Constables, Sergeants, Inspectors, Chief Inspectors, Superintendents or Chief Superintendents. Complaints against these officers are dealt with by the

Constabulary's Professional Standards Department on behalf of the Chief Constable.

Complaints against other police officers or police staff should be made to:

Head of Professional Standards
Lancashire Constabulary
PO Box 77
Hutton
Preston

All police officers must abide by the Standards of Professional Behaviour when carrying out their duties and a breach of these Standards may mean that an officer is guilty of misconduct. The Standard is set out at Appendix A "

Complaints relating to "the direction and control"¹ of a police force are outside the scope of the complaints system. In addition, the Police Authority cannot intervene in specific police operations.

Who can make a complaint

A complaint can be made to the Authority by a member of the public who:

- a. claims to the person in relation to whom the conduct took place;
- b. not falling within paragraph (a) who claims to have been adversely affected by the conduct;
- c. who claims to have witnessed the conduct

A complaint can be made by somebody acting on behalf of any of the persons listed above provided they have given their written consent for the representative to act. This person shall be called a representative and not classed a complainant in their own right.

¹ 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. For the purpose of this policy, a complaint that related to direction and control of a force by a chief officer is one that related to:-

- Operational policing policies (where there is no issue of conduct)
- Organisational decisions
- General policing standards in the force
- Operational management decisions (where there is no issue of conduct)

Direction and control of a police force by a chief officer shall be taken to include the direction and control by any person serving under the chief officer who operates by virtue of a formal delegated authority from the chief officer, either directly or indirectly. For example a Basic Command Unit (BCU) Commander will have delegated authority and prescribed direction from the chief officer to provide a policing service in his or her BCU. He or she may develop local policies and operating procedures within the overall force framework. Such local policies and operating procedures are regarded as direction and control of a police force by a chief officer. (APA Guidance On Handling Of Complaints Relating To The Direction And Control Of A Police Force By A Chief Officer)

The Complaints process

Decisions about complaints are made by the Authority's Senior Officer Conduct Sub-Committee, or by the Chief Executive of the Authority on the Sub-Committee's behalf.

When a complaint is received, the Police Authority will decide:

- whether it should be **recorded**;
- if it should be **referred** to the IPCC;
- whether **Local Resolution** should be attempted; or
- if an application for a **dispensation** should be made.

Recording a complaint

When the Authority receives a complaint about a senior police officer, it must decide whether to make an official record of the complaint. The complainant will be told whether or not the complaint has been recorded. The Authority will inform the complainant if their complaint has been recorded within 10 working days.

If a complaint is not recorded, the Authority will inform the complainant of the reasons for its decision. The complainant has a right of appeal to the IPCC in writing and within 28 days of being told of the Authority's decision not to record the complaint.

Referred to the IPCC

The Authority must refer a complaint to the IPCC where it is alleged that the misconduct resulted in death or serious injury or involves a serious assault, serious sexual offences, serious corruption, criminal or other behaviour aggravated by discrimination. The Authority has the option to refer other complaints to the IPCC in exceptional circumstances.

If a complaint is referred to the IPCC, they can decide to investigate it themselves, or manage or supervise the investigation carried out by an Investigating Officer appointed by the Police Authority.

Local resolution

In less serious complaints, the Police Authority may offer the complainant the option of a procedure aimed at resolving a complaint quickly and satisfactorily at a local level. This process is known as Local Resolution. The complainant has to agree that Local Resolution should be pursued.

The procedure to be followed in a Local Resolution will be agreed with the complainant in advance. Usually, the Police Authority will appoint a person as a facilitator. As part of the procedure the complainant will explain their concerns to the Police Authority who will then aim to provide a satisfactory and adequate response to these concerns.

A complainant can appeal to the IPCC about the conduct of a Local Resolution procedure. There is no appeal about the outcome.

Dispensation

In certain circumstances, the Police Authority can apply to the IPCC for permission to handle the complaint outside of the normal procedures – this could include taking no further action in respect of a matter. This is known as a 'dispensation'.

For example, dispensation can be sought where there has been undue delay in bringing a complaint, if the complainant is anonymous, repetitious, vexatious or oppressive complaints or where it is not reasonably practical to investigate the complaint.

Investigation of Recorded Complaint

If a complaint has been recorded and the Police Authority or IPCC decide that it and the officer concerned should be investigated, the complainant will be kept informed as the investigation progresses. The process for keeping the complainant informed will vary according to the nature of the case and the needs of the person but will be a minimum of every 28 days by way of letter.

Legislation sets out criteria for the selection of an Investigating Officer (IO) and the Authority will ensure that the IO is impartial, has the relevant skills and experience to carry out the investigation and has capacity to do so in a timely manner.

On receipt of a final investigation report either the Police Authority or IPCC, as appropriate, will decide what action is to be taken in respect of a report, including whether the matter should be referred to a hearing or disciplinary proceedings.

A complainant will be provided with copies of interim and final investigation reports unless to do so would prejudice criminal proceedings or national security, is not in the public interest or would have a disproportionate adverse effect.

Where the Police Authority has conducted an investigation on its own behalf or under the supervision of the IPCC, the complainant has a right to appeal against:

- the findings of the report;
- the amount of information that he or she has been provided with about the report;
- or the action the Police Authority intends to take in respect of it.

The appeal is decided by the IPCC.

When an investigation has taken place, the Police Authority will consider the report of the IO and decide whether the matter should be referred to a disciplinary hearing to determine whether the senior officer is guilty of misconduct. If an officer is found guilty of misconduct of the following sanctions can be imposed by the Police Authority: no action, management action, written warning, final written warning, and dismissal with notice or dismissal without notice.

Timeliness

The Police Authority will decide whether or not to record a complaint within 10 working days of receiving one.

The Police Authority will decide whether to refer a complaint to the IPCC, to propose Local Resolution, to apply for dispensation or to investigate the matter within a month of the decision to record a complaint. If a complaint is investigated, it may take up to three months to complete the investigation, longer in complex or very serious cases.

Contacts

For further information, or to bring a complaint against a senior officer of the Lancashire Constabulary, please write to:

The Chief Executive

Lancashire Police Authority
PO Box 653
Preston
PR2 2WB

or to:

Independent Police Complaints Commission

1st Floor
Oaklands House
Washway Road
Sale
M33 6FS

ITEM 10

PROFESSIONAL STANDARDS COMMITTEE

19 NOVEMBER 2009

PART I

BLACKPOOL CUSTODY SUITE

Issue for Consideration

This report provides a further update on the refurbishment work currently ongoing at Blackpool Police Station Custody Site. The project has been named Operation Aspen.

Information

The refurbishment of Blackpool Custody site commenced on Monday 7 September 2009. The work is scheduled to be completed in fifteen weeks, which should enable the refurbished site to re-open on 18 December 2009.

Governance and project management arrangements

The refurbishment has been subject of a full project plan with responsibility for delivery given to Mr Tim Ewen, as Head of Criminal Justice. The project lead is Ch Insp Andrea Barrow from Western Division.

Relocation to Lawson Street Preston

The initial relocation to Lawson Street passed relatively smoothly with minimal disruption to detainees. The principle features of the plan which have resulted in the continuing success of Operation Aspen can be broadly headed as:

- A comprehensive project plan, centrally governed, with close linkages to Western Division SMT
- Senior Management buy-in and quality assurance provided particularly at Chief Officer and SMT level.
- A weekly review meeting ensuring that all aspects of the planning and implementation phases are on track.
- Establishment of a dedicated team for the planning and implementation phases of the operation involving staff with considerable custody experience – the team comprises staff from CJS, Western Division and Central Division (previous experience of custody relocation to the new operating centre)

- An operational plan (Operation Aspen) with Gold, Silver, Bronze Command structure and rigour.
- Mutual support for the Division throughout the planning and implementation phases – in particular staffing support in delivering the prisoner transport plan.
- A police inspector dedicated to the operation 24 hours per day in order to provide the necessary leadership and quality assurance – this is supplemented by regular operational review meetings with Senior Management Team, and regular unscheduled drop-ins by SMT members.
- A cadre of police inspectors and superintendents who are responsible for carrying out reviews at Lawson Street in line with the Police and Criminal Evidence Act.
- Continuing challenge and support from Police Authority Members.
- Weekly visits from Independent Custody Visitors, recognising Lawson Street as a priority for this kind of scrutiny and quality assurance.

Whilst clearly Lawson Street does not offer ideal custody facilities detainees and custody staff are comfortable, and the facilities have been subject of a full risk assessment to ensure that they are fit for purpose throughout the duration of the refurbishment.

At the time of writing (30 October), 1584 prisoners have been moved and processed as part of Operation Aspen. 274 people have also been dealt with through Voluntary Attendance procedures during the same timeframe (which exceeds the 10% target directed by Quest III).

Standards Issues:

- The safety and security of detainees has been the principle and overarching strategic objective for the operation – all arrangements have been subject to full risk assessment.
- One central issue was the transport arrangements for detainees once released from custody at Lawson Street and their safe return to familiar territory in Blackpool – this has been achieved effectively and at minimal cost through use of the transport system already established to transport prisoners from Blackpool (a loop system is in operation and facilitates the safe transport of people back to Blackpool ‘piggy backing’ the existing plan). In exceptional circumstances travel tokens are being used, and where individuals are considered especially vulnerable they are delivered to the safety of their family by police.
- 8 ICV inspections have taken place throughout the duration of the operation.
- No complaints have been raised with the on-duty inspector by detainees resulting from the temporary operating arrangements.

External stakeholders and partners

Successful implementation has relied upon careful planning with, and the co-operation of, stakeholders and partners, viz:

- The CPS system is working well with one lawyer based at Preston Operating Centre providing advice to custody reception team officers based at Lawson Street, whilst other CPS lawyers have remained in-situ at Blackpool providing ongoing advice to staff locally.
- Test on arrest has continued with no issues – Lawson Street has been designated temporarily as a test on arrest site for the duration of the project
- Defence solicitors have been consulted and involved throughout in order that they can still continue to represent their clients, and detainees can continue to be represented by their chosen local solicitors.
- The transportation of detainees to court has continued without any issues – G4S have continued to provide this service.
- G4S Custody Detention Officers have shifted from Blackpool to Lawson Street in order to support appropriate standards around prisoner handling processes and care.

Communication continues with all stakeholders to identify and address any issues - however there have been few problems due to the cooperation of all partners.

Collaboration arrangements

- Fleetwood custody office has been used successfully for drink drive prisoners, warrants and breach of bail.
- Discussions are currently ongoing to consider more permanent collaboration arrangements between Fleetwood and Blackpool. There has been the usual overspill to other Divisions, particularly at weekends. This is due to the sheer volume of prisoners and is occurring despite collaboration arrangements as discussed above – this reinforces the need for the additional planned custody capacity.
- Preston Operating Centre custody has been used on a number of occasions for those arrested for the most serious offences (e.g. those being investigated by FMIT).

Refurbishment- Blackpool

- The building work is progressing well. The work to remove the main wall is now complete - this was a massive task with 18 piles, each 15 metres deep drilled and filled to support the building.
- The interview suites are almost complete.
- The custody desk is ready to be fitted once the main building work has been completed.
- The work schedule at the time of writing is one week behind – however, builders are working at the weekend to complete on schedule. This is being carefully managed, as failure to meet the deadline will have self evident consequences over the festive period.
- The additional modular cells are scheduled to be installed and available for use from February 2010 – this is in line with the plan.

Move back plans

Plans to move back are already ongoing to ensure that there is sufficient time to allow for the necessary I.T. and telephony work. A full plan will be in place to decant back to Bonny Street, Blackpool which will essentially be the reverse of that which has already been successfully undertaken.

Custody improvement plan

The Division has taken this opportunity to fully review and examine working processes, staffing levels and shift rotas in order to ensure the best fit between supply and demand. Perhaps inevitably, some improved working practices have developed from the unusual circumstances of the 'at arms length' nature of this current arrangement – the Division will seek to build these into future working arrangements once the refurbishment is complete. A full plan is currently being developed to ensure that effective new processes, procedures and staffing arrangements complement the improved accommodation and facilities. This will cover issues including:

- Demand management
- Policy management
- Detainee safety and treatment
- Healthcare
- Staff development
- Part IV bail management
- Quest 3 – defendant management

Decision Required

The Committee is asked to note the report.

Background Papers

None

Report Author

Name: Ch Supt Debicki/ Ch Insp A Barrow
Organisation: Lancashire Constabulary Western Division



01253 604196



ITEM 11

PROFESSIONAL STANDARDS COMMITTEE

19 NOVEMBER 2009

PART I

INDEPENDENT CUSTODY VISITORS AND ANIMAL WELFARE SCHEMES

Issues for Consideration

Issues in relation to the Custody Visits and Animal Welfare Schemes.

Information

Independent Custody Visitor Summary

(Period: 1 April to 30 September 2009 inclusive)

Panel	Designated Police Stations	Number of Visits
Central	Preston	18
Eastern	Greenbank	22
Northern	Fleetwood*	11
	Lancaster	26
Pennine	Burnley	21
Southern	Leyland	27
	Ormskirk**	7
	Skelmersdale	25
Western	Blackpool	26

*Fleetwood is visited by Western Panel Members due to the geographic area and travelling times.

**Ormskirk is used for Operation Safeguard and is visited weekly when active and on a monthly basis when not in use.

Specific Issues to be brought to the attention of the Professional Standards and Citizen Focus Committee

All six Panels have now met to consider the reports of the visits undertaken between 1st April and 30th September 2009 and have formally signed off these reports. No matters were requested by

the Panels to be brought to the attention of the Divisional QPR as all matters have been resolved locally with the PACE Inspectors. However, ICVs have asked that a number of issues should be brought to the attention of the Committee.

- Members will recall that at the last meeting issues surrounding the use and emptying of the 'sharps bins' had been highlighted by Custody Visitors. Following a letter to staff reminding them of their responsibilities regarding the sharps bins recent reports indicated that this situation had improved. However, Members will note that numerous reports are highlighting this issue again.
- Members will be aware that a number of concerns had been raised about the proposed remedial works at Blackpool Custody Suite by Independent Custody Visitors at their conference on the 16 May 2009. A substantive report updating the Committee on progress is attached at Item 10.
- At the meeting of the Northern Panel, the temperature of the cells was again raised. There was a distinct difference between the temperature of cells 3 – 8 and all the others; this wing being noticeably cooler. The Divisional Custody Inspector has requested Estates to look into the matter. A further report will be presented when the findings of Estates is known.
- There is a general consensus around ambient food provided to detainees. Discussions with ICVs indicate that the choice and availability of ambient food needs to be assessed. Reports indicate that on occasions Detainees have had a choice of only two varieties: another report indicated that food in store was past its use-by-date. Inspector Dave Croll has been asked to take this matter forward and a report will be presented to the next meeting.

General issues

- Members will be aware that the Regional ICV Conference was held on 3rd October 2009 at the Marriott Hotel, Preston. Discussion items included mental health, restraints techniques in custody and the use of taser. A presentation was also given around traveller/gypsy communities in the North West. Feedback from those who attended was very positive and discussions are taking place around the arrangements for next year's Conference to be held in the Spring.
- As part of Inside Justice week and in order to raise the profile of the role of ICVs throughout the North West, simultaneous visits were held on Wednesday, 21st October at 3pm at every designated Police Station within the North West. This event was supported by a press release which covered the work of the ICV and took the opportunity to highlight vacancies within the Northern and Eastern Divisions.
- Members may recall that in May 2007 Lancashire Police Authority received a visit from the Turkish Justice Ministry to view its custody procedures as part of its efforts to modernise the Turkish judicial and administrative systems and to improve human rights. This visit was arranged by the Council of Europe who has now requested similar support from the Authority to help the Vietnamese representatives improve the way in which they investigate crime. The emphasis will be on ethical investigation and a significant part of it will be concerned with the training of interview techniques. However, it will also deal with accountability mechanisms and safeguards for suspects in custody, these being 'problematic' areas in Vietnam.
- Discussions continue to take place with the IPCC following publication of the IPCC research report on the use of Section 136 of the Mental Health Act 1983. The Chair of the Committee

has been in discussions with the Chairman of the North Lancashire PCT and a meeting is to be arranged in the near future with all the relevant stakeholders and the IPCC.

Animal Welfare Scheme

Since the last meeting of the Committee, the Animal Welfare Volunteers have carried out 34 visits. The reports of the visits along with the response from the Constabulary have been forwarded to the Chair of the Committee and Lead Members for consideration. Copies of the reports are also available for inspection on the Authority's website.

Mounted Branch

During the period April to September 2009 there have been a few incidents of minor injuries and ailments, which have received veterinarian attention and all are now fully recovered.

Dog Training School

During the period April to September 2009 there have been a number of dogs with minor injuries and ailments, which have received veterinarian attention and all are now fully recovered.

The remedial works at the Dog Training Centre is now complete. Members and Animal Welfare Visitors were invited to attend an Open Day to showcase the new facilities and the work of the training centre. The Chair and Vice-Chair of the Committee attended on behalf of the Authority.

Cumbria Police Authority has since written requesting to view these new facilities and to meet with Animal Welfare Visitors from Lancashire. A similar request has been received from Greater Manchester Police Authority who is in the process of establishing a revised Animal Welfare Scheme.

Decision Required

The Committee is asked to:-

1. note the report;
2. consider whether there are any aspects of the operation of the Volunteer Schemes that should be drawn to the attention of the Police Authority.

Background Papers

Professional Standards and Citizen Focus Committee Terms of Reference
Lancashire Police Authority's Volunteer Schemes and reports

Report Originator

Name: Mr Ian Dickinson
Organisation: Lancashire Police Authority
☎ (01772) 533462

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CENTRAL PANEL : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

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Name	Last Visit (up to 30 th September 2009)	Number of Visits This Period			Panel Visiting Times			
Mrs S Dacre	25 th September 2009	4			0600-1200	6		
Mrs P Fogg	17 th September 2009	6			1200-1800	4		
Mr P Lloyd	25 th September 2009	6			1800-2400	8		
Mr A Richardson	18 th August 2009	3			2400-0600	0		
Mrs P Sharples	18 th May 2009	1			Days Visited			
Mr M Smart	25 th August 2009	4			Monday	2		
Mr J Worthington	17 th September 2009	6			Tuesday	5		
Mr G Youll	8 th September 2009	6			Wednesday	2		
					Thursday	2		
					Friday	4		
					Saturday	2		
					Sunday	1		
Number of ICVs in Panel (8)	Male		Female		Asian		White	
	Details now on Monitoring Form							
Age Range of Members	20 – 39 yrs			40 – 59 yrs		60 – 80 yrs		
	Details now on Monitoring Form							
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%		
Preston	18/26	136	81	60%	34	25%		



CUSTODY VISIT RECORD ~ SUMMARY SHEET

CENTRAL : APRIL TO SEPTEMBER 2009

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
PRESTON	1. S Dacre	M	F	J	3	DA002312/09 asleep, checked through hatch. DA002313/09 just left. DA0023141/09 asleep, checked through hatch. DA002306/09 IN INTERVIEW. Da002315/09 ok. DA002316/09 ok. DA002308/09 ok. DA002310/09 asleep, checked through hatch. DA002309/09 in interview. DA002311/09 asleep, checked through hatch. DA002300/09 ok.	Noted, toilet blockage sorted. No further action required.
	2. P Fogg	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	Staff helpful, no issues with detainees (cell 20) 1 cell out of action due to toilet blockage – No 20.	
	Start	End					
Wednesday 1 st April	0930	1000	No of Detainees VISITED		4	Officer in Charge: PS2077 Escorting Officer: L Perry	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	2	002562/09, 002563/09 and 002564/09 – all okay. All areas clean and tidy, staff helpful. Food prep room door lock been 000 for some time.	Food prep door now changed to card access only, so only custody staff can gain entry.
	2. G Youll	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: Sgt Wilkinson 2711. Escorting Officer:	
	Start	End					
Thursday 9 th April	1900	Not given	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
PRESTON	1. P Lloyd	M	F	J	8	DA003117/09, 3122/09, 3124/09 – Did not wish to see ICVs (seen through hatch). 3118/09 – Seen, asked to drink (said been waiting 30 mins, pressed buzzer no response). 3121/09, 3098/09, 3125/09 – Seen through hatch, not visited as known to ICV. 3112/09, 3120/09 – on interview. Note – buzzer system not working.	Buzzer system now working. This was probably due to all the electrical work that was being undertaken re the cctv system that was being installed.
	2. P Fogg	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: (Cant read name on report) Escorting Officer:	
	Start	End					
Monday 27 th April	1930	1950	No of Detainees VISITED		1		

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
PRESTON	1. M Smart	M	F	J	8	Cell 14, Cell 21. 3618 ok. Cell 25, 3620 – ok. Cell 26 3613 – ok. Cell 19, 3612. Cell 29, 3623. Cell 22, 3625, all ok. Cell 24, 3610 on interview. 3624 on interview. 3621 on constant supervision. Cell 9, 3611 ok.	No further action required.
	2. P Lloyd	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		3	Officer in Charge: PS Dave Johnson Escorting Officer:	
	Start	End					
Saturday 16 th May	1445	1510	No of Detainees VISITED		7		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
PRESTON	1. P Lloyd	M	F	J	8	Cells awaiting cleaner. DA003665/09 – seen ok. 3667/09 – seen ok still awaiting solicitor. 3613/09 – seen through door (asleep). 3668/09 – seen through door (abusive). 3666/09 – seen ok. 3669/09 seen (asleep) 3673/09 – seen asleep. 3674/09 – seen asleep. 3664/09 seen ok.	Cells would be cleaned that morning. No further action required.
	2. P Sharples	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		5	Officer in Charge: PS2517 Escorting Officer: 10957	
	Start	End					
Monday 18 th May	0800	0825	No of Detainees VISITED		4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	1	3397 – Cell 17 – requires nurse, nurse on way from Skelmersdale. 3396 – Cell 29 – all okay. 3369 – Cell 15 – Advised not to visit by police – violent. All areas clean and tidy, staff very co-operative.	Noted. No further action required.
	2. G Youll	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS1244 Escorting Officer: 7570	
	Start	End					
Friday 23 rd May	1905	Not on report	No of Detainees VISITED		2		

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
PRESTON	1. P Fogg	M	F	J		DA004017/09 – Requested to see nurse and asked for extra blanket (Informed CDO who said he will let medic know. No spare blankets available. DA 004016/09 – requested nurse, informed CDO, detainee asked if he could contact his solicitor again and also his wife – ICVs informed CDO who will speak to the Sgt about it. DA004010/09 – asleep. DA004025/09 – with nurse.	We have around 50 blankets in the Custody Office for detained persons. I can't explain why an extra one was not available.
	2. S Dacre	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: PS2418 Escorting Officer: 10957	
	Start	End					
Friday 29 th May	1830	Not given	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	4	DA004211/09 – seen. DA004197/09 – no problems. DA004202/09 – no problems. DA004204/09 – no problems.	Noted. No further action required.
	2. G Youll	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	All areas clean and tidy, staff helpful. Officer in Charge: PS2780 Escorting Officer:	
	Start	End					
Friday 5 th June	1900	1925	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J		DA004429/09 – no problems. DA004430/09 – On interview. DA004424/09 – no problems.	Please identify which cells looking 'tatty' re graffiti.
	2. G Youll	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS567 Escorting Officer:	
	Start	End					
Saturday 13 th June	1000	1020	No of Detainees VISITED		2		

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
PRESTON	1. M Smart	M	F	J	2	Cell 2 4692 – all ok except hungry. Cell 14 4693 wants a shower. Cell 22 seen through door ok 4716. Cell 26 4718 as above. Cell 20 4714 all ok. Officer in Charge: M Sampson PS 2780 Escorting Officer: Shepherd 10427	Noted. No further action required.
	2. P Lloyd	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
Tuesday 23 rd June	Start	End	No of Detainees VISITED				
	1530	?	5				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
PRESTON	1. P Fogg	M	F	J	4	004823 and 004925 both under constant supervision. 004924 was know to ICV – checked through hatch. 004921 and 004919 both on interview. –4909 still not interviewed but otherwise fine. 004913 wanted to get to hospital to see Gran but fine otherwise. 004923 asleep but breathing. 004916 was "sweet". Short staffing so had to wait 10 minutes to enter custody. Once in shown round very promptly and efficiently. Roof has a very bad leak. Cells are still full of graffiti on walls and doors. Officer in Charge: PS2780 Escorting Officer: B Shepherd	Any graffiti now removed. Roof leak repaired. Please be more specific and identify which cells have graffiti. Also please state whereabouts roof leak is. This will assist us in rectifying the problems. Thankyou
	2. G Youll	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
Tuesday 30 th June	Start	End	No of Detainees VISITED				
	13.10	13.40	5				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
PRESTON	1. J Worthington	M	F	J	4	5247, 5267, 5270, 5249, 5248 – All okay. 5224, 5269, 5266, 5240 – All seen. All areas clean and tidy, staff helpful even though very busy. Officer in Charge: PS2077 Parkes Escorting Officer: 3383.	Noted – no further response required
	2. A Richardson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
Sunday 12 th July	Start	End	No of Detainees VISITED				
	1955	2015	5				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
PRESTON	1. M Smart	M	F	J	2	5512, 5513, 5571, 5519, 5521, 5524, 5528, 5522 – all ok. 5516, 5523 – seen through hatch Officer in Charge: PS1887 Escorting Officer:	Noted – no further response required
		10	2				
	2. A Richardson	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Wednesday 22 nd July	1030	Not given	No of Detainees VISITED		10		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
PRESTON	1. A Richardson	M	F	J	2	DA006315/09 – gone for viper. 6329 – Refused to see us. 6341 – ok. 6325 – medical problem (reported). 6342 – bored, requested something to read. 6343 – being fingerprinted did not see. 6344 – ok. 6338 – ok. 6340 – ok. 6339 – refused to see us. Everything clean and tidy, quiet and peaceful but had been very busy. Officer showing us round very efficient and very helpful. Officer in Charge: 3640 Escorting Officer: S Waite	Noted – no further response required
	2. P Fogg	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN		2		
	Start	End					
Tuesday 18 th August	1800	1900	No of Detainees VISITED		6		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
PRESTON	1. M Smart	M	F	J		DA006524/09, 6527 and 6518 – All ok. Quiet, areas generally clean and tidy. Staff helpful. Officer in Charge: PS2519 Sergeant Escorting Officer: Walcock 12311	Noted – no further response required
	2. S Dacre	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 25 th August	1730	Not given	No of Detainees VISITED		3		

Item 11
Appendix A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
PRESTON	1. P Lloyd	M	F	J			
		2. G Youll	No of Detainees NOT SEEN				DA006864/09 – Did not wish to see us (seen through hatch). 6861 – asleep seen through hatch. 6859 – awaiting transfer to Scotland, seen through hatch. 6863 – seen, taken tablets needs food. 6862 – in only 2 hrs, needs to make call. Roof leak in back office noted, and in doctors office. No hot water in custody suite. Hot water heater in kitchen requires attention. Officer in Charge: PS2077 Parker Escorting Officer: B Shepherd 10427.
Day and Date	Time of Visit		No of Detainees SEEN	3			
	Start	End					
Tuesday 8 th September	1105	1130	No of Detainees VISITED	2			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
PRESTON	1. P Fogg	M	F	J			
		2. J Worthington	No of Detainees NOT SEEN			2	DA007109 – RPH. 7110 & 7120 – on interview. 7107 & 7111 – ok. 7113 – Gugerah lady, needs interpreter. 7114 – needs pills 2 times per day, nurse has seen him. 7116 – needs a phone call, ½ hour to wait. 7117 – epileptic/needs medication but nurse has seen him. 7119 – lady not yet charged. Needs to know where her kids are. 7098 & 7105 seen. Everyone very helpful and building clean. Officer in Charge: PS2077 Escorting Officer: F Jagger
Day and Date	Time of Visit		No of Detainees SEEN	2			
	Start	End					
Thursday 17 th September	1900	1945	No of Detainees VISITED	8			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
PRESTON	1. P Lloyd	M	F	J			
		2. S Dacre	No of Detainees NOT SEEN				DA007323/09 & 7339 – all ok. 7340 – Asleep ok. 7341 – No issues. 7342 – Asleep ok. 7329 – all ok. 7332 – wanted solicitor and water (dealt with at time by CDO). 7334 – ok, asleep. 7335 – ok, needed water (being dealt with). 7321 – Asleep. 7322 – Wanted solicitor, informed CDO. 7338 – All ok. 7337 – all ok. Officer in Charge: PS2077 Parker Escorting Officer:
Day and Date	Time of Visit		No of Detainees SEEN	4			
	Start	End					
Friday 25 th September	0915	0945	No of Detainees VISITED	9			



EASTERN PANEL : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

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Name	Last Visit (up to 30 th September 2009)	Number of Visits This Period	Panel Visiting Times			
*Mr N Ashraf	21 st May 2009	1	0600-1200	7		
*Mr G Barlow	17 th August 2009	1	1200-1800	2		
*Mr M Blomeley	27 th May 2009	1	1800-2400	13		
Mr H Dudhwala (now resigned)	5 th June 2009	1	2400-0600	0		
Mrs B Fenton	23 rd September 2009	6	Days Visited			
Mrs J Holgate	9 th July 2009	2	Monday	4		
Mrs P Keeley	17 th September 2009	2	Tuesday	1		
Mrs S Maw	2 nd September 2009	7	Wednesday	6		
Mr P Newman	26 th August 2009	4	Thursday	5		
Mr D Parmar	7 th August 2009	3	Friday	6		
*Mr E Taylor	29 th July 2009	3	Saturday	0		
*Mrs J Waring	16 th April 2009	1	Sunday	0		
*Mr L Wilson	23 rd September 2009	1				
Mr B Yates	2 nd September 2009	9				
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Greenbank	22	270	186	68.9	52	19.2

* indicates ICVs covering from another Panel



CUSTODY VISIT RECORD ~ SUMMARY SHEET

EASTERN : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

Station Visited	ICV Names		TOTAL No of Detainees IN CUSTODY			23	ICV Comments/Concerns	Police Response
			M	F	J			
BLACKBURN	1. B Yates				1	3552, 3541, 3548, 3549, 3862, 3520, 3545, 3563, 3554, 3560, 3551, 3547, 3559, 3564, 3550, 3566, 3532, 3557, 3528, 3539, 3531, 3512, 3565. 3531 – mental problem, he was concerned re length of his detention. Record shows awaiting sectioning under Mental Health Act.		
	2. B Fenton		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			6	3559 – cuts under right eye – record shows he had been observed inflicting further bleeding. Upper right arm cuts and bruises, left elbow skinned. Complained of pain in right side. Nurse and Sgt Yates both informed. 3541 – On talking with detainee we noticed a pen just under blanket, it fell to the floor. It was removed by the escorting officer. We asked where it had come from, he replied the nurse. 3548 – observed bruising to his left knuckles, he told us that it had been done before his arrest. He smelled strongly of alcohol (juvenile). 3552 – noticed female had black eye – done before arrested.	Pen issue raised with Medacs at meeting
	Start	End	No of Detainees VISITED					
Friday 10 th April	1030	1200	No of Detainees VISITED			17	Medical room – sharps bin nearly full, the nurse told us that this was the last bin (concern Easter weekend). De-fib green light seen. Lig knife seen. Bedding store tidy. Kitchen – there appeared to be only a few meals on the shelves. Custody area warm. The custody was busy. All staff were helpful and courteous including our escort M Balderston. Koran/Bible in correct place. Officer in Charge: PS827 Escorting Officer: GSL M Balderston.	

Station Visited	ICV Names		TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
			M	F	J			
GREENBANK	1. P Newman					004005 – Been in over night, waiting to go to court. Did not have the opportunity to wash prior to eating. Check with Sergeant and hadn't asked. 004007 – Didn't want to see us, however viewed in cell, had been given a paper suit but wasn't wearing it. 003989 – Appeared ok, mentioned that he suffers from depression. Had made custody staff aware of condition. 004005 – Limited English but was happy and found staff very pleasant. A little cold. Was being held for BIA. 003990 – Brought in last night, cut to head, black right eye and mentioned he had blurred vision. Said he'd asked to see medical staff, but was still waiting to see them. Ok to see custody record this showed that he was seen by medical staff at 1.30am and again at 7.15 am. View of medical that he didn't need treatment but had prescribed medication. Kitchen fine, 4 microwaves now. Medical room fine. Defib light green. Staff very helpful.	None	
	2. S Maw		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			5	004005 – Limited English but was happy and found staff very pleasant. A little cold. Was being held for BIA. 003990 – Brought in last night, cut to head, black right eye and mentioned he had blurred vision. Said he'd asked to see medical staff, but was still waiting to see them. Ok to see custody record this showed that he was seen by medical staff at 1.30am and again at 7.15 am. View of medical that he didn't need treatment but had prescribed medication. Kitchen fine, 4 microwaves now. Medical room fine. Defib light green. Staff very helpful.	None
	Start	End	No of Detainees VISITED					
Wednesday 22 nd April	0600	0645	No of Detainees VISITED			5	Officer in Charge: PS827 Yates Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			17	ICV Comments/Concerns	Police Response
GREENBANK	1. J Waring	M	F	J			
	2. S Maw	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			11	Escorting officer very helpful. ? Microwave still needed, medical room very hot and very untidy. Officer in Charge: Karen Lee 12583 Escorting Officer:
	Start	End	No of Detainees VISITED				
Thursday 16 th April	1500	1630					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
GREENBANK	1. S Maw	M	F	J			
	2. J Holgate	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			6	Medical room in use. Koran and rug in evidence. Sgt and GSL member accompanied very pleasant and helpful. Officer in Charge: PS2307. Escorting Officer:
	Start	End	No of Detainees VISITED				
Tuesday 5 th May	1030	1130					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
GREENBANK	1. D Parmar	M	F	J			
	2. B Fenton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			6	Kitchen and medical room observed both clean and tidy, defib light on, medical cupboard locked. Escorting officer informed ICV, station will be closed 19 – 21 st May for cleaning. Koran in place. Lig knife seen. Escorting officer very polite and professional. Officer in Charge: PS403 Williams Escorting Officer:
	Start	End	No of Detainees VISITED				
Monday 11 th May	2023	2045					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
GREENBANK	1. P Newman	M	F	J			
	2. N Ashraf	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN			Area been subject to cleaning, all cells very clean. Kitchen in good condition. Medical room fine. Defib green. Staff very helpful.	
	Start	End					
Thursday 21 st May	1730	1750	No of Detainees VISITED			2	Officer in Charge: PS1492 Houghton Escorting Officer: CDO 13786 Hulley

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
GREENBANK	1. M Blomeley	M	F	J			
	2. B Yates	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN			EA005148 – Asked about medication. Medex informed and dealing with. 5144, 5154, 5156, 5151, 5157, 5159, 5160 5161, 5162, 5163, 5140 5143 – all ok. 5155, 5145 – requested drink/supplied in our presence. Blanket store/medical room/ kitchen all in good order. Noted the deep clean appears to have been successful and heating vents all dust free. Defib green light and lig knife seen. All custody staff helpful and courteous. First time CDO Yates had taken ICVs round the cells and did an excellent job.	
	Start	End					
Wednesday 27 th May	1030	1130	No of Detainees VISITED			13	<p>CUSTODY ISSUE</p> <p>Concern expressed by Custody staff at the position and visibility of the custody detention whiteboard. This is located in the wrong location in the back office. One entrance door permanently locked. Access only via second door. All custody sergeants have to regularly leave their station on the front desk to walk to the back office to view or amend information on the board. I would appear to be an issue particularly when custody is busy. The ICVs found this board difficult to read for the following reasons – 1. Small print. 2. Reflective nature of surface. 3. Inadequate lighting. These problems were witnessed by the ICVs who were located adjacent to the board and could see the difficulties arising.</p> <p>Officer in Charge: Sergeant 1899 Seddon Escorting Officer: CDO E Yates</p>

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J			
		2. H Dudhwala	No of Detainees NOT SEEN			1	005448/5435/5450/5446/5431/5420/5448. Not sure if an appropriate adult/parent was coming. Sgt informed 5450. Female. On CCTV obs. We had concerns re her mental state/well being/behaviour. She tried to show us a mark on her hand. Our concerns were given to Insp Winter. Wanted a drink – given. She had to be seen through the hatch. 5431 was not really understanding his right to a solicitor. He requested one in our presence and this was arranged. 5420 – a vulnerable adult with a mental condition. He was in the obs cell.
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 5 th June	1800	1900	No of Detainees VISITED			5	Medical room, bedding store, kitchen all in good order. The heating system is fine but now medical room too hot. Both ICVs have concerns (see previous report) regarding the location of the white board. This might be revisited by senior management for reconsideration. We think there could be health and safety issues. The staff were very helpful and courteous. We were well briefed by our escorting CDO. Officer in Charge: PS149 Simpson Escorting Officer: CDO Simpson 12192

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
GREENBANK	1. B Fenton	M	F	J			
		2. D Parmar	No of Detainees NOT SEEN			5	EA005678/09, 5704/09, 5861/09, 5703/09 – ICV did not see. EA005652/09 – was immigration issue. 5684/09 – observed due to drink. 5600/09 – seen and all okay. 5689/09 – observed okay. Escorting officer very polite and professional. Kitchen, medical room okay locked. Defib light seen. Bin empty. Koran in place. Lig knife seen. Officer in Charge: Sgt Yates Escorting Officer:
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 12 th June	1800	1820	No of Detainees VISITED			3	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			33	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J			
		2. E Taylor	No of Detainees NOT SEEN			23	6003, 6040, 6029, 5994, 6018, 5964, 6037, 6041, 6035, 5968, 6027, 6028, 6033,6034, 6030, 5980, 5981, 6032, 5979, 6011, 6026, 4850, 6034, 5982, 6025, 6038, 5991, 6039, 5988, 5981, 5989, 6030, 6034, 5964. Medical issues – addicted to painkillers. Seen by doctor and nurse (4.20am) he was shivering and given a blanket whilst we were there. (said shivering was withdrawal symptoms). 6035 – she was concerned, angry because she had children and did not know if the carer had been informed of her arrest. Custody record shows that repeated attempts had been made to contact the carer without results. She complained of hairs on her cell floor which were there. Staff informed. Medical room – waste bin full to top. Kitchen/blanket store in good order. Defib green light seen. We were escorted around by Sgt Williams, he was very helpful and informative. It is very useful to have a custody Sgt escorting. All the staff were busy especially the CDO serving breakfast etc. There is still concern re the white board in the back office. Officer in Charge: Insp Ashcroft Escorting Officer:
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Monday 22 nd June	0700	0815	No of Detainees VISITED			10	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response	
GREENBANK	1. B Yates	M	F	J				
		2. E Taylor	No of Detainees NOT SEEN			1	3662, 6147, 6199, 6201, 6202, 6203, 6197, 6204, 6194, 6196, 6193. 6202 – very drunk, difficult to rouse but snoring. 6203 – he was standing naked in his cell. We were advised that he was unpredictable so we viewed him through the hatch. Custody Record shows he is drunk/drugged – unfit for rights. 6197 – he was concerned for his family. He was reassured that they were aware that he was in custody. 6204 – had been seen by doctor re anxiousness. Doctor prescribed medication.	None.
Day and Date	Time of Visit		No of Detainees SEEN					
	Start	End						
Friday 26 th June	20.30	21.15	No of Detainees VISITED			10	Medical room in use so unable to see defibrillator. Bedding store/kitchen in good order. The whole custody area was warm and in a very clean condition. Ligation knife seen. All the staff were helpful and courteous. The escorting officer – it was his first time showing ICV around. He was an excellent escort. Concern re white board – especially the lighting of it. Officer in Charge: PS13512 Escorting Officer: P Dickinson 13927	Whiteboard location is operation matter for police.

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J			
		2. P Newman	No of Detainees NOT SEEN			1	6408, 5893, 6409, 6404, 6402, 6410, 6405, 6393, 6357, 6370, 6319, 6388, 6401, 6398. 6409 – Concerned re medication was on methodone. Medic aware. Left arm and leg scars – old. 6404 – very drunk, saw him move. 6410 – very drunk/drug? on 30mins obs. Sgt seen some foaming at the mouth. 6402 – drunk, nurse attended to him as we visited the cell. 6357 – detained by immigration. 6319 – detention authorised further by Magistrates. (The warrant had not yet arrived). Sgt had informed the DI. Did not want to speak with ICVs. 6370 – asked about exercise, was given it. Suffers from dyslexia. 6405 – waiting for solicitor. Prozac user, custody staff aware. 6401 – on pain killers for heroin withdrawal. Bedding store, kitchen, medical room all checked okay. Defib green light seen. Ligation knife seen. The escorting Sgt was very helpful and professional.
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 2 July	1900	2000	No of Detainees VISITED			13	Officer in Charge: PS3875 Ellison Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			18	ICV Comments/Concerns	Police Response
GREENBANK	1. J Holgate	M	F	J			
		2. S Maw	No of Detainees NOT SEEN				EA006652, 096630, 6645, 6654, 6655, 6646, 6650, 6648, 6644, 6635, 6636, 6647, 6649, 6641, 6642, 6634, 66?, 6652. ? mothers small baby at home upset depressed. 6645 – Graze elbow said the police caused. It. 6646 – Refused to see us. 6644 – Seen through the window, also 6655, 6636 broken arm treated in hospital in plaster (please note) 6650 Requested solicitor. 6635 – Concerned about her welfare because of her age and depression self neglect. All remaining ok. Kitchen medical room clean and tidy. Koran de-fib in working order. Escorting officer polite and helpful.
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 9 th July	2000	Not given	No of Detainees VISITED			15	Officer in Charge: Simpson PS149 Escorting Officer: 12192 – Simpson K

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J			
	2. B Fenton	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN			De-fib green light seen, ligature knife seen. Medical, bedding store, kitchen in good order. The Koran and bible were in the correct location. It was very noticeable that the heating vents throughout the custody suite were blowing chilly air. We were concerned but realise that the control of the heating is somewhere else. All the staff were very courteous and helpful. Brenda used the words "they were lovely". Sgt Yates escorted us around. A very professional Sgt.	
	Start	End					
Friday 17 th July	1900	2000	No of Detainees VISITED			11	Officer in Charge: PS827 Yates Escorting Officer: PS827 Yates

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J			
	2. P Keeley	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS903 Williams Escorting Officer:	
	Start	End					
Monday 20 th July	1915	2000	No of Detainees VISITED			4	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
GREENBANK	1. P Newman	M	F	J			
	2. E Taylor	No of Detainees NOT SEEN			3		
Day and Date	Time of Visit		No of Detainees SEEN			Blanket room seen ok. Kitchen seen and ok, lig knife seen. Medical rooms, met Medax nurse – Nigel Robinson who complained about the cleaning of the medical room. Said this was not being done on a daily basis. Pointed out several surfaces that had not been dusted/wiped. Said this was a common occurrence. Also said there were problems controlling the temperature in the room. Said that on one occasion in early June the temp was 86/87 – too hot to use the room.	Ian Dickinson will provide an update at the meeting.
	Start	End					
Wednesday 29 th July	1832	1905	No of Detainees VISITED			4	Officer in Charge: PS149 Simpson Escorting Officer: 10595 LLOYD

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
		M	F	J			
GREENBANK	1. S Maw				EA007669/09, 7331, 7679, 7649, 7680, 7681, 7659, 7646. 7669 known to ICV. 7659 Immigration. 7681 requested to see Doctor/Nurse – his hip had been injured during arrest. 7680 Drunk but breathing. 7331 said no. 7646 ok. 7649 in interview.	None	
	2. D Parmar	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			4	Kitchen low on stock only 2 varieties available. Otherwise clean and tidy. Medical room requested third ceiling light be replaced – affects visibility with patients. Room been cleaned and neat and tidy. All staff pleasant and helpful. Officer in Charge: PS3875 Escorting Officer: PS3875
	Start	End					
Friday 7 th August	21.30	22.00	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
		M	F	J			
GREENBANK	1. S Maw				2	EA07999/09, 8000, 8012, 8004, 8013. 2 juveniles seen, both asthmatic, 1 haemophiliac aged 15, no problems. 8004 cold, requested blanket (D wing) 8000 had refused food and drink all day. Canteen/kitchen and medical room ok. Koran, mat and bible in sight. De-fib working, knives in place. Escorting officer most pleasant and helpful.	None
	2. G Barlow	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			1	Officer in Charge: PS1492. Escorting Officer: M Bolton 10597
	Start	End					
Monday 17 th August	1900	Not given	No of Detainees VISITED			4	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
		M	F	J			
GREENBANK	1. C Martin				1	EA008345, 8374, 8351, 8373, 8376, 8358, 8349, 8375, 8353, 8299, 8310, 8311, 8371 (DP in D8). 8299 – request shower, teeth, drink as been here 3 days, note juvenile. 8358 – requested water but ok. 8311 – juvenile, 3 days, no issues. 8349 – refused ICV but seen nurse. 8373 – fasting. 8376 – drunk and naked, not visited but observed. 8353 – no request, ok. 8310 – juvenile and ok. 8345 – alcohol dependant, anxiety but not informed custody but requested to see who was on site. 8374 – medical problems but informed staff. D8 – diabetic but seeing nurse. 8375 – requested drink and exercise, custody staff aware but refused nurse. 8351 – had cut prior to arrest but seen nurse. 8371 – at interview. Bedding store ok, kitchen 4 microwaves and dishwasher overload fuse. Medical room ok, defib green.	8376. Clothing removed as he had concealed drugs. DP refused to wear suit provided. Ian Dickinson will provide an update at the meeting.
	2. P Newman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			1	
	Start	End					
Wednesday 26 th August	1800	1910	No of Detainees VISITED			12	
						Officer in Charge: PS1717 Escorting Officer: M Bolton 10597	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
GREENBANK	1. B Yates	M	F	J			
	2. S Maw	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN			6	Ligature knife seen, de-fib green light seen. Overall the custody area was in good order. Including kitchen/cells. The escorting officer was CDO Andy Smith. This was his first escorting duty of ICV. He was very professional and was both courteous and helpful. All the staff were courteous, informative and helpful.
	Start	End	No of Detainees VISITED				
Wednesday 2 nd September	1900	2000	No of Detainees VISITED			6	Officer in Charge: PS149 Simpson Escorting Officer: CDO Andy Smith

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			20	ICV Comments/Concerns	Police Response
GREENBANK	1. B Fenton	M	F	J			
	2. P Keeley	No of Detainees NOT SEEN			5		
Day and Date	Time of Visit		No of Detainees SEEN			15	Officer in Charge: A Williams PS903 Escorting Officer: Ian Miller
	Start	End	No of Detainees VISITED				
Thursday 17 th September	10.30	Not given	No of Detainees VISITED			15	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			17	ICV Comments/Concerns	Police Response
GREENBANK	1. L Wilson	M	F	J			
	2. B Fenton	No of Detainees NOT SEEN			5		
Day and Date	Time of Visit		No of Detainees SEEN			12	Officer in Charge: Cells felt cold and many detainees complained and requested blankets. Kitchen, blanket store – ok. Medical room tidy, defib light on, cupboard locked. Koran in place. Lig knife seen. Escorting officer very helpful and polite. Officer said the station was very cold at night but because heating on summer programme there was a problem.
	Start	End	No of Detainees VISITED				
Wednesday 23 rd September	11.00	12.00	No of Detainees VISITED			12	Officer in Charge: PS2782 Escorting Officer: 12485



NORTHERN PANEL : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

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Name	Last Visit (up to 30 th September 2009)	Number of Visits This Period	Panel Visiting Times			
Mrs B Barton	14 th September 2009	7	0600-1200	7		
*Miss A Campbell (Western ICV)	1 st July 2009	3	1200-1800	11		
*Mrs C Cox (Southern ICV)	5 th June 2009	2	1800-2400	8		
Mrs J E Kirkman	14 th September 2009	6	2400-0600	0		
*Mr T Mozley (Western ICV)	9 th September 2009	6				
*Mr A O'Neill (Western ICV)	19 th August 2009	5	Days Visited			
Mr M Ostermeyer	22 nd September 2009	6	Monday	2		
*Mrs C Potter (Western ICV)	1 st July 2009	2	Tuesday	8		
*Mr M Smart (Central ICV)	16 th June 2009	2	Wednesday	10		
Mr A Thornton	5 th September 2009	2	Thursday	4		
*Mr B Walker (Southern)	22 nd September 2009	6	Friday	1		
Mr L Wilson	9 th September 2009	5	Saturday	1		
			Sunday	0		
<p>Please note – ICVs above marked * are providing temporary cover for the Northern Panel at the moment. Visits to Fleetwood Police Station carried out by Western Panel due geography of area and travelling time.</p>						
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Lancaster	26	194	102	52.6	41	22.1
Morecambe	0					
Fleetwood	11					



CUSTODY VISIT RECORD ~ SUMMARY SHEET

NORTHERN : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. A Mozley	M	F	J			
	2. B Walker	4	1				
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: PS2482 McVety Escorting Officer: CDO 10502 Robinson		
	Start	End					
Monday 6 th April	1345		No of Detainees VISITED	4			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LANCASTER	1. A O'Neill	M	F	J			
	2. A Campbell	3		1			
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: PS 3378 Pettit Escorting Officer: 11994 Baron		
	Start	End					
Wednesday 15 th April	1330	1345	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
FLEETWOOD	1. G Curry	M	F	J			
	2. A Campbell	3	1				
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: 1210 Escorting Officer:		
	Start	End					
Sunday 19 th April	1400	1415	No of Detainees VISITED	3			

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response	
FLEETWOOD	1. G Curry	M	F	J				3
	2. A Campbell	No of Detainees NOT SEEN			1			
Day and Date	Time of Visit		No of Detainees SEEN			2	Reference to ICV visit also written on Detainee rights documentation.	
Sunday 26 th April	Start	End	No of Detainees VISITED					
	1600	1625						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response	
LANCASTER	1. M Ostermeyer	M	F	J				2
	2. M Smart	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN			2		
Tuesday 28 th April	Start	End	No of Detainees VISITED					
	1955	2015						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response	
LANCASTER	1. C Cox	M	F	J				3
	2. A Mozley	No of Detainees NOT SEEN			1			
Day and Date	Time of Visit		No of Detainees SEEN			2		
Tuesday 5 th May	Start	End	No of Detainees VISITED					
	1400	1430						

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. B Barton	M	F	J			
	2. B Walker	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			1	Officer in Charge: 617 Escorting Officer:
	Start	End	No of Detainees VISITED				
Tuesday 12 th May	1800	1840					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			16	ICV Comments/Concerns	Police Response
LANCASTER	1. M Ostermeyer	M	F	J			
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			1	Officer in Charge: PS2530 Escorting Officer:
	Start	End	No of Detainees VISITED				
Wednesday 13 th May	1100	1140					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. A Campbell	M	F	J			
	2. J Kirkman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			1	Officer in Charge: PS3637 Escorting Officer: CDO10322
	Start	End	No of Detainees VISITED				
Wednesday 20 th May	1755	1830					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
LANCASTER	1. B Barton	M	F	J	9	2 detainees in interviews. BA002934/09 cold in night wearing just a paper suit, no blankets available to him. BA002933/09 requested reading matter, granted immediately. All other detainees seen – all ok. BA002933/09 and BA002935/09 given permission to see their custody records. Extremely busy weekend, ran out of clean blankets, none available for a detainee. Do you think an emergency supply would be a good idea? Fresh supplies were here today. Everything extremely clean and tidy. Staff courteous and helpful.	Noted, regarding the emergency supply, other police stations should have been asked to supply spare blankets in this case. We have had a number of blankets taken out of use due to wear and tear; I will chase up the replacements as well.
	2. J Kirkman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			5	
	Start	End	No of Detainees VISITED				
Tuesday 26 th May	1320	Not given	5			Officer in Charge: PS960 Bates-Haigh Escorting Officer: CDO 14002	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LANCASTER	1. A O'Neill	M	F	J	6	Visited 5, 2 on interviews, no problems. Kitchen clean, nurses room clean. Ventilator working ok. Blanket store ok. All yellow bins ok.	Noted
	2. C Potter	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			5	
	Start	End	No of Detainees VISITED				
Thursday 28 th May	0955	1030	5			Officer in Charge: PS1462 Mason Escorting Officer: 14002 CDO Blewitt	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
FLEETWOOD	1. I Harbison	M	F	J	2	Blanket store ok, kitchen ok, escorting staff very helpful. Medical room ok, de fib ok.	Noted
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			2	
	Start	End	No of Detainees VISITED				
Sunday 31 st May	1630	1649	2			Officer in Charge: 1220 Blinkhorn Escorting Officer:	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley	M	F	J		10 x vegetarian breakfast out of date (May 2009) BJ 1435 requested a blanket and toilet paper, this was dealt with immediately. He indicated he had made staff aware of his medical problems and was seen by the doctor during our visit. Blanket store, exercise yard, medical room, de-fib, sharps bins, CCTV, barrier masks, all checked and ok.	Noted, will speak to CDO re checked the food dates.
	2. K McGuire	2					
Day and Date	Time of Visit		No of Detainees NOT SEEN		2	Officer in Charge: PS1353 Hey Escorting Officer: CDO 11913 Lemon	
	Start	End	No of Detainees SEEN				
Wednesday 3 rd June	1900	1920	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. M Ostermeyer	M	F	J		BA003146/09 requested drink blanket and to speak to solicitor on phone. BA003144/09 refused but seen. BA003136/09 refused but seen. BA003145/09 drink asleep but seen. BA003146/09 visited. BA003141/09 refused but seen. All clean and tidy, de fib, knives, etc all ok. Waste paper in clinical waste bin.	Noted, as above email sent to medacs
	2. C Cox	4	1				
Day and Date	Time of Visit		No of Detainees NOT SEEN		4	Officer in Charge: PS960 Bates-Haigh Escorting Officer: CDO 14001 Seward	
	Start	End	No of Detainees SEEN				
Friday 5 th June	1355	1415	No of Detainees VISITED		1		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LANCASTER	1. A Mozley	M	F	J		BA3281/09 – was concerned that he had not yet seen the duty solicitor. CR shows solicitor was phoned at 14.15. BA3288/09 wanted to check his Mum had been phoned. CR shows this happened at 12.15 but there was no reply. DP did not want a message leaving. Duty Sgt suggested he would try again. BA3292/09 requested food and drink. BA3281/09 no issues. BA3296/09 seen but too drunk to converse with. BA3289/09 no issues. BA3297/09 no issues. Empty cells very clean. Checked medical room, blanket store, exercise yard, de-fib, ligature knife, sharps bins, CCTV, all checked and ok. Barrier masks now checked. Duty Sgt extremely helpful.	Noted
	2. B Walker	6					
Day and Date	Time of Visit		No of Detainees NOT SEEN		1	Officer in Charge: PS2482 McVety. Escorting Officer:	
	Start	End	No of Detainees SEEN				
Thursday 11 th June	1820	1900	No of Detainees VISITED		5		

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LANCASTER	1. M Smart	M	F	J		4	Cell5, 3419 did not want to see us but he was ok. Cell 17 3419 same. Cell 16 3417 very drunk seen through hatch breathing ok. Cell 19 3420 same. Everything clean and tidy. Staff courteous and very helpful.
	2. B Barton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	Officer in Charge: PS 617 Doherty Escorting Officer: A Turner 10899	
	Start	End	No of Detainees VISITED				
Tuesday 16 th June	2005	2035					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley	M	F	J		1	Checked blanket store, medical room, sharps bin, kitchen, exercise yard, de-fib, CCTV all checked and ok. Duty Sgt very helpful.
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS996 Whitaker Escorting Officer: PS996 Whitaker	
	Start	End	No of Detainees VISITED				
Wednesday 17 th June	1930	1950					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LANCASTER	1. A O'Neill	M	F	J		2	C3FBA003549 – complained that she has not had her tablets. Yard clean, blanket store, ration store, yellow bins, de-fib – all ok. Stains on floor in cells 15, 16 – told it was from the vomit.
	2. J Kirkman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: PS607 Doherty Escorting Officer: CDO 11904 Robinson and 10502	
	Start	End	No of Detainees VISITED				
Tuesday 23 rd June	1330	1350					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LANCASTER	1. A Campbell	M	F	J	3	All detained people comfortable, no issues raised. Staff helpful. Kitchen, sharps bin, de-fib all ok. Everything satisfactory.	Noted
	2. C Potter	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: SGT 6336 Freaney Escorting Officer: CDO Robinson		
	Start	End					
Wednesday 1 st July	1855	1915	No of Detainees VISITED	3			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A O'Neill	M	F	J	1	Checked ok. Graffiti on wall door cell 2 & 1. Blankets and ration store ok.	Noted. I hope that the cells will be refurbished in the not too distant future. Inspector Hayes will provide an update at the meeting.
	2. C Potter	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	3	Officer in Charge: 1353 Escorting Officer:		
	Start	End					
Friday 3 rd July	1400	1415	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. M Ostermeyer	M	F	J	3	BA003862/09, 3863, 3864, 3865 – all ok. 3866 being interviewed. The ideal visit, excellent introduction by escorting officer, whole premises spotlessly clean, all officers helpful and polite.	Noted
	2. B Walker	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: 1402 Mason Escorting Officer: CDO 14001		
	Start	End					
Tuesday 7 th July	1800	1825	No of Detainees VISITED	4			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A O'Neill	M	F	J	4	5 visited no conversation. Blanket store ok. Kitchen store all stock up to date. Yard ok. Medical sharps bin is being used for general rubbish. Defib ok.	Noted, perhaps the Authority could write to Medacs about the issue of non-clinic waste? I have written a number of times now and the situation seems little changed.
	2. C Potter	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		5	Officer in Charge: PS2117 Clarke Escorting Officer:	Police Authority letter sent on behalf of the Professional Standards and Citizen Focus Committee. Jay
	Start	End					
Wednesday 8 th July	1300	1305	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LANCASTER	1. A Mozley	M	F	J	7	Cell 24 BA4029/09 was concerned that he had not had his rights, been asked if he wished to see a solicitor, been able to inform someone of his detention. Checking the CR the reasons for the above became clear. He also claimed he had not had a drink since his arrest. The CDO arranged for one immediately. Cell 12 in need of clearing. We were advised against visiting Cell 3 BA4024/09, however we checked he was ok through the hatch. CCTV, medical room, sharps bins, de-fib, blanket store, exercise year, kitchen, all checked and ok. Escorting officer very helpful.	Noted
	2. B Barton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS1825 Washington, PS1700 Twist. Escorting Officer: CDO 12492 Dawson	
	Start	End					
Thursday 16 th July	1500	1540	No of Detainees VISITED		4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
LANCASTER	1. J Kirkman	M	F	J	10	4192/09 – said he had not been offered any food or drink (hot) was cold and said he'd been brought in after a 'crisis' call, wanted a cup of tea. 4199/09 – cold, wanting a blanket. 4180/09 – (J) has refused food and water for approx 14hrs, declared he would not touch any food or drink in cell. 4193/09 – had been in custody since last night, no rights read yet. Everywhere clean and tidy. Was surprised to find that there were no procedures against swine flu in place. Wouldn't "alcohol rub" be a useful 'tool' for all to use?	Noted comments. The Constabulary has a contagious disease protocol which swine flu falls into. This issue has been subject to various circulations from the force and their advice is use soap and water. Alcohol rubs shouldn't be used in custody for fear of contamination of the intox procedure.
	2. A Thornton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		7	Officer in Charge: PS1621 Escorting Officer: CDO 10527	
	Start	End					
Thursday 23 rd July	1335	1420	No of Detainees VISITED				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
LANCASTER	1. A O'Neill	M	F	J	1	BA004322/09 – says he has not been informed of reason for arrest. 4325/09 – agitated, refused but seen. 4320 – ok. 4323 – refused but seen. 4322 – refused by seen. 4317 – ok. 4327 – being interviewed. 4319 – ok. 4321 – ok. Inappropriate waste in sharps, surgical waste bins, overflowing. Severe leak in ceiling of disabled toilet – rain coming in damaging plaster, long standing problem (18 months +) needs urgent attention. Excellent introduction and assistance from escorting officer.	Noted, Facilities still working with the builders to correct the leak.
	2. M Ostermeyer	6	2				
Day and Date	Time of Visit		No of Detainees SEEN		2		
	Start	End	No of Detainees VISITED		5		
Wednesday 29 th July	1030	1110				Officer in Charge: PS3378 Pettit Escorting Officer: TL12492 Dawson	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LANCASTER	1. B Barton	M	F	J	1	BA004474/09 and BA004472/09 both in interview. BA004475/09 – not seen. BA004473/09 – seemed upset, awaiting his Solicitor. Said he was on anti-depressants but did not require at the moment. Cell 8 – Wet paper stuck on ceiling – brought attention to the cleaner. As usual everywhere was clean and spotless. Everything in order. Helpful and courteous from all staff.	Noted
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End	No of Detainees VISITED		1		
Wednesday 5 th August	10.50	11.10				Officer in Charge: PS2784 Escorting Officer: CDO7661	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
FLEETWOOD	1. P Siddall	M	F	J	1	Exercise yard dirty needs brushing out. Escorting CDO Michael Nester helpful. Blanket store, kitchen, doctors room, de-fib – all checked. CCTV working. Lig knife carried by escorting officer. Officer in Charge: PS1033 Escorting Officer:	Noted, cleaning staff advised re the yard.
	2. M Smith	7	1				
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End	No of Detainees VISITED		7		
Saturday 8 th August	1355	1420					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LANCASTER	1. A Mozley	M	F	J	2	CCTV, sharps bins, de-fib, blanket store, medical room, kitchen all checked and ok. BA4618/09 was concerned that he had been cold through the night, though he had not asked for an extra blanket. There is a concern that cells 3 to 8 are always much colder than other cells in the complex. CDO very helpful.	Noted, email sent to HQ facilities to see if anything had changed regarding the temperature of the cells 3-8 – awaiting response.
	2. J Kirkman	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS6336 Freaney Escorting Officer: CDO 12492 Dawson	
	Start	End	No of Detainees VISITED		2		
Wednesday 12 th August	1355	1430					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
FLEETWOOD	1. C Potter	M	F	J	1	No matters arising All areas checked and found in good order. Food and blankets low – but both due today.	
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Officer in Charge: PS2279 Escorting Officer:	
	Start	End	No of Detainees VISITED				
Friday 18 th August	0945	Not given					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. A O' Neill	M	F	J	5	BA004775/09, 4778, 4782, 2969, 4780. Everybody seen, ok, no problem. Blanket store clean and tidy. Food store ok plenty of rations. Yard ok. De-fib working. Yellow bins. Staff helpful. Cleaner was very helpful and is keeping us informed on the ceiling leak as it seems it is still leaking.	Noted. Inspector Hayes will provide an update re the leak at the meeting.
	2. L Wilson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: Unable to read signature Escorting Officer:	
	Start	End	No of Detainees VISITED				
Wednesday 19 th August	1030	1100					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
LANCASTER	1. L Wilson	M	F	J	7	BA004908/09 – seen, no issues. 4905 – Not seen, in interview. 4906 – seen, upset and noisy, advised him to calm down then he would be seen. Requested tea, will be given. 4909 – seen, been in 4½ hours, no problems. 4910 – not seen. 4911 – Juvenile, not seen. 4912 – not seen.	Noted. This is the same leak as referred to above.
	2. B Barton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Existing leak in staff loo, been reported previously, still not repaired. Cleanliness exceptional. Masks, de-fib and knives in situ. Treated with usual courtesy and friendliness. Gained immediate access.	
	Start	End					
Wednesday 26 th August	1100	1130	No of Detainees VISITED			2	Officer in Charge: PS960 Bates-Haigh Escorting Officer: CDO 22026

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
FLEETWOOD	1. A Mozley	M	F	J	3	None of the 3 detainees had any issues re their detention. CCTV, De-fib, exercise yard, blanket store, medical room, food store all checked and ok. Lig knife carried by escorting Sgt, who was very helpful and gave a full introduction and explained the purpose of our visit to all detainees.	Noted
	2. P Siddall	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS2279 FA Escorting Officer: PS2279 FA	
	Start	End					
Sunday 30 th August	1415	1440	No of Detainees VISITED			3	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
LANCASTER	1. B Walker	M	F	J	11	BA005100/09 – Very unhappy with removal of clothes. 005091, 005098, 005082, 005083 – All seen, no issues reported except for that noted. Doctors room ok. Cleanliness of Police station/cells was exceptional – a credit to the cleaner. Checked Ligature knives, barrier masks in situ, de-fib machine, CCTV time all ok. Very well treated by all concerned.	Noted
	2. A Thornton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			9	
	Start	End					
Saturday 5 th September	1500	1545	No of Detainees VISITED			5	Officer in Charge: PS617 Escorting Officer: CDO22026

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LANCASTER	1. A Mozley	M	F	J			
	2. L Wilson	3		1			
Day and Date	Time of Visit		No of Detainees NOT SEEN		2		
	Start	End	No of Detainees SEEN				
Wednesday 9 th September	10.30	11.10	No of Detainees VISITED		2	Officer in Charge: PS2530 Tunstall Escorting Officer: CDO 14001 Seward	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LANCASTER	1. B Barton	M	F	J			
	2. J Kirkman	4	1				
Day and Date	Time of Visit		No of Detainees NOT SEEN		1		
	Start	End	No of Detainees SEEN				
Monday 24 th September	2130	2155	No of Detainees VISITED		4	Officer in Charge: Escorting Officer: CDO Robinson 10502.	Cell 18 – cell cleaning undertaken.

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LANCASTER	1. M Ostermeyer	M	F	J			
	2. B Walker	2	2				
Day and Date	Time of Visit		No of Detainees NOT SEEN		2		
	Start	End	No of Detainees SEEN				
Tuesday 22 nd September	1350	1410	No of Detainees VISITED		1	Officer in Charge: Cannot read signature Escorting Officer:	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
		M	F	J			
FLEETWOOD	1. C Potter	2		4	No probs. Officer in charge very helpful as was CDO. Medical room, yard – ok. Ligature knife – yes. De-fib green light on.	Noted.	
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	5	Officer in Charge: 1802 Haley Escorting Officer: CDO 22025 Wylie		
	Start	End					
Saturday 26 th September	1145	1220	No of Detainees VISITED				



PENNINE PANEL : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

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Name	Last Visit (up to 30 th September 2009)	Number of Visits This Period	Panel Visiting Times			
Mr N Ashraf	11 th September 2009	2	0600-1200	5		
Mr G Barlow	21 st September 2009	3	1200-1800	9		
Mr M Blomeley	17 th September 2009	5	1800-2400	7		
Mrs E Brignall	21 st September 2009	2	2400-0600	0		
Mrs J Hawkins	17 th September 2009	5	Days Visited			
Mr C Martin	27 th August 2009	2	Monday	3		
*Mrs S Maw	30 th September 2009	4	Tuesday	2		
Mrs M Parker	21 st August 2009	4	Wednesday	4		
Mr E Taylor	30 th September 2009	5	Thursday	6		
Mrs J Waring	-	0	Friday	4		
Mrs A Westwell	16 th August 2009	3	Saturday	1		
Mrs A Whitlock	11 th September 2009	3	Sunday	1		
*Mr B Yates	30 th July 2009	4				
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Burnley	21	200	145	72.5	18	9%

* indicates ICVs covering from another Panel



CUSTODY VISIT RECORD ~ SUMMARY SHEET

PENNINE : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
BURNLEY	1. E Brignall	M	F	J	No of Detainees NOT SEEN	FA003359/09 – Female in overnight requested face cream for allergy. FA003371/09 – requested food if staying in. FA003365/09 – requested extra blanket, cell cool and in overnight. FA003322/09 – in 3 days unaware shower facilities available, requested one before court appearance. Escorting officer very informative and helpful. Ligature knife seen, first aid room in good order with new cabinets. Several cells not in good condition, doors in particular and evidence burnt graffiti on ceilings.	FA3359/09: D/P had been medically assessed at 14:30 – Medical report clearly states No Allergies. FA0322/09: All D/Ps offered opportunity to wash daily
	2. M Blomeley	8	2				
Day and Date	Time of Visit		No of Detainees SEEN		4		
	Start	End	No of Detainees VISITED				
Wednesday 15 th April	1835	1920	6			Officer in Charge: Sgt Payton Escorting Officer: C Morresy	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J	No of Detainees NOT SEEN	FA003572/09, 3577, 3578, 3574, 75, 3558, 3579, 3580, 3576, 3565, 3571. 3572 – Complained he had been in all night and still waiting at 12noon for his solicitor. Had a job interview at 1.30. Very noisy. 3574 – Completely out of it on heroin, been seen by nurse. 3577 – Juvenile – conjunctivitis – said did not need treatment, eyes looked very sore. 3571 – Said she had bruises on her arms but admitted it was her own fault for fighting back when drunk. Medical room in use. Kitchen fine. Cells clean and tidy. Koran etc in sight. Escorting CDO helpful and efficient.	FA3572/09: D/P did not request solicitor when rights given on arrival. Duty Solicitor contacted at 05:45 and D/P had telephone advice from Duty Solicitor at 06:04hrs. Solicitor attends custody prior to interview at 11:30hrs however D/P then dispenses with services of solicitor after a private consultation. FA3577/09: Medical condition not mentioned on custody record. D/P only in custody for 4hrs
	2. S Maw						
Day and Date	Time of Visit		No of Detainees SEEN		6		
	Start	End	No of Detainees VISITED				
Tuesday 21 st April	1115	1220	6		Officer in Charge: PS862 Escorting Officer: CDO 12242 Morrissey		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J			
	2.	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: 2604 Escorting Officer: Natasha	
	Start	End	No of Detainees VISITED				
Thursday 30 th April	1750	1830					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J			
	2. S Maw	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			11	
	Start	End	No of Detainees VISITED				
Wednesday 6 th May	2215	Not given					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BURNLEY	1. M Blomeley	M	F	J			
	2. G Barlow	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			7	
	Start	End	No of Detainees VISITED				
Friday 22 nd May	1830	1740					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
BURNLEY	1. J Hawkins	M	F	J			
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		9	Officer in Charge: 3372 Escorting Officer: 11321 Debbie	
	Start	End					
Friday 12 th June	1025	1115	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J			
	2. A Westwell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		4	Officer in Charge: PS2604 Peyton Escorting Officer: CDO Woolliscroft	
	Start	End					
Thursday 4 th June	1745	1830	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			16	ICV Comments/Concerns	Police Response
BURNLEY	1. N Ashraf	M	F	J			
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		12	Officer in Charge: PS1453 Large Escorting Officer: CDO 13965 Yates	
	Start	End					
Monday 6 th July	1800	1900	No of Detainees VISITED				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BURNLEY	1. C Barlow	M	F	J			
	2. J Hawkins	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: Sergeant Noble 857 Escorting Officer: GSL 13963	
	Start	End	No of Detainees VISITED				
Wednesday 8 th July	1815	1915	4				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J			
	2. A Whitlock	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: 2604. Escorting Officer:	
	Start	End	No of Detainees VISITED				
Saturday 27 th June	1355	1445	6				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J			
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS1602 Escorting Officer:	
	Start	End	No of Detainees VISITED				
Monday 20 th July	09.45	10.45	11				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BURNLEY	1. M Blomeley	M	F	J			
	2. C Martin	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			6	Officer in Charge: SGT 1083 Taylor Escorting Officer: Neil Stevenson
	Start	End	No of Detainees VISITED				
Tuesday 14 th July	12.10	12.45					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
BURNLEY	1. B Yates	M	F	J			
	2. A Westwell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			5	Officer in Charge: M Taylor PS1083 Escorting Officer: M J Robinson 12955.
	Start	End	No of Detainees VISITED				
Thursday 30 th July	1500	1545					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BURNLEY	1. A Whitlock	M	F	J			
	2. J Hawkins	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			3	Officer in Charge: Sgt Clark Escorting Officer: CDO Kenyon.
	Start	End	No of Detainees VISITED				
Thursday 6 th August	1610	Not given					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J			
	2. A Westwell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		9	Officer in Charge: PS 1453 Large Escorting Officer: CDO Helen Yates 12965	
	Start	End					
Sunday 16 th August	12.13	13.15	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
BURNLEY	1. M Parker	M	F	J			
	2. M Blomeley	No of Detainees NOT SEEN			6		
Day and Date	Time of Visit		No of Detainees SEEN		5	Officer in Charge: 2604 Peyton Escorting Officer: Leigh Woollscroft	
	Start	End					
Friday 21 st August	1315	1400	No of Detainees VISITED		3		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			18	ICV Comments/Concerns	Police Response
BURNLEY	1. C Martin	M	F	J			
	2. E Taylor	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		18	Officer in Charge: Sgt Tim Hitchen 2054 Escorting Officer:	
	Start	End					
Thursday 27 th August	1215	1345	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BURNLEY	1. N Ashraf	M	F	J			
	2. A Whitlock	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		8	Officer in Charge: PS1079 Rowe Escorting Officer: CDO 11699 Buck	
	Start	End					
Friday 11 th September	1830	1900	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BURNLEY	1. M Blomeley	M	F	J			
	2. J Hawkins	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: Sgt Hoyle 247, Sgt Rowe 1079. Escorting Officer: Julie Kenyon.	
	Start	End					
Thursday 7 th September	1110	1145	No of Detainees VISITED		4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BURNLEY	1. E Brignall	M	F	J			
	2. G Barlow	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: Sgt M Taylor Escorting Officer: Richard Smith	
	Start	End					
Monday 21 st September	1830	1915	No of Detainees VISITED		6		

Station Visited	ICV Names		TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
			M	F	J			
BURNLEY	1. S Maw					2	FA008645, 8644, 8636, 8638, 8630, 8632, 8640, 8639, 8647, 8648, 8650, 8643 8640, 8639, 8650 – refused. 8645 – Epileptic wanted medication, seen nurse, awaiting interview. 8630 – Toilet out of order, no food? Offered?. 8643 – awaiting army escort. 8638 – complained of police brutality and heavy handedness, suggested speak to solicitor. 8632 – no English, awaiting interpreter.	Kitchen has to remain closed due to safety and risk that DP will enter it. Staff prop door open for their own convenience.
	2. E Taylor		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			3	Cells being repainted, look much brighter. Whole place looks much cleaner. Blanket store too small also kitchen. Medical room and kitchen clean and tidy. Knives and de-fib in place, also Koran. Kitchen gets very hot and has no air conditioning, told mustn't jam door open – no air! One or two complained of cold but instructions are only 1 blanket per cell. Food – there is no mention of Halal on food packaging, staff not sure of being genuine? Escorting K Cruz really helpful and pleasant.	Blanket policy is to ensure there are adequate supplies for all DPs but can be increased to two if individual circs justify.
	Start	End						
Wednesday 30 th September	1110	1215	No of Detainees VISITED			7	Officer in Charge: PS1755 - Entwistle Escorting Officer: CDO 12605 Cruz	



SOUTHERN PANEL : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

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Name	Last Visit (up to 30 th September 2009)	Number of Visits This Period	Panel Visiting Times			
Mrs H Archer	31 st August 2009	9	0600-1200	16		
Mrs P Bottoms	17 th September 2009	11	1200-1800	25		
Mr C Clark	30 th September 2009	8	1800-2400	18		
Mrs C Cox	7 th September 2009	9	2400-0600	0		
Mrs J Dobson	24 th September 2009	10	Days Visited			
Mrs J Green (now resigned)	30 th April 2009	1	Monday	9		
Mrs T Henry	21 st September 2009	8	Tuesday	6		
Mr D Lawrenson	28 th September 2009	8	Wednesday	7		
Mr G Lawton	28 th September 2009	10	Thursday	17		
Mrs S Morement	31 st August 2009	9	Friday	10		
Mrs U Pick/Dickinson	29 th August 2009	6	Saturday	10		
Mr B P Walker	24 th September 2009	9	Sunday	0		
Mrs S Wells	21 st September 2009	7				
Mrs C Worthington	11 th September 2009	9				
Number of ICVs in Panel (14)	Male	Female	Asian	White		
	Details now on Monitoring Form					
Age Range of Members	20 – 39 yrs	40 – 59 yrs	60 – 80 yrs			
	Details now on Monitoring Form					
Station Visited	Number of Station Visits	Total Detainees in Custody	No of Detainees Visited	%	No of Detainees seen	%
Leyland	27	202	79	39.11	67	33.17
Bamber Bridge	0					
Skelmersdale	25					
Ormskirk – Operation Safeguard	7					



CUSTODY VISIT RECORD ~ SUMMARY SHEET

SOUTHERN : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
LEYLAND	1. B Walker	M	F	J	8	CL001596/09 cell 6; CL001587/09 cell 9; CL001588/09 Cell 13; CL001591/09 Cell 11; CL001571/09 Cell 12; CL001585/09 Cell 8 – All refused, but observed. CL001589/09 Cell 3 In interview (interpreter present). CL001595.09 Custody suite in interview. CL001570/09 Cell 5, consultation. Cell 10, covered in hot chocolate, cleaned before we left all ok. All areas clean and tidy ready for use, treated with courtesy. Barrier mask in situ. Risk assessments completed. CCTV checked, ok to time and date. Ligature knife all ok.	No issues Inspector Jane Dodding
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		9	Officer in Charge: PS1610 Escorting Officer:	
	Start	End	No of Detainees VISITED				
Wednesday 1 st April	1000	1045					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. P Bottoms	M	F	J		All areas clean and tidy, ready for use. Officer in Charge: Escorting Officer: DS6066	No issues Inspector Jane Dodding
	2. C Cox	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End	No of Detainees VISITED				
Wednesday 1 st April	1030	1045					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J		CJ000996/09 Cell M1 – in interview. CJ000997/09 Cell DR3 – in interview. All areas clean and prepared. Ligature knives, de-fib all ok. CCTV working, temperatures ok. Treated with courtesy, gained instant access.	No issues Inspector Jane Dodding
	2. S Wells	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: PS764 Gee Escorting Officer: PS764 Gee	
	Start	End	No of Detainees VISITED				
Monday 6 th April	1730	1750					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
LEYLAND	1. J Dobson	M	F	J			
	2. T Henry	No of Detainees NOT SEEN			4		
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Thursday 9 th April	1900	1950	No of Detainees VISITED		5	Officer in Charge: PS807 Halsted Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LEYLAND	1. C Worthington	M	F	J			
	2. P Bottoms	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN		3		
	Start	End					
Thursday 16 th April	0857	0930	No of Detainees VISITED		3	Officer in Charge: Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Walker	M	F	J			
	2. H Archer	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN		2		
	Start	End					
Thursday 16 th April	1700	1720	No of Detainees VISITED			Officer in Charge: 12707 Escorting Officer:	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
LEYLAND	1. B Walker	M	F	J	7	CL001970/09 – Cell 3, seen. CL001978/09 – Cell 7 – seen (juvenile). CL001979/09 – Cell 5, seen (this young man complained of a headache). CL001976/09 – Cell 15, refused. CL001973/09 – Cell 2, advised not to visit. CL001959/09 – Cell 10, refused. CL001980/09 – Cell 14, refused. CL001972/09 – Cell 9, refused.	No issues Inspector Jane Dodding
	2. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Ligature knives, barrier masks, de-fib machine, risk assessments – all ok. CCTV checked time ok. Gained entry by card – no issues, treated well as always. Everywhere clean and tidy.	
	Start	End					
Monday 20 th April	0810	0855	No of Detainees VISITED			3	Officer in Charge: PS801 Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Cox	M	F	J		All areas clean and tidy and ready for use. CCTV correct. De-fib, masks and knives in situ. Treated well as usual. Gained immediate access.	No issues Inspector Jane Dodding
	2. G Lawton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: A Cawrylcy PS2119. Escorting Officer:	
	Start	End					
Thursday 23 rd April	1900	1920	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Worthington	M	F	J	1	CJ001261/09 – Cell M1 – in interview. CJ001262/09 – Cell F1 – seen, ok, requested exercise, information passed on to staff. CJ001263/09 – Cell D1, no problems. CJ001264/09 – Cell F3. Cell M2 closed ? repair. Ligature knives insitu. CCTV to date and time. Defib charged and ready for use. Risk assessments completed. Masks in place. Temp ok. All areas clean and ready for use. Usual friendly reception.	Facilities informed re M2. Cell now reopened. Inspector Jane Dodding
	2. J Green	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: Not noted on report Escorting Officer:	
	Start	End					
Thursday 30 th April	1555	1620	No of Detainees VISITED			3	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. C Clark	M	F	J	1	CL002152/09 – No issues raised by the detainee – first time in custody (Cell 4). CL0021150/09 – saw at the custody desk after interview – appeared ok but unable to interview (Cell 12). CL002151/09 – in interview – did not see him. Medical cupboards left unlocked by Doctor but locked by custody staff during visit. Generally clean and tidy and in good order. CCTV being installed in Cell 1 and to be installed progressively in other cells. CCTV time correct. Ligature knives in place on key rings. Face masks available for use. De-fib fully charged.	Not medicine cupboard, medical supplies cupboard. Medacs and staff advise re constant security. Inspector Jane Dodding
	2. U Pick	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Thursday 30 th April	1400	1440	No of Detainees VISITED			2	Officer in Charge: PS2402 Bashall Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. J Dobson	M	F	J		Station very clean and tidy and ready to be used. Cell F1 locked so couldn't take a look inside. Not treated with the usual polite and courteous reception, officer on reception 'brusque' in attitude towards me. Also had to wait to gain admittance – not normally a problem whatsoever in doing this but perhaps if I had been allowed to explain my reason for visit this may not have been necessary and I would not have overheard a sensitive conversation.	Ormskirk not operational. No facilities issues raised. Officer reception raised at last ICV panel meeting and addressed with Geographic Inspector Inspector Jane Dodding
		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Saturday 2 nd May	0645	0700	No of Detainees VISITED				Officer in Charge: 12333 Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. H Archer	M	F	J	1	CL002247/09 – seen stated was physically ok, said had been treated 'ok', refusing to eat/drink whilst in custody but had been offered these. Stated he thought cell was dirty, but on inspection by ourselves did not appear so. CL00251/09 – refused visit but seen lying on bed. All areas clean, tidy and ready for use. Gained immediate access to suite and shown around with courtesy. CCTV time correct. Masks, knife, de-fib all in place. Cupboards locked in medical room.	M2 repainted. Inspector Jane Dodding
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Tuesday 5 th May	1730	1750	No of Detainees VISITED			1	Officer in Charge: PS535 Escorting Officer:

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
SKELMERSDALE	1. U Pick	M	F	J		
	2. S Morement	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
Friday 8 th May	Start	End				
	1405	Not given	No of Detainees VISITED		3	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Clark	M	F	J		
	2. B Walker	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
Friday 15 th May	Start	End				
	1110	1135	No of Detainees VISITED		1	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
LEYLAND	1. C Cox	M	F	J		
	2. T B Henry	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
Saturday 16 th May	Start	End				
	1450	1525	No of Detainees VISITED		5	
			No of Detainees VISITED		2	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. B Walker	M	F	J			
	2. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: A Brahull PS135 Escorting Officer:	Inspector Jane Dodding	
	Start	End					
Monday 18 th May	1920	1945	No of Detainees VISITED	1			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Cox	M	F	J			
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	2	Officer in Charge: PS2030 Smith Escorting Officer:	Inspector Jane Dodding	
	Start	End					
Friday 22 nd May	1825	1900	No of Detainees VISITED	1			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. G Lawton	M	F	J			
	2. S Wells	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: I Carr PS3702 Escorting Officer: CDO 12151	Inspector Jane Dodding	
	Start	End					
Tuesday 26 th May	1015	1040	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
LEYLAND	1. D Lawrenson	M	F	J			
	2. J Dobson	No of Detainees NOT SEEN			3		
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Friday 29 th May	1030	11.30	No of Detainees VISITED		4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. U Pick	M	F	J			
	2. T Henry	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Friday 29 th May	1830	Not given	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LEYLAND	1. D Lawrenson	M	F	J			
	2. C Cox	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Wednesday 3 rd June	1800	1845	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. G Lawton	M	F	J	3	CJ001625/09 seen but on way to interview (observation cell). CJ001622/09 M7 no issues, looked well complimented staff. CJ001623/09 F1 only able to speak to him briefly as solicitor arrived. He complimented the staff. Appeared well although seen nurse 10am and advised by nurse to see doctor if still in custody after 3pm. End door (fire exit) in male cells corridor open, secured by staff when advised during visit. M5 toilet area, appears to be faeces on the ceiling. Medical room checked ok. CCTV, defib, lig knives, masks all ok. Prompt access, staff, pleasant and co-operative. Although introduced as 'lay visitors' and not given much privacy when speaking to F1.	Staff informed re ICV not Lay visitors M5 ceiling cleaned No other issues Inspector Jane Dodding
	2. T Henry	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			2	Officer in Charge: P Sicley Escorting Officer: CDO Jones
	Start	End	No of Detainees VISITED				
Thursday 4 th June	1830	1905	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LEYLAND	1. C Clark	M	F	J	3	CL002936/09, Cell 5 – wished to make a phone call to let someone know where he was. 2947/09, Cell 7 – no issues raised. 2938/09, Cell 6 – in interview. 2935/09, Cell 12 – in interview. 2937/09, Cell 10 – in interview. 2708/09 holding cell – just arrived, seen ok. Generally clean and tidy custody suite. Immediate entry. Ligation knife on key ring, masks in place. Defib on charge. Exercise yard clean. CCTV working and time correct. Medical room clean and tidy, cupboards locked.	No issues Inspector Jane Dodding
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			3	Officer in Charge: Escorting Officer:
	Start	End	No of Detainees VISITED				
Wednesday 10 th June	1410	1445	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Worthington	M	F	J	2	DJ001696/09 Cell M1 – refused but observed. CJ001713/09 Cell F3 – observed sleeping. Ligation knife, masks insitu, defib charged and ready for use. CCTV to time and date. Risk assessments completed. Treated with courtesy. Area clean and tidy ready for use.	No issues Inspector Jane Dodding
	2. S Morement	1	1				
Day and Date	Time of Visit		No of Detainees SEEN			0	Officer in Charge: PS583 Escorting Officer:
	Start	End	No of Detainees VISITED				
Friday 12 th June	1720	1740	No of Detainees VISITED				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Walker	M	F	J		No issues, everywhere fine. Checked Lig knives, barrier masks, CCTV time, de-fib ok. M4 cell needs cleaning, brought to attention. Sharps bin full. Everywhere clean and tidy. Treated with usual courtesy. Officer in Charge: Barton Escorting Officer:	No issues Inspector Jane Dodding
	2. G Lawton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Saturday 20 th June	1700	1720	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. H Archer	M	F	J		CL003144/09 – seen at desk. 3145 – visited, said had been treated well, no issues at time of visit. 3147 – visited briefly, said he was ok and being treated well. Gained immediate access to custody suite. All areas clean, tidy and ready for use. Mask, de-fib, knives all in place. Visit facilitated by very helpful and courteous staff. Officer in Charge: PS801 Halstead Escorting Officer:	No issues Inspector Jane Dodding
	2. U Dickinson	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Saturday 20 th June	1900	1930	No of Detainees VISITED		2		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LEYLAND	1. S Wells	M	F	J		CL00326/09 cell 2 , CL003262/09 Cell 1, CL003265/09 – all in interview. CL003263/09 Cell 3 – visited, complaining about the way he was arrested, bleeding and bruised. Sgt stated that he was waiting for him to calm down before he visited him. Asthma complained of chest hurting, concerned about going to work. CL003264/09 Cell 9, refused visit, but seen through door. Cell 1 mattress requires wiping. CCTV ok, de-fib, masks, lig knives, risk assessment all in place. Treated with usual friendliness and courtesy. Officer in Charge: PS2100 Escorting Officer:	Cell 1 mattress cleaned. No other issues. Inspector Jane Dodding
	2. J Dobson	No of Detainees NOT SEEN			3		
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Thursday 25 th June	1825	1905	No of Detainees VISITED		1		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. H Archer	M	F	J		M7C1001855/09, no issues, awaiting solicitor, asked for phone call, staff aware. M1C1001854/09, no issues, awaiting interview.	No issues Inspector Jane Dodding
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Gained immediate access to custody suite, visit facilitated by courteous and helpful staff. Knife, de-fib, mask, CCTV all checked. All areas clean, tidy and ready for use.	
	Start	End					
Friday 26 th June	1000	1030	No of Detainees VISITED		2	Officer in Charge: ? Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LEYLAND	1. C Worthington	M	F	J		CL003338/09 Cell 2 – In interview. CL003336/09 – Cell 10 refused by observed. CL003334/09 Cell 9 refused but observed. CL003329/09 Cell 8 – In interview. CL003340/09 Cell 3 – refused but observed.	No issues Inspector Jane Dodding
	2. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		3	All areas clean, tidy and ready for use. Lig knife, mask in situ. De fib charged and ready for use. CCTV in operation. Risk assessments completed. Treated with courtesy.	
	Start	End					
Monday 29 th June	1200	1230	No of Detainees VISITED			Officer in Charge: Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. S Morement	M	F	J		CJ001932/09 – M1 seen no issues. 1931 – M7 seen no issues. 1933 – CS juvenile with appropriate adult. 1934 – M6 no issues but cuts observed on wrist but stated these were done is a scuffle.	Toilet checked not a leak a D/P had scooped out water from the toilet. Update by Inspector Jane Dodding
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Masks and knife in place. De-fib ready for use. Gained immediate access, everywhere clean and tidy, treated with courtesy and respect. Toilet in M5 appears to have a leak. Risk assessment done.	
	Start	End					
Friday 3 rd July	1630	1700	No of Detainees VISITED		3	Officer in Charge: 12600 Escorting Officer: PS2141	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMKSKIRK	1. H Archer	M	F	J		All areas very clean and tidy and ready for use. Cell F1 locked. Masks, knife, defib all available. Gained immediate access from helpful and courteous staff.	No issues Inspector Jane Dodding
	2. G Lawton	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: 10764 Escorting Officer:		
	Start	End					
Saturday 4 th July	0900	0915	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
LEYLAND	1. J Dobson	M	F	J		CL00352/09 – in cell 5 – visited and everything fine. 3530 – cell 11 – in interview. 3522 – cell 3 – visited and everything fine. 3523 – cell 15 – visited and everything fine. 3524 – cell 13 – in interview. 3535 – cell 4 – in interview. 3536 – cell 14 – declined but seen through door. 3537 – cell 2 – declined but seen through door. 3033 – cell ? – visited & everything fine. Ligature knives, barrier masks, de-fib, risk assessments all in place. CCTV in operation. Treated with courtesy.	No issues Inspector Jane Dodding
	2. C Worthington	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: PS1610 McGowan Escorting Officer: 10870 Wilson	
	Start	End					
Thursday 9 th July	1825	1905	No of Detainees VISITED		4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. G Lawton	M	F	J		CJ002037/09 F1 – she had no concerns, looked well. We were informed she was drug addict but no apparent cause for concern. CJ002038/09 M7 – not long arrived, claimed to be unaware why he was detained. Looked well, no medical issues. F1 very warm, corridor temp 80 C. All cells clean and tidy. No issues. Staff very pleasant and co-operative. Masks, knives, defib, CCTV all ok.	No issues Inspector Jane Dodding
	2. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2	Officer in Charge: PS2162 Silley. Escorting Officer: CDO Jones.	
	Start	End					
Friday 10 th July	1730	1750	No of Detainees VISITED				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. B Walker	M	F	J			
		2. D Lawrenson	No of Detainees NOT SEEN			3	Cell F1 – flaking paint on window sill, could be used to self harm. CJ002070/09 – visited all ok. 2072, 2066, 2074 Refused. Barrier masks, de-fib, CCTV, lig knife – all ok and in situ. Temp – Male 22, Female 27 – very warm. Treated well as usual. Officer in Charge: PS2030 Escorting Officer:
Day and Date	Time of Visit		No of Detainees SEEN	1			
Tuesday 14 th July	Start	End	No of Detainees VISITED				
	1750	1825					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
LEYLAND	1. S Wells	M	F	J			
		2. P Bottoms	No of Detainees NOT SEEN			3	CL003680/09 – interview. 3659 – with solicitor. 3678 – HC ok seen. 3679 – in interview. 3676 – Cell 12 visited, awaiting Doctor (in hand). Ligation knives, face masks, de-fib, all in situ. CCTV ok. Custody suite clean and tidy. Treated with respect and courtesy. Officer in Charge: PS1610 Escorting Officer:
Day and Date	Time of Visit		No of Detainees SEEN	2			
Thursday 16 th July	Start	End	No of Detainees VISITED				
	1000	1025					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. C Cox	M	F	J			
		2. S Morement	No of Detainees NOT SEEN			2	CL003816/09 Cell 1 and 3807 Cell 12 – seen sleeping. Knives, masks and de-fib in situ. Cell 3 – marks on wall – tea/gravy? Cell 4 – reported need cleaning – now in progress. Main corridor floor needs attention in a few places, could cause an accident. Gained immediate access and treated with usual respect and courtesy. Officer in Charge: Unable to read signature. Escorting Officer:
Day and Date	Time of Visit		No of Detainees SEEN				
Thursday 23 rd July	Start	End	No of Detainees VISITED				
	2025	2045					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
SKELMERSDALE	1. J Dobson	M	F	J		
	2. U Dickinson	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN	3		
Saturday 25 th July	Start	End	No of Detainees VISITED			
	1050	1120				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
SKELMERSDALE	1. H Archer	M	F	J		
	2. S Wells	No of Detainees NOT SEEN				
Day and Date	Time of Visit		No of Detainees SEEN			
Tuesday 28 th July	Start	End	No of Detainees VISITED			
	1705	1720				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			ICV Comments/Concerns	Police Response
ORKSKIRK	1. G Lawton	M	F	J		
	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			
Saturday 1 st August	Start	End	No of Detainees VISITED			
	10.30	10.40				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. T Henry	M	F	J			
	2. C Clark	No of Detainees NOT SEEN			Dressings cupboard left unlocked by medic – locked by Custody staff during visit. Floor covering bubbling in various places – noted during last ICV visit.		
Day and Date	Time of Visit		No of Detainees SEEN			All areas clean and tidy.	Update by Inspector Jane Dodding
	Start	End	No of Detainees VISITED				
Saturday 1 st August	12.35	12.55	0			Officer in Charge: PS1610 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. P Bottoms	M	F	J			
	2. S Wells	1	1	1	Cleaner on leave so only intermittent help from cleaner at Ormskirk. Cells and areas clean and tidy, maintained by Skelmersdale staff. Cell F3 closed due to damaged floor. Face mask, lig knives, CCTV, de-fib in situ. Gained immediate access, treated with extreme courtesy.		
Day and Date	Time of Visit		No of Detainees SEEN			Officer in Charge: S Ramsey Escorting Officer:	Update by Inspector Jane Dodding
	Start	End	No of Detainees VISITED				
Wednesday 5 th August	1400	1425	2				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
LEYLAND	1. B Walker	M	F	J			
	2. J Dobson	No of Detainees NOT SEEN			4082 Cell 2 – refused visit but seen through door and we noticed that detainee seemed very 'red' in the face and neck, we reported this to the Sergeant who immediately looked at the detainee to check everything was fine with him. We feel that the custody Sergeant handled this situation excellently and in a very caring fashion. 1906hrs.		
Day and Date	Time of Visit		No of Detainees SEEN			3	
	Start	End	No of Detainees VISITED				
Thursday 6 th August	1845	1925	1			Ligature knives, barrier masks, de-fib, CCTV and risk assessments all working or in place. Treated with courtesy and friendliness. Floor still bubbling in places but this is being dealt with. Officer in Charge: PS2457 Escorting Officer:	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response	
LEYLAND	1. G Lawton	M	F	J				3
	2. P Bottoms	No of Detainees NOT SEEN			1			
Day and Date	Time of Visit		No of Detainees SEEN			2	Station very busy – all areas clean and tidy, treated with courtesy. Lig knives, facemask, de-fib, CCTV – all correct. Medical room in use.	Inspector Jane Dodding
	Start	End						
Tuesday 11 th August	930	1015	No of Detainees VISITED			3	Officer in Charge: PS Maden 667 Escorting Officer: Barton 11149	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response	
SKELMERSDALE	1. C Cox	M	F	J				
	2. C Clark	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN			1	Officer in Charge: PS2142 Sigley. Escorting Officer:	Inspector Jane Dodding
	Start	End						
Thursday 13 th August	1900	1920	No of Detainees VISITED			0		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response	
SKELMERSDALE	1. D Lawrenson	M	F	J				
	2. C Worthington	No of Detainees NOT SEEN						
Day and Date	Time of Visit		No of Detainees SEEN			4	Officer in Charge: PS2030. Escorting Officer:	Update by Inspector Jane Dodding
	Start	End						
Monday 17 th August	1720	1745	No of Detainees VISITED			1		

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			3	ICV Comments/Concerns	Police Response
LEYLAND	1. H Archer	M	F	J			
	2. T Henry	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Gained immediate access to custody suite; visit facilitated by courteous and helpful staff. Knives, de-fib, masks in place, CCTV time correct.	Inspector Jane Dodding
	Start	End	No of Detainees VISITED				
Thursday 20 th August	1700	1730	3			Officer in Charge: 687? Unable to read name on report. Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
LEYLAND	1. D Lawrenson	M	F	J			
	2. C Cox	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Water leaking from cell 12 toilet into corridor, specialist cleaners have been called. Ligature knives, masks, de-fib all in situ. CCTV ok, time etc working. Floor lifting in medical room again, staff informs us this is happening throughout custody suite.	Update by Inspector Jane Dodding
	Start	End	1				
Thursday 27 th August	1730	1800	No of Detainees VISITED			Officer in Charge: P Hickey PS6082 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. U Dickinson	M	F	J			
	2. T Henry	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			De-fib, knife, masks and CCTV all ok. All areas clean and tidy and ready for use. Cell F1 locked and not in use due to paint flaking. Treated really well as usual, gained immediate access.	Inspector Jane Dodding
	Start	End	4				
Saturday 29 th August	1105		No of Detainees VISITED			Officer in Charge: PS6294 Hogan Escorting Officer:	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. H Archer	M	F	J	1	CJ002618/09 – in interview (M3). 2615 – seen (DR3). Had been given leaflet re his rights in custody, but requested opportunity to read this again, officer aware. Has also requested shower – custody staff are endeavouring to facilitate this asap as need staff to supervise. DP spoke to his father during our visit. Said he had been offered food/drink but had been unable to eat anything.	No Issues Inspector Jane Dodding
	2. S Morement	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			All areas clean, tidy and ready for use. Visit facilitated by courteous and helpful staff. Gained immediate access to custody area. Knife, de-fib, masks all in place. CCTV time correct.	
	Start	End					
Monday 31 st August	1700	1725	No of Detainees VISITED			1	Officer in Charge: PS2142 Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
LEYLAND	1. G Lawton	M	F	J	1	CL004556/09 (10) No issues, but concerned over lack of phone call. Custody Sgt confirmed in abeyance pending charging. CL004562/09 (3) seen leaving cell for interview, appeared physically ok. Cell 12 closed, buzzer failure, estates aware.	Buzzer fixed by estates Update by Inspector Jane Dodding
	2. C Clark	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			CCTV, de-fib, masks, ligature knives – all ok. No other issues. Prompt access, extended usual courtesy by staff.	
	Start	End					
Wednesday 3 rd September	1600	1620	No of Detainees VISITED			1	Officer in Charge: PS1610. Escorting Officer:

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. Julie Dobson	M	F	J		Station really clean and tidy and could be put into use very quickly. Cell F1 locked (as per the visit on 1 st August). Light in shower between M2 & M3 not working (as per visit on 1 st August). M1 and M2 and M3 – the push to operate the flush is very hard and will not flush away.	Contacted Maintenance manager regarding these faults already having been reported and 2 nd email 4 th September. Although not a live site at the moment expressed concern to excessive delay to address issues raised.
		No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			Gained immediate access. Treated with friendliness and courtesy.	
	Start	End					
Saturday 5 th September	1745	1800	No of Detainees VISITED				Officer in Charge: PEA 10764 Hickson. Escorting Officer:

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			1	ICV Comments/Concerns	Police Response
LEYLAND	1. H Archer	M	F	J			
		2. C Cox	No of Detainees NOT SEEN				<p>CL004655/09 – seen through hatch, awaiting nurse's visit. Refused visit.</p> <p>Staff report bell not working Cell 13, has been reported and engineer attended, but needs further visit to repair. Cell is currently out of use, but blood stain on bed/mattress requires cleaning; toilet also requires cleaning – staff aware.</p> <p>Cell 3 – hot chocolate sprayed over walls/ceiling. Staff aware and are trying to facilitate cleaning asap. Floor in various places still awaiting repair.</p> <p>Gained immediate access to custody. Visit facilitated by courteous and helpful staff. CCTV time, knives, de-fib, mask – ok.</p> <p>Last page in book – new book needed.</p> <p>Officer in Charge: PS3372. Escorting Officer:</p>
Day and Date	Time of Visit		No of Detainees SEEN		1		
Monday 7 th September	Start	End	No of Detainees VISITED				
	1700	1720					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. C Worthington	M	F	J			
		2. P Bottoms	No of Detainees NOT SEEN				<p>CJ002721 Cell DR1 – visited no problems. 2722 Cell DR3 – juvenile observed with his Mum. 2719 Cell M4 – visited no problems. 2724 Cell M1 visited in exercise yard, no problems. 2720 Cell F1 refused visit, but observed. 2725 Cell M3 intoxicated, observed being booked in. F2 still closed. Ligation knives in situ. Defib charged. Staff very busy but treated with courtesy and respect. All areas clean and tidy.</p> <p>Officer in Charge: PS2141. Escorting Officer:</p>
Day and Date	Time of Visit		No of Detainees SEEN		2		
Friday 11 th September	Start	End	No of Detainees VISITED				
	1730	1810					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. D Lawrenson	M	F	J			
		2. C Clark	No of Detainees NOT SEEN				<p>CJ002766/09 M5 seen going to interview. CJ002763.09 sore wrists from handcuffs, but said they did not require attention, other than that ok. CCTV, Ligation knives, masks, de-fib – all ok. Cell F2 closed – paintwork?</p> <p>Officer in Charge: PS S Ramsey Escorting Officer: 12484 GLS</p>
Day and Date	Time of Visit		No of Detainees SEEN		1		
Tuesday 15 th September	Start	End	No of Detainees VISITED				
	1130	1215					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
LEYLAND	1. J Dobson	M	F	J			
	2. P Bottoms	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	7			
	Start	End					
Thursday 17 th September	1855	1945	No of Detainees VISITED	2		Have spoken with CDO supervisor regarding blanket management and processes in place. This matter should be resolved.	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			2	ICV Comments/Concerns	Police Response
SKELMERSDALE	1. T Henry	M	F	J			
	2. S Wells	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1			
	Start	End					
Monday 21 st September	1805	1830	No of Detainees VISITED	1			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	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	2			
	Start	End					
Thursday 24 th September	1900	1945	No of Detainees VISITED	1			

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			6	ICV Comments/Concerns	Police Response
LEYLAND	1. D Lawrenson	M	F	J		CL005001/09 Cell 3 – all ok, obtained extra blanket – air cool in cell. 5002 Cell 11 – in interview, seen, looked ok. 3722 Part 4 – in interview. 5006 Cell 6 – in interview. 5009 Cell 5 – declined seen through hatch and at desk. 5005 Cell 1 – signs of injury to face, said he was ok, coherent and aware of surroundings and reason for being detained. Cells 12 and 13 locked – paint issue. All areas clean and prepared. CCTV, De-fib, masks, ligature knives all operational. Cell 11 – empty, DP in interview, cell untidy, toilet roll screwed up on floor. Treated with courtesy.	Heating as above.
	2. G Lawton	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN		2		
	Start	End					
Monday 28 th September	1030	1110	No of Detainees VISITED		2	Officer in Charge: PS?? Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			0	ICV Comments/Concerns	Police Response
ORMSKIRK	1. C Clark	M	F	J		No issues to raise for attention. Cell F2 locked but appears satisfactory through peephole. No custody staff present. All matters appear to be in order. All cells clean and tidy. All services functioning. Drugs cupboard locked. (Note: signed by Civilian officer). Officer in Charge: 12333 Naylor. Escorting Officer:	F2 Repaired 16 th October 2009
		No of Detainees NOT SEEN			0		
Day and Date	Time of Visit		No of Detainees SEEN		0		
	Start	End					
Wednesday 30 th September	1500	1520	No of Detainees VISITED		0		

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WESTERN PANEL : APRIL TO SEPTEMBER 2009 (INCLUSIVE)

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			15	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Campbell	M	F	J	15	3265/09 – Asks for his girlfriend to be advised of his detention gruesome ceiling. 3270/09 – Requested girlfriend notified of his detention and requested inhaler. 3242/3271 – Requested food and drink. 2199/08 – Requested hot chocolate. 3239/09 – Requested girlfriend notified of detention. 3275/09 – Nurse for wrists and rights not given. 3276/09 – Requested food. Note 003272/09 – Known to Amanda so did not visit. Cell 5 – broken toilet. Cell 14 – food in cell. Cell 17 – paint lifting off floor. Interview room 4, bin overflowing. Female cells 1 & 2 smelt of urine. All interview rooms had plastic tape cases on table. Doctors room ok, CCTV ok, yard ok, blankets ok.	3265 Intimation noted on custody record. 3270 inhaler provided, intimation noted on record. 3271 asleep when cdo attended to offer food. 3242 provided. 2199 not detained at that time. 3239 not in detention at this time. 3275 saw nurse as a result of risk assessment Rights? 3276 no trace of request being fulfilled. Issues around double and triple tape decks. Cleaner ill and temp staff in? escorting officer
	2. G Curry	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			13	Officer in Charge: Wilks 2275 Escorting Officer:
	Start	End	No of Detainees VISITED				
Thursday 2 nd April	2055	2205	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
BLACKPOOL	1. Ian Harbison	M	F	J	10	Nil matters brought to the attention of the Officer in Charge. Blanket store, food store ok, de-fib ok, CCTV ok, Doctors room ok. Staff very helpful – Sgt 3726 Worden.	No comment required
	2. K McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			5	Officer in Charge: PS3726 Escorting Officer:
	Start	End	No of Detainees VISITED				
Saturday 11 th April	1150	Not given	No of Detainees VISITED			9	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J	7	Cell 21 – AV3747/09 requested drink – dealt with immediately. Cell 15 – AV3733/09 requested drink – dealt with immediately, wanted to see nurse re alcoholism. Cell23 AV3732/09 now has remembered phone number to contact family. Cell 17 AV373/09 – requested blanket, dealt with immediately. Cell 5 – door and walls damaged with sharp edges to both. Checked CCTV, Coms system, exercise yard, blanket store, de-fib, kitchen, sharps bin in custody all checked and ok. Medical room in use thus not checked.	3733 left prior to nurse. 3732 no record Cell5 issue re door rectified still awaiting wall to be filled but safe to use.
	2. O McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN			7	Officer in Charge: PS1644 Hoyle Escorting Officer:
	Start	End	No of Detainees VISITED				
Wednesday 15 th April	1940	2030	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A O'Neill	M	F	J	1	No problems. Bedding store ok, well stocked. Kitchen well stocked. Nurses room, clean and tidy. Yard clean. Yellow bins clear. De-fib ok.	No comment required
		10	2				
	2. C Potter	No of Detainees NOT SEEN			4		
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End				Officer in Charge: Sgt Blackburn 2578 Escorting Officer: PSO B Thorn	
Wednesday 22 nd April	1400	1515	No of Detainees VISITED		9		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BLACKPOOL	1. P Siddall	M	F	J	1	AV4337 Requests some food. AV4328 Requested nurse c/r indicates nurse has visited him. AV4338 requested medicine for heart condition, nurse confirmed medicine being brought in. Blanket store, exercise yard, CCTV, kitchen, doctors room, de fib – all checked. Lig knife carried by escorting CDO. Escorting CDO very helpful.	4337 dp became violent when approached by cdos.
		10					
	2. M Smith	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		2		
	Start	End				Officer in Charge: 2795 Escorting Officer:	
Friday 1 st May	1950	2030	No of Detainees VISITED		9		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			21	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Campbell	M	F	J	1	AV004878/09 – requested nurse again for wrist and leg. AV004925/09 – requested slippers, this was actioned immediately. AV004889/09 – requested a change of clothes for court, c/r indicated this was being followed up. AV004910/09 – requesting exercise. AV004895/09 – requesting a wash. AV004934/09 – stated he hadn't had his rights and asked for psychiatrist to be contacted, details given to officer. c/r checked and rights hadn't been given as unfit when arrested at 10.05am., rights still not given at 2pm. AV004926/09 being sick, nurse called immediately at 1.40pm. AV004909/09 – very quiet and requested nurse. Unable or unwilling to answer questions, yet agreed to speak to us, we are concerned that she couldn't understand us.	4878 dp saw nurse a short time later and a further 2 occasions prior to leaving us. 4910 exercise provided. 4895 requested wash prior to court, granted. 4934 rights given when fit. 4926 seized as evidence. 4909 spoken to by sergeant a short time later no issues identified.
		18	2				
	2. K McGuire	No of Detainees NOT SEEN			5		
Day and Date	Time of Visit		No of Detainees SEEN		6		
	Start	End				Officer in Charge: PS224 Escorting Officer:	
Sunday 17 th May	1310	1405	No of Detainees VISITED		10		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			12	ICV Comments/Concerns	Police Response
BLACKPOOL	1. I Harbison	M	F	J			
	2. O McGuire	No of Detainees NOT SEEN			5		
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS382 Escorting Officer: CDO Sellers 10085		
Saturday 17 th May??	Start	End	No of Detainees VISITED				
	1510	1544	7				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J			
	2. C Potter	13		1	3		
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS1644 Hoyle Escorting Officer:		
Thursday 21 st May	Start	End	No of Detainees VISITED				
	1000	1055	8				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			14	ICV Comments/Concerns	Police Response
BLACKPOOL	1. K McGuire	M	F	J			
	2. C Potter	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN		Officer in Charge: PS Worden 3726 Escorting Officer: CDO 11345		
Thursday 28 th May	Start	End	No of Detainees VISITED				
	1700	Not given	8				

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			20	ICV Comments/Concerns	Police Response
BLACKPOOL	1. P Siddall	M	F	J			
	2. L Harbison	No of Detainees NOT SEEN			2		
Day and Date	Time of Visit		No of Detainees SEEN		3		
	Start	End					
Sunday 7 th June	1830	2000	No of Detainees VISITED		17	Officer in Charge: K Fields 11656 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			16	ICV Comments/Concerns	Police Response
BLACKPOOL	1. K McGuire	M	F	J			
	2. M R Smith	No of Detainees NOT SEEN			1		
Day and Date	Time of Visit		No of Detainees SEEN		5		
	Start	End					
Sunday 14 th June	1925	2015	No of Detainees VISITED		8	Officer in Charge: Escorting Officer: Kevin Fields	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BLACKPOOL	1. G Curry	M	F	J			
	2. C Potter	No of Detainees NOT SEEN			6		
Day and Date	Time of Visit		No of Detainees SEEN		7		
	Start	End					
Tuesday 16 th June	1925	2007	No of Detainees VISITED		7	Officer in Charge: PS 1644 Hoyle Escorting Officer: 11838	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			9	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J			
	2. A Campbell	6	2	1			
Day and Date	Time of Visit		No of Detainees NOT SEEN		1		
	Start	End	No of Detainees SEEN		2		
Wednesday 24 th June	1800	1840	No of Detainees VISITED		6	Officer in Charge: PS224 Gomry Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A O'Neill	M	F	J			
	2. G Curry	10	3	1			
Day and Date	Time of Visit		No of Detainees NOT SEEN		4		
	Start	End	No of Detainees SEEN		9		
Tuesday 30 th June	1930	2025	No of Detainees VISITED		9	Officer in Charge: PS574 Escorting Officer:	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			4	ICV Comments/Concerns	Police Response
BLACKPOOL	1. P Siddall	M	F	J			
	2. A Mozley	3		1			
Day and Date	Time of Visit		No of Detainees NOT SEEN		1		
	Start	End	No of Detainees SEEN		3		
Friday 17 th July	1725	Not given	No of Detainees VISITED		3	Officer in Charge: PSCray 2176 Escorting Officer:	

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			11	ICV Comments/Concerns	Police Response
BLACKPOOL	1. I Harbison	M	F	J			
		11	0	1			
	2. A Mozley	No of Detainees NOT SEEN			2	Officer in Charge: PS2265 Talbot Escorting Officer:	
Day and Date	Time of Visit		No of Detainees SEEN		1		
	Start	End					
Thursday 23 rd July	1908	2005	No of Detainees VISITED		8		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A ONeill	M	F	J			
		8	2				
	2. K McGuire	No of Detainees NOT SEEN			1	Officer in Charge: unable to read details Escorting Officer:	
Day and Date	Time of Visit		No of Detainees SEEN		3		
	Start	End					
Thursday 30 th July	1900	1945	No of Detainees VISITED		6		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			31	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Campbell	M	F	J			
		20	3	8			
	2. M Smith	No of Detainees NOT SEEN			3	Officer in Charge: PS374 Escorting Officer: CDO 11838	
Day and Date	Time of Visit		No of Detainees SEEN				
	Start	End					
Sunday 9 th August	0900	1015	No of Detainees VISITED		28		

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Appendix A

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			10	ICV Comments/Concerns	Police Response
BLACKPOOL	1. G Curry	M	F	J	2	8362/09 – is having reg. OBS. 8344 – requested his mother being notified (14) of his detention. Sharps bin full of rubbish again (veritas). Kitchen, yard, blankets, 1/view rooms, CCTV all ok.	8344 record requested from Blackpool. Sharps bins I will mention to Medacs
	2. O McGuire	9		1			
Day and Date	Time of Visit		No of Detainees SEEN		8	Officer in Charge: PS2176 Escorting Officer:	
	Start	End	No of Detainees VISITED				
Thursday 13 th August	2000	2030					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			13	ICV Comments/Concerns	Police Response
BLACKPOOL	1. P Siddall	M	F	J	2	AV8559/09 – requested has methodone c/r indicated that at 12.25 he has been seen by duty nurse. Has requested to speak to solicitor. MJ2 has requested a solicitor. AV8557 c/r indicates at 12.10pm requested noted. Custody suite very busy. CCTV, kitchen, blanket store, female cells, doctors room all checked. De-fib charged. Lig knife carried by escorting officer.	8559 refused access to a solicitor prior to his interview some 30 mins later. Have requested 8557 I need be forwarded ASAP.
	2. A O'Neill	11	1	1			
Day and Date	Time of Visit		No of Detainees SEEN		8	Officer in Charge: Sgt 2265 Talbot Escorting Officer: PS2806 Peter Hannon	
	Start	End	No of Detainees VISITED				
Tuesday 18 th August	1335	1435					

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BLACKPOOL	1. A Mozley	M	F	J	3	AV8897/09 Cell 24. DP requested exercise as his cell was next to one where a pneumatic drill was in use. Suggest he could be moved to an alternative cell. Cells 12 & 15 need minor plastic repairs. Checked coms system, CCTV, blanket store, kitchen, de-fib, sharps bin (in custody office), exercise yard all checked and ok. Medical not available for checking (in use). Escorting officer very helpful.	8897 dp moved to cell 9. All minor repairs should be completed following the refurb and before we return.
	2. C Potter	5		2			
Day and Date	Time of Visit		No of Detainees SEEN		4	Officer in Charge: PS2795 Wray Escorting Officer: CDO 11482 Styles	
	Start	End	No of Detainees VISITED				
Wednesday 26 th August	1515	1550					

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Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
		M	F	J			
BLACKPOOL Preston Lawson Street	1. A Mozley				1	AV9226/09 – DP was concerned that his family had been informed. CR does not show this though custody Sgt states that a message was left on answerphone. AV9217/09 – was concerned that his solicitor had been contacted. CR shows this was recorded at 11.10. AV9206 – hoped he could have more medical attention for his drugs/alcohol withdrawal. CR shows appropriate action taken.	Noted
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		1	Medical room, kitchen, blanket store, exercise yard, de-fib all checked and ok. CDO helpful and did carry ligature knife.	
	Start	End					
Thursday 3 rd September	1930	2010	No of Detainees VISITED		5	Officer in Charge: PS1756 Pritchard Escorting Officer: CDO 22018 Burton	

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			19	ICV Comments/Concerns	Police Response
		M	F	J			
BLACKPOOL Preston Lawson Street	1. P Siddall	7	3	2	7	Sgt Turner 1978 told us that staff had been working non stop since coming on at 1315 – 630am no breaks at all. Custody staff have no control over custody in cell block. "ITS JUST NOT SUITABLE". At 19.30 ICV Paul Siddall observed 16 people in the outside custody area this included police officer booking people in. Detainees and solicitors. CHAOS (organised)! No segregation possible. Custody suite VERY BUSY. Visit started at 19.45. CDO 11838 very helpful. Various detainees wanted food, escorting CDO arranged for these to be delivered. AV009372/09 & AV4086.09 requested blanket, CDO organised one. AV009372 – requested nurse, heroin user, actioned by CDO. AV009379 – requested solicitor. Exercise yard check, blanket store checked, kitchen ok.	ICV comments noted and officer in question spoken to by line manager.
	2. A Campbell	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		12	Officer in Charge: PS1978 Turner Escorting Officer: CDO Wood 11838	
	Start	End					
Tuesday 8 th September	1915	2030	No of Detainees VISITED				

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			8	ICV Comments/Concerns	Police Response
		M	F	J			
BLACKPOOL Preston Lawson Street	1. O McGuire	6	2		1	Cell 12 AV009663 want food no food since detention. 21.00 CDO 11658 provide dp ? meal ? 2459. Food store dates ok. De-fib charged, exercise and medical room ok. Escorting officer has lig knife. Staff all very helpful.	Noted
	2. K McGuire	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN		3	Officer in Charge: Escorting Officer: Sarg 2459	
	Start	End					
Thursday 17 th September	2030	2105	No of Detainees VISITED		4		

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			7	ICV Comments/Concerns	Police Response
BLACKPOOL Preston Lawson Street	1. P Siddall	M	F	J			
	2. B Palmer	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: Inspector Tattum 6327 Escorting Officer:		
	Start	End					
Tuesday 22 nd September	0950	1025	No of Detainees VISITED	5			

Station Visited	ICV Names	TOTAL No of Detainees IN CUSTODY			5	ICV Comments/Concerns	Police Response
BLACKPOOL Preston Lawson Street	1. A Mozley	M	F	J			
	2. M Smith	No of Detainees NOT SEEN					
Day and Date	Time of Visit		No of Detainees SEEN	1	Officer in Charge: PS2275 Wilks Escorting Officer:		
	Start	End					
Wednesday 30 th Sept	1540	1610	No of Detainees VISITED	4			

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

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## ANIMAL WELFARE VISIT RECORD ~ SUMMARY SHEET

### DOGS ~ APRIL TO SEPTEMBER 2009 (INCLUSIVE)

| Location                               | Visitor name         | Number of Dogs seen | Number of Horses seen          | Visitor Comments/Concerns                                                                                                                                                               |                    |   |                 |   |                          |   |                        |   |                             | Police Response |
|----------------------------------------|----------------------|---------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|-----------------|
| Mawdesley Hotel                        | Brian Twist          | 2                   |                                | Observed 1 dog on GP refresher and 1 dog spare, both dogs appeared to be fit and healthy. Dogs had access to water. Holding cages clean and in good repair. Officer helpful and polite. |                    |   |                 |   |                          |   |                        |   |                             | Noted.          |
| <b>Names of Animals Seen</b>           | Arron, Dax.          |                     |                                |                                                                                                                                                                                         |                    |   |                 |   |                          |   |                        |   |                             |                 |
| <b>Day and Date</b>                    | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b>         |                                                                                                                                                                                         |                    |   |                 |   |                          |   |                        |   |                             |                 |
| Page 103<br>2 <sup>nd</sup> April 2009 | 0930                 |                     | PC2672 Baker<br>PC 933 Dawson. |                                                                                                                                                                                         | 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                                    |
|------------------------------|-----------------------------------|---------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|----------------------------------------------------|
| Mawdesley Hotel              | B Twist                           | 5                   |                                                 | Shane has sabathist cyst on its back has seen the vet today. Has been given Antirobe and Metacarm for 2 weeks and then to be seen again by the vet. This issue has been taken care of. Observed 5 dogs, 2 dogs on drugs refresher - Crackers and Ben. 4 dogs appeared to be fit and healthy. 1 dog Shane has seen the vet today and has been given Antirobe and Metacarm for 2 weeks. |                    |   |                 |   |                          |   |                        |   |                             | Shanes has recovered well with no lasting effects. |
| <b>Names of Animals Seen</b> | Crackers, Shane, Ben, Billy, Dax. |                     |                                                 |                                                                                                                                                                                                                                                                                                                                                                                       |                    |   |                 |   |                          |   |                        |   |                             |                                                    |
| <b>Day and Date</b>          | <b>Time of Visit</b>              |                     | <b>Officer(s) Seen</b>                          |                                                                                                                                                                                                                                                                                                                                                                                       |                    |   |                 |   |                          |   |                        |   |                             |                                                    |
| 6 <sup>th</sup> April 2009   | 1030                              |                     | 1140 P Bradley, PC 2493<br>Woods, PC933 Dawson. |                                                                                                                                                                                                                                                                                                                                                                                       | From hunger/thirst | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✗ | From fear and distress | ✓ | To express normal behaviour | ✓                                                  |

**ITEM 11**  
**Appendix B**

| Location              | Visitor name               | Number of Dogs seen | Number of Horses seen          | Visitor Comments/Concerns                                                                                                                                                                           |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------|----------------------------|---------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| Bamber Bridge         | B Twist                    | 4                   |                                | Observed 4 dogs on explosive initial, all appeared to be fit and healthy. All dogs had access to water and holding cages were clean and in good repair. There were no issues. Officer very helpful. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen | Dexter, Jed, Benty, Rocky. |                     |                                |                                                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit              |                     | Officer(s) Seen                |                                                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start                      | End                 |                                | In accordance with 5 principles:- Freedom .....                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
| 7 April 2009          | 0130                       |                     | PC4004 Johnson, PC3872 Durant. | 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                | S Maw                                                                                        | 9                   |                                | Not an easy visit due to building reconstruction work – isolation block out of bounds. 4 seen in runs. 5 in isolation hut. Jago and Alfie under vet due to injuries but not able to be seen. All otherwise ok. |   |                 |   |                          |   |                        |   |                             |   | Injuries to both dogs have healed well with no long term ill effects |
| Names of Animals Seen | Hector, Oscar, Duke, Hero. Ben Jago, Alfie, Shane & Crackers in isolation not able to visit. |                     |                                |                                                                                                                                                                                                                |   |                 |   |                          |   |                        |   |                             |   |                                                                      |
| Day and Date          | Time of Visit                                                                                |                     | Officer(s) Seen                |                                                                                                                                                                                                                |   |                 |   |                          |   |                        |   |                             |   |                                                                      |
|                       | Start                                                                                        | End                 |                                | In accordance with 5 principles:- Freedom .....                                                                                                                                                                |   |                 |   |                          |   |                        |   |                             |   |                                                                      |
| April 2009            | 1300                                                                                         |                     | L Redman, P Biscomb, 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 |
|----------------------------|---------------------------|---------------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| HUTTON                     | B Twist                   | 11                  |                       | Observed 11 dogs in their kennels, all appeared to be fit and healthy. 2 dogs in isolation due to injuries caused by fighting - Jago and Alfie are to be seen by the vet today. |   |                 |   |                          |   |                        |   |                             |   | As above        |
| Names of Animals Seen      | Names not given on report |                     |                       |                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date               | Time of Visit             |                     | Officer(s) Seen       |                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
|                            | Start                     | End                 |                       | In accordance with 5 principles:- Freedom .....                                                                                                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
| 9 <sup>th</sup> April 2009 | 11.15                     |                     | PC1494 Tinsley        | From hunger/thirst                                                                                                                                                              | ✓ | From discomfort | ✗ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |

**ITEM 11**  
**Appendix B**

| Location                    | Visitor name                               | Number of Dogs seen | Number of Horses seen     | Visitor Comments/Concerns                                                                                                                                                                                                                                                                                                        | Police Response |
|-----------------------------|--------------------------------------------|---------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| St Josephs                  | B Twist                                    | 6                   |                           | On my visit I inspected PC487 Ellis dog, Logan. I was pleased to discover that Logan is now off all him medication and is fit and well. Observed 1 dog on GP refresher plus 2 spare dogs, also 3 new dogs. All appeared to be fit and healthy and in good condition. Dogs had access to clean water. Officer helpful and polite. | Noted.          |
| Names of Animals Seen       | Logan, Benno, Scooby, Rocko, Arrax, Brando |                     |                           |                                                                                                                                                                                                                                                                                                                                  |                 |
| Day and Date                | Time of Visit                              |                     | Officer(s) Seen           |                                                                                                                                                                                                                                                                                                                                  |                 |
|                             | Start                                      | End                 |                           |                                                                                                                                                                                                                                                                                                                                  |                 |
| 15 <sup>th</sup> April 2009 | 10.30                                      |                     | PC1265 Greer, PC487 Ellis | <b>In accordance with 5 principles:- Freedom .....</b><br>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 |
|-----------------------------|-------------------------------------------------------------|---------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| DTC Hutton                  | R Westwell                                                  | 9                   |                       | The above dogs were seen and appeared healthy and relaxed. Alfie's leg was vastly improved in only 3 weeks. All staff were very helpful.                                           | Noted.          |
| Names of Animals Seen       | Rocco, Brandy, Milo, Alfie, Jaygo, Ben, Hector, Fudge, Guy. |                     |                       |                                                                                                                                                                                    |                 |
| Day and Date                | Time of Visit                                               |                     | Officer(s) Seen       |                                                                                                                                                                                    |                 |
|                             | Start                                                       | End                 |                       |                                                                                                                                                                                    |                 |
| 16 <sup>th</sup> April 2009 | 11.10                                                       |                     | Paul Briscombe        | <b>In accordance with 5 principles:- Freedom .....</b><br>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 |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| KENNELS HQ                  | J Bond                                                                                                                                 | 16                  |                       | Due to water buckets being loose, not free availability for Brando, Mylo as they tip them? Bucket fixtures.                                                                        | Noted.          |
| Names of Animals Seen       | Luke, Jake, Guy, Duke, Skah, Neuro Bruno, Ben rtd, Ben rtd, Flash, Hector – a/w home, Rocco, Alfie, Brando, Jago, Logan, Kai, Narvick. |                     |                       |                                                                                                                                                                                    |                 |
| Day and Date                | Time of Visit                                                                                                                          |                     | Officer(s) Seen       |                                                                                                                                                                                    |                 |
|                             | Start                                                                                                                                  | End                 |                       |                                                                                                                                                                                    |                 |
| 22 <sup>nd</sup> April 2009 | 11.00                                                                                                                                  |                     | P Biscomb             | <b>In accordance with 5 principles:- Freedom .....</b><br>From hunger/thirst ✓ From discomfort ✓ From pain/injury/Disease ✓ From fear and distress ✓ To express normal behaviour ✓ |                 |

**ITEM 11**  
**Appendix B**

| Location                    | Visitor name           | Number of Dogs seen | Number of Horses seen                    | Visitor Comments/Concerns                       |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------------|------------------------|---------------------|------------------------------------------|-------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| BLACKPOOL SS Hospital       | A Mozley               | 4                   |                                          | All dogs fit and well – officers very helpful.  |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen       | Lapo, Crisp, Mac, Jake |                     |                                          |                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date                | Time of Visit          |                     | Officer(s) Seen                          | In accordance with 5 principles:- Freedom ..... |   |                 |   |                          |   |                        |   |                             |   |                 |
| 22 <sup>nd</sup> April 2009 | 1200                   |                     | PC664 Moore, PC830 Dixon, PC1050 Birkett | 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                                                          |
|------------------------|---------------------------------------------|---------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|--------------------------------------------------------------------------|
| St Josephs             | B Twist                                     | 7                   |                                                                                      | 1 dog Rocko had slight cut on front right leg. Officer that was bitten PC475 Willan. Observed 5 dogs on initial course and 2 dogs on GP refresher. All appeared to be fit and healthy. 1 officer was bitten by his dog Madison and went to hospital for attention. All dogs had access to water. |   |                 |   |                          |   |                        |   |                             |   | Minor cut to right foreleg which did not require veterinary intervention |
| Names of Animals Seen  | Rocko, Brandon, Luc, Jago, Andy, Milo, Jed. |                     |                                                                                      |                                                                                                                                                                                                                                                                                                  |   |                 |   |                          |   |                        |   |                             |   |                                                                          |
| Day and Date           | Time of Visit                               |                     | Officer(s) Seen                                                                      | In accordance with 5 principles:- Freedom .....                                                                                                                                                                                                                                                  |   |                 |   |                          |   |                        |   |                             |   |                                                                          |
| 28 <sup>th</sup> April | 1030                                        |                     | PC487 Ellis, PC358 Foulkes, PC1050 Birkett, PC1693 Brammer, PC245 Sapey, PC Carbery. | 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 |
|------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| Dog School             | S Maw                                                                                                                | 16                  |                                         | All looking healthy and happy. Not the easiest conditions with all the work going on! Vet book seen. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen  | Hector, Jake, Skah, Flash, Roque, Seamus (new) Rex, Jack, Kyle, Milo, Duke, Andy, Rocco, Branden, Aaron and Bracken. |                     |                                         |                                                                                                      |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date           | Time of Visit                                                                                                        |                     | Officer(s) Seen                         | In accordance with 5 principles:- Freedom .....                                                      |   |                 |   |                          |   |                        |   |                             |   |                 |
| 29 <sup>th</sup> April | 10.30                                                                                                                |                     | Paul Biscomb, Sgt P Kenyon, PC S Dawson | From hunger/thirst                                                                                   | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |

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**Appendix B**

| Location                     | Visitor name                                                                        | Number of Dogs seen | Number of Horses seen  | Visitor Comments/Concerns                              |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|------------------------------|-------------------------------------------------------------------------------------|---------------------|------------------------|--------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| HUTTON                       | H Lansdell                                                                          | 13                  |                        | All dogs look very well.                               |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| <b>Names of Animals Seen</b> | Hector, Kyle, Ben, Dax, Skah, Flash, Logan, Molly, Jake, Duke, Jack, Nero and Bruno |                     |                        |                                                        |   |                 |   |                          |   |                        |   |                             |   |                 |
| <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                 |                        | From hunger/thirst                                     | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 6 <sup>th</sup> May          | 11.45                                                                               |                     | S Dawson               |                                                        |   |                 |   |                          |   |                        |   |                             |   |                 |

| Location                     | Visitor name         | Number of Dogs seen | Number of Horses seen          | Visitor Comments/Concerns                                                                                                                                                           |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|------------------------------|----------------------|---------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| St Josephs                   | B Twist              | 2                   |                                | Observed 2 dogs on GP refresher both appeared to be fit and healthy. Both dogs had access to water holding cages clean and in good repair. Officer helpful and polite. (No issues). |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| <b>Names of Animals Seen</b> | Lad, Norvic          |                     |                                |                                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
| <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                 |                                | From hunger/thirst                                                                                                                                                                  | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 6 <sup>th</sup> May          | 10.00                |                     | PC3337 Mankowski, PC1126 Lynch |                                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |

| Location                     | Visitor name                | Number of Dogs seen | Number of Horses seen                                    | Visitor Comments/Concerns                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|------------------------------|-----------------------------|---------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| Wood Yard, Lindle Lane       | B Twist                     | 4                   |                                                          | Observed 4 dogs on initial training all appeared to be fit and healthy. All dogs had access to water holding cages clean and in good repair. Officer helpful and informative. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| <b>Names of Animals Seen</b> | Brandon, Rocko, Arrax, Jago |                     |                                                          |                                                                                                                                                                               |   |                 |   |                          |   |                        |   |                             |   |                 |
| <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                 |                                                          | From hunger/thirst                                                                                                                                                            | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 11 <sup>th</sup> May         | 10.45                       |                     | PC487 Ellis, PC2183 Tullet, PC280 Carberry, PC245 Sapey. |                                                                                                                                                                               |   |                 |   |                          |   |                        |   |                             |   |                 |

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| Location              | Visitor name                                                                                                              | Number of Dogs seen | Number of Horses seen                            | Visitor Comments/Concerns                                                                                    |   |                 |   |                          |   |                        |   | Police Response                                                            |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|----------------------------------------------------------------------------|
| Kennels HQ            | J Bond                                                                                                                    | 3?                  |                                                  | Rocky seen by vet for split tail, tablets and cream prescribed. No other concerns identified with dogs seen. |   |                 |   |                          |   |                        |   | Minor injury to tail treated by vet, dog transferred to Merseyside Police. |
| Names of Animals Seen | Skah, Hirro seen with WPC Katy Johnson, Rocky going to Merseyside. Other dogs in kennels either seen recently or retired. |                     |                                                  |                                                                                                              |   |                 |   |                          |   |                        |   |                                                                            |
| Day and Date          | Time of Visit                                                                                                             |                     | Officer(s) Seen                                  | In accordance with 5 principles:- Freedom .....                                                              |   |                 |   |                          |   |                        |   |                                                                            |
|                       | Start                                                                                                                     | End                 | Kelly Nix kennel staff.<br>Steve Dawson trainer. | From hunger/thirst                                                                                           | ✓ | From discomfort | ✗ | From pain/injury/Disease | ✓ | From fear and distress | ✓ |                                                                            |
| 13 <sup>th</sup> May  | 1130                                                                                                                      |                     |                                                  |                                                                                                              |   |                 |   |                          |   |                        |   |                                                                            |

| Location              | Visitor name                                                                           | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                                                      |   |                 |   |                          |   |                        |   | Police Response |
|-----------------------|----------------------------------------------------------------------------------------|---------------------|-----------------------|--------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------|
| DTS Hutton            | R Westwell                                                                             | 12                  |                       | All dogs were clean and looked fit and healthy, staff were helpful and polite. |   |                 |   |                          |   |                        |   | Noted.          |
| Names of Animals Seen | Shane, Skah, Charlie, Roque, Ben, Saemus, Logan, Crackers, Alfie, Jed, Aaran, Bracken. |                     |                       |                                                                                |   |                 |   |                          |   |                        |   |                 |
| Day and Date          | Time of Visit                                                                          |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....                                |   |                 |   |                          |   |                        |   |                 |
|                       | Start                                                                                  | End                 | Kelly Nix             | From hunger/thirst                                                             | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ |                 |
| 15 <sup>th</sup> May  | 1400                                                                                   |                     |                       |                                                                                |   |                 |   |                          |   |                        |   |                 |

| Location              | Visitor name         | Number of Dogs seen | Number of Horses seen                     | Visitor Comments/Concerns                                                                                                                                                                                                                                                       |   |                 |   |                          |   |                        |   | Police Response |
|-----------------------|----------------------|---------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------|
| St Joseph's Upholland | B Twist              | 3                   |                                           | 1 dog on GP initial Shane, spare dogs Andy, Crackers<br>Observed 3 dogs on Initial Training all dogs appeared to be fit and healthy and in good spirits. Holding cages clean and in good repair. Inspected 2 spare dogs both healthy. Dog had access to water. Officer helpful. |   |                 |   |                          |   |                        |   | Noted.          |
| Names of Animals Seen | Milo, Brando, Rocko. |                     |                                           |                                                                                                                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                 |
| Day and Date          | Time of Visit        |                     | Officer(s) Seen                           | In accordance with 5 principles:- Freedom .....                                                                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                 |
|                       | Start                | End                 | PC245 Sapey, PC487 Ellis, PC280 Carberry. | From hunger/thirst                                                                                                                                                                                                                                                              | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ |                 |
| 19 <sup>th</sup> May  | ?                    |                     |                                           |                                                                                                                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                 |

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| Location                     | Visitor name         | Number of Dogs seen | Number of Horses seen                   | Visitor Comments/Concerns                                                                                                         | Police Response   |                            |                          |                               |
|------------------------------|----------------------|---------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|--------------------------|-------------------------------|
| HQ Dog Training Centre       | B Twist              | 3                   |                                         | Observed 3 dogs on initial training, all appeared fit and healthy. All dogs had access to water. Officer helpful and informative. | Noted.            |                            |                          |                               |
| <b>Names of Animals Seen</b> | Milo, Brando, Rocko  |                     |                                         |                                                                                                                                   |                   |                            |                          |                               |
| <b>Day and Date</b>          | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b>                  |                                                                                                                                   |                   |                            |                          |                               |
|                              | Start                | End                 |                                         |                                                                                                                                   |                   |                            |                          |                               |
| 26 <sup>th</sup> May         | 11.30                |                     | PC245 Sapey, PC487 Ellis, PC280 Carbery | <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 Dog Training Centre       | B Twist              | 15                  |                        | 15 dogs inspected, all dogs had access to clean water. Observed 15 dogs in their kennels, 14 appeared fit and healthy. 1 dog Hirro had been fighting and sustained a damaged ear. Was seen by the vet and had been given Flamazine cream twice a day. | Injury healed well with no long term ill effects. |                            |                          |                               |
| <b>Names of Animals Seen</b> | Not given            |                     |                        |                                                                                                                                                                                                                                                       |                                                   |                            |                          |                               |
| <b>Day and Date</b>          | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                                                                       |                                                   |                            |                          |                               |
|                              | Start                | End                 |                        |                                                                                                                                                                                                                                                       |                                                   |                            |                          |                               |
| 26 <sup>th</sup> May         | 10.30                |                     | S Dawson PC933         | <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   |                            |                          |                               |
|------------------------------|---------------------------------------------------------------------------------------------------------|---------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|--------------------------|-------------------------------|
| Dog School                   | S Maw                                                                                                   | 10                  |                        | All dogs looking well, no problems. New kennels looking good, size and type look forward to this being finished and in use. | Noted.            |                            |                          |                               |
| <b>Names of Animals Seen</b> | Mollie, Jed, Duke, Seamus (new), Lad, Aaron and Bracken – in temp. residence, Milo, Andy (spare) Rocco. |                     |                        |                                                                                                                             |                   |                            |                          |                               |
| <b>Day and Date</b>          | <b>Time of Visit</b>                                                                                    |                     | <b>Officer(s) Seen</b> |                                                                                                                             |                   |                            |                          |                               |
|                              | Start                                                                                                   | End                 |                        |                                                                                                                             |                   |                            |                          |                               |
| 4 <sup>th</sup> June         | 1045                                                                                                    |                     | Laura Redman           | <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 ✓ |

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| Location              | Visitor name  | Number of Dogs seen | Number of Horses seen              | Visitor Comments/Concerns                                                                                                                                   |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------|---------------|---------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| St Josephs Upholland  | B Twist       | 5                   |                                    | Observed 4 dog, 2 on GP refresher all appeared to be fit and healthy and in good spirits. Dogs had access to water, holding cages clean and in good repair. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen |               |                     |                                    |                                                                                                                                                             |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit |                     | Officer(s) Seen                    | In accordance with 5 principles:- Freedom .....                                                                                                             |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start         | End                 | 664 Moor, 830 Dixon, 1050 Birkett. | From hunger/thirst                                                                                                                                          | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 4 <sup>th</sup> June  | 1030          |                     |                                    |                                                                                                                                                             |   |                 |   |                          |   |                        |   |                             |   |                 |

| Location              | Visitor name             | Number of Dogs seen | Number of Horses seen                                  | Visitor Comments/Concerns                                                                                                                                                                                |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------|--------------------------|---------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| St Josephs            | B Twist                  | 4                   |                                                        | Observed 3 dogs on Initial Training and 1 spare dog Jet. All appeared fit and healthy and in good spirits. Dogs had access to water. Holding cages clean and in good repair. Officer helpful and polite. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen | Milo, Brando, Rocko, Jet |                     |                                                        |                                                                                                                                                                                                          |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit            |                     | Officer(s) Seen                                        | In accordance with 5 principles:- Freedom .....                                                                                                                                                          |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start                    | End                 | PC245 Sapey, PC487 Ellis, PC280 Carberry, PC933 Dawson | From hunger/thirst                                                                                                                                                                                       | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 9 <sup>th</sup> June  | 1100                     |                     |                                                        |                                                                                                                                                                                                          |   |                 |   |                          |   |                        |   |                             |   |                 |

| Location              | Visitor name                                                                    | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                          |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------|---------------------------------------------------------------------------------|---------------------|-----------------------|----------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| HUTTON                | H Lansdell                                                                      | 10                  |                       | All dogs in good condition. Bracken on medication. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen | Jake, Molly, Alfie, Bracken, Ben, Wallington (retired) Andy, Rocco, Milo, Jago. |                     |                       |                                                    |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit                                                                   |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....    |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start                                                                           | End                 | L Redman              | From hunger/thirst                                 | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 11 <sup>TH</sup> June | 1055                                                                            |                     |                       |                                                    |   |                 |   |                          |   |                        |   |                             |   |                 |

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| Location              | Visitor name                                  | Number of Dogs seen | Number of Horses seen                                                 | Visitor Comments/Concerns                                                                                                                                                           |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------|-----------------------------------------------|---------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| St Josephs Initial    | B Twist                                       | 7                   |                                                                       | Observed 6 (?) dogs on initial training, all appeared to be fit and healthy. All dogs had access to water. Holding cages clean and in good repair. Officer helpful and informative. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen | Milo, Brando, Rocko, Jet, Andy, Jago, Narvick |                     |                                                                       |                                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit                                 |                     | Officer(s) Seen                                                       |                                                                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start                                         | End                 |                                                                       | In accordance with 5 principles:- Freedom .....                                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
| 16 <sup>th</sup> June | 1030                                          |                     | PC245 Sapey, PC487 Ellis, PC280 Carberry, PC2183 Tullet, PC1128 Lynch | 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 Dogs               | B Twist         | 9                   |                       | Observed 9 dogs in the kennel, all appeared to be fit and healthy and in good spirits. All dogs had access to water. No dogs needing veterinary treatment. Escorting officer helpful and polite. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen | Names not given |                     |                       |                                                                                                                                                                                                  |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit   |                     | Officer(s) Seen       |                                                                                                                                                                                                  |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start           | End                 |                       | In accordance with 5 principles:- Freedom .....                                                                                                                                                  |   |                 |   |                          |   |                        |   |                             |   |                 |
| 17 <sup>th</sup> June | 1200            |                     | Unable to read        | 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 |
|-----------------------------|--------------------------------|---------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| St Josephs Initial Training | B Twist                        | 5                   |                                                         | Observed 3 dogs on initial training, all appeared to be fit and healthy. All dogs had access to water, holding cages clean and in good repair. Officer very helpful and polite. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen       | Milo, Branko, Rocko, Andy, Jet |                     |                                                         |                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date                | Time of Visit                  |                     | Officer(s) Seen                                         |                                                                                                                                                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
|                             | Start                          | End                 |                                                         | In accordance with 5 principles:- Freedom .....                                                                                                                                 |   |                 |   |                          |   |                        |   |                             |   |                 |
| 24 <sup>th</sup> June       | 1000                           |                     | PC245 Sapey, PC487 Ellis, PC280 Carberry, PC1128 Tullet | From hunger/thirst                                                                                                                                                              | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |

**ITEM 11**  
**Appendix B**

| Location              | Visitor name                                                                                          | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                                                                                                                        | Police Response   |                            |                          |                               |
|-----------------------|-------------------------------------------------------------------------------------------------------|---------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|--------------------------|-------------------------------|
| DTS Hutton            | R Westwell                                                                                            | 15                  |                       | All dogs looked well and healthy, the new kennels were up and looked much more improved than the old ones. Staff were very pleasant and helpful. | Noted.            |                            |                          |                               |
| Names of Animals Seen | Crackers, Will, Jack, Jago, Dax, Bracken, Shane, Mac, Dexter, Oscar, Jake, Sally, Blitz, Milo, Rocko. |                     |                       |                                                                                                                                                  |                   |                            |                          |                               |
| Day and Date          | Time of Visit                                                                                         |                     | Officer(s) Seen       |                                                                                                                                                  |                   |                            |                          |                               |
|                       | Start                                                                                                 | End                 |                       |                                                                                                                                                  |                   |                            |                          |                               |
| 25 <sup>th</sup> June | 1330                                                                                                  |                     | L Redman, Sgt Kenyon  | <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   |                            |                          |                               |
|---------------------------|-------------------------------------------------------------------------------------|---------------------|-----------------------|--------------------------------------------------------|-------------------|----------------------------|--------------------------|-------------------------------|
| HUTTON                    | H Lansdell                                                                          | 13                  |                       | All dogs in good condition.                            | Noted.            |                            |                          |                               |
| Names of Animals Seen     | Jet, Branden, Roco, Andy, Milo, Shemus, Rex, Jake, Jago, Blitz, Sally, Jake, Dexter |                     |                       |                                                        |                   |                            |                          |                               |
| Day and Date              | Time of Visit                                                                       |                     | Officer(s) Seen       |                                                        |                   |                            |                          |                               |
|                           | Start                                                                               | End                 |                       |                                                        |                   |                            |                          |                               |
| 7 <sup>th</sup> July 2009 | 1040                                                                                |                     | P Biscomb             | <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   |                            |                          |                               |
|---------------------------|---------------|---------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|--------------------------|-------------------------------|
| Initial Centre            | B Twist       | 2                   |                            | Observed 2 dogs on Initial Training, both appeared to be fit and healthy and in good spirit. Dogs had access to water. Holding cages clean and in good repair. Officer helpful and polite. | Noted.            |                            |                          |                               |
| Names of Animals Seen     | Andy, Brandon |                     |                            |                                                                                                                                                                                            |                   |                            |                          |                               |
| Day and Date              | Time of Visit |                     | Officer(s) Seen            |                                                                                                                                                                                            |                   |                            |                          |                               |
|                           | Start         | End                 |                            |                                                                                                                                                                                            |                   |                            |                          |                               |
| 8 <sup>th</sup> July 2009 | 1100          |                     | PC487 Ellis, PC1128 Tullet | <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 |                 |   |                          |   |                        |   |                             |   |
|------------------------------|-----------------------------------------|---------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Dog School                   | S Maw                                   | 7                   |                        | The new kennels look super! Unfortunately not as yet in use and almost there. Only 7 dogs to see, all looking well. I would like to see a partial cover on runs especially in view of the pleasant weather and down pours. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Mac, Jed, Alfie, Ben, Andy, Jago, Rocco |                     |                        |                                                                                                                                                                                                                            |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b>                    |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                                            |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                                   | End                 |                        |                                                                                                                                                                                                                            |                 |                 |   |                          |   |                        |   |                             |   |
| 15 <sup>th</sup> July 2009   | 11.00                                   |                     | Kelly Nix              | <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 G P Initial               | B Twist              | 3                   |                        | Observed 3 dogs on Initial training, all appeared to be fit and healthy and in good spirit. No dogs receiving veterinary treatment, dogs had access to clean water. Holding cages clean and in good repair. Officer very polite. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Hirro, Lad, Reo      |                     |                        |                                                                                                                                                                                                                                  |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                                                  |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                | End                 |                        |                                                                                                                                                                                                                                  |                 |                 |   |                          |   |                        |   |                             |   |
| 28 <sup>th</sup> May 2009    | Not given            |                     | P Kenyon               | <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 Dog Training Centre       | B Twist              | 33                  |                        | 5 new dogs in kennels for assessment – Casper, Dan, Milli, Jack, Shamless.<br>33 dogs in kennels. Milo was in isolation on tablets (metacam & antirobo capsules). Luc on lactulose solution as an laxative. Guy was receiving treatment for his eyes. Fucithalic & visotears gel.<br>Observed dogs in kennels, 30 appeared to be fit and healthy. All dogs had access to water. 3 dogs were having veterinary treatment. Officer helpful and information. | All dogs recovered well with no ongoing issues. |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> |                      |                     |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                | End                 |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                 |                 |   |                          |   |                        |   |                             |   |
| 5 <sup>th</sup> August 2009  | 1130                 |                     | Stephanie Wilding      | <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 | ✓ |

**ITEM 11**  
**Appendix B**

| Location                | Visitor name                                                                                                                                             | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                       |   |                 |   |                          |   |                        |   | Police Response |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|-------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------|
| Hutton                  | H Lansdell                                                                                                                                               | 23                  |                       | No comments on report                           |   |                 |   |                          |   |                        |   | Noted.          |
| Names of Animals Seen   | Max, Dan, Shamus, Rory, Jasper, Troy, Jet, Casper, Will, Jack, Rocco, Oscar, Jago, Madison, Barry, Fudge, Homer, Jack, Hero, Bertie, Sally, Blitz, Dake. |                     |                       |                                                 |   |                 |   |                          |   |                        |   |                 |
| Day and Date            | Time of Visit                                                                                                                                            |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom ..... |   |                 |   |                          |   |                        |   |                 |
|                         | Start                                                                                                                                                    | End                 |                       | From hunger/thirst                              | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ |                 |
| 10 <sup>th</sup> August | 1232                                                                                                                                                     |                     | K Nik                 |                                                 |   |                 |   |                          |   |                        |   |                 |

| Location                | Visitor name                                           | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                                                               |   |                 |   |                          |   |                        |   | Police Response |
|-------------------------|--------------------------------------------------------|---------------------|-----------------------|-----------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------|
| Baxi Padiham            | S Maw                                                  | 6                   |                       | All dogs looked healthy and happy all bond well with handlers and worked together well. |   |                 |   |                          |   |                        |   | Noted.          |
| Names of Animals Seen   | Jack on assessment. Casper, Bertie, Shane, Hirro, Jake |                     |                       |                                                                                         |   |                 |   |                          |   |                        |   |                 |
| Day and Date            | Time of Visit                                          |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....                                         |   |                 |   |                          |   |                        |   |                 |
|                         | Start                                                  | End                 |                       | From hunger/thirst                                                                      | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ |                 |
| 12 <sup>th</sup> August | 1130                                                   |                     | P Birkett             |                                                                                         |   |                 |   |                          |   |                        |   |                 |

| Location                | Visitor name                          | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                                                                                                          |   |                 |   |                          |   |                        |   | Police Response |
|-------------------------|---------------------------------------|---------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------|
| Marine Hall Fleetwood   | R Westwell                            | 6                   |                       | Six dogs were seen either out of the vans or training inside, all were very healthy and seemed happy. The staff were very helpful. |   |                 |   |                          |   |                        |   | Noted.          |
| Names of Animals Seen   | Millie, Jed, Jet, Brandon, Billy, Ben |                     |                       |                                                                                                                                    |   |                 |   |                          |   |                        |   |                 |
| Day and Date            | Time of Visit                         |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....                                                                                    |   |                 |   |                          |   |                        |   |                 |
|                         | Start                                 | End                 |                       | From hunger/thirst                                                                                                                 | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ |                 |
| 12 <sup>th</sup> August | 1200                                  |                     | 487 Ellis             |                                                                                                                                    |   |                 |   |                          |   |                        |   |                 |

**ITEM 11**  
**Appendix B**

| Location                     | Visitor name                                                                                             | Number of Dogs seen | Number of Horses seen                                                                         | Visitor Comments/Concerns                                                                                                                                                                                                            | Police Response |                 |   |                          |   |                        |   |                             |   |
|------------------------------|----------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Dog School Hutton            | S Maw                                                                                                    | 8                   |                                                                                               | All dogs looking well and healthy. My visit coincided with the opening of the new kennels, I was impressed and full of approval. They are of good size with all requirements in place and will be an asset to the school. Well done. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Dax, Brandy, Jet, Jake, Benno, Scooby used in demos. Others including 2 visiting dogs seen on a "tower". |                     |                                                                                               |                                                                                                                                                                                                                                      |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b>                                                                                     |                     | <b>Officer(s) Seen</b>                                                                        |                                                                                                                                                                                                                                      |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                                                                                                    | End                 |                                                                                               |                                                                                                                                                                                                                                      |                 |                 |   |                          |   |                        |   |                             |   |
| 23 <sup>rd</sup> August      | 1100                                                                                                     |                     | Sgt P Kenyon, PC S Dawson, PC J Birkett, PC T Ellis, PC A Greer.PA Staff, PA Members. Guests. | <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 |                 |   |                          |   |                        |   |                             |   |
|------------------------------|------------------------------------------|---------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| St Josephs                   | B Twist                                  | 6                   |                                                                           | Observed 2 dogs on refresher course all appeared to be fit and healthy. All dogs had access to clean water. Holding cages clean and in good repair. Officer helpful and polite. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Dax, Jake, Benno, Jet, Jester, C Scooby. |                     |                                                                           |                                                                                                                                                                                 |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b>                     |                     | <b>Officer(s) Seen</b>                                                    |                                                                                                                                                                                 |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                                    | End                 |                                                                           |                                                                                                                                                                                 |                 |                 |   |                          |   |                        |   |                             |   |
| 20 <sup>th</sup> August      | 1030                                     |                     | PC 487 Ellis, PC1265 Greer, PC933 Dawson, PC1050 Birkett, PC1050 Birkett. | <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 |                 |   |                          |   |                        |   |                             |   |
|------------------------------|-----------------------------------|---------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Baxi Padiham                 | S Maw                             | 5                   |                                               | Arrived as exercise was finished so just examined dogs, which were happy and healthy and had obviously enjoyed their work. No concerns at all. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Max, Dexter, Lapo, Dan (TR) Rocco |                     |                                               |                                                                                                                                                |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b>              |                     | <b>Officer(s) Seen</b>                        |                                                                                                                                                |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                             | End                 |                                               |                                                                                                                                                |                 |                 |   |                          |   |                        |   |                             |   |
| 26 <sup>th</sup> August      | 11.30                             |                     | PCs – J Birkett, R Moore, P Carbery, G Dixon. | <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 | ✓ |

**ITEM 11**  
**Appendix B**

| Location                     | Visitor name         | Number of Dogs seen | Number of Horses seen                      | Visitor Comments/Concerns                                                                                                                                                                                | Police Response |                 |   |                          |   |                        |   |                             |   |
|------------------------------|----------------------|---------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| St Josephs Refresher         | B Twist              | 2                   |                                            | Observed 2 dogs on refresher course, both dogs appeared to be fit and healthy and in good spirit. Holding cages clean and in good repair, dog had access to water. Escorting officer helpful and polite. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Mac, Rocko           |                     |                                            |                                                                                                                                                                                                          |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b>                     |                                                                                                                                                                                                          |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                | End                 |                                            |                                                                                                                                                                                                          |                 |                 |   |                          |   |                        |   |                             |   |
| 27 <sup>th</sup> August      | 1030                 |                     | PCs 830 Dixon, 280 Carberry, 1050 Birkett. | <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                                                                       |                 |   |                          |   |                        |   |                             |   |
|--------------------------------|----------------------|---------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Page 10<br>Dog Training School | B Twist              | 11                  |                        | Was very surprised to see that down spout on new Kennels was free flowing onto path, not in to a drain. This could become a problem when the bad weather comes. Could this be looked into. Observed 11 dogs in their kennels all appeared fit and healthy. Holding cages clean and in good repair. All dogs had access to water. Down spout on new kennel had no drain and was free flowing onto path. | This matter has been brought to the attention of Estates Department by Ian Dickinson. |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b>   | Not given            |                     |                        |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                       |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>            | <b>Time of Visit</b> |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                       |                 |   |                          |   |                        |   |                             |   |
|                                | Start                | End                 |                        |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                       |                 |   |                          |   |                        |   |                             |   |
| 27 <sup>th</sup> August        | 1230                 |                     | PC1265 Adie Greer      | <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 |                 |   |                          |   |                        |   |                             |   |
|------------------------------|-----------------------------------|---------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Chorley Conference C         | B Twist                           | 4                   |                        | Observed 2 dogs in training GP refresher, all appeared to be fit and healthy and in good spirit. Holding cages clean and in good repair. Dogs had access to water. Officer helpful and polite. | Noted.          |                 |   |                          |   |                        |   |                             |   |
| <b>Names of Animals Seen</b> | Lad, Nurvic, Sper Dogs, Dax, Jake |                     |                        |                                                                                                                                                                                                |                 |                 |   |                          |   |                        |   |                             |   |
| <b>Day and Date</b>          | <b>Time of Visit</b>              |                     | <b>Officer(s) Seen</b> |                                                                                                                                                                                                |                 |                 |   |                          |   |                        |   |                             |   |
|                              | Start                             | End                 |                        |                                                                                                                                                                                                |                 |                 |   |                          |   |                        |   |                             |   |
| 8 <sup>th</sup> September    | 1030                              |                     | J Birkett              | <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 | ✓ |

**ITEM 11**  
**Appendix B**

| Location              | Visitor name                | Number of Dogs seen | Number of Horses seen                        | Visitor Comments/Concerns                                                                                           |   |                 |   |                          |   |                        |   |                             |   | Police Response |
|-----------------------|-----------------------------|---------------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|-----------------|
| Marine Hall Fleetwood | A Mozley                    | 4                   |                                              | Officers were all very helpful. I was able to watch some of the training work. All dogs were in splendid condition. |   |                 |   |                          |   |                        |   |                             |   | Noted.          |
| Names of Animals Seen | Bertie, Jet, Madison, Alfie |                     |                                              |                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
| Day and Date          | Time of Visit               |                     | Officer(s) Seen                              | In accordance with 5 principles:- Freedom .....                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |
|                       | Start                       | End                 | PCs P Kenyon, K Johnson, J Willan, R Tullett | From hunger/thirst                                                                                                  | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                 |
| 16 September          | 1100                        |                     |                                              |                                                                                                                     |   |                 |   |                          |   |                        |   |                             |   |                 |

| Location                   | Visitor name                                                                                                | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                                                                                                                                                                                  |   |                 |   |                          |   |                        |   |                             |   | Police Response                                                                                                                                                                                                                              |
|----------------------------|-------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dog School                 | S Maw                                                                                                       | 14                  |                       | Concerned that Milo is still a problem – would like a decision in possible, but realise he is a big problem. Heater down in old kennel and pulled roof with it! All dogs look fit and well and no problem. |   |                 |   |                          |   |                        |   |                             |   | Dog Unit working hard to rehome Milo within a working environment. Not suitable to be rehomed with a family. Trialled by Merseyside Police and returned due to being unsuitable. Dog Unit continuing to contact suitable security companies. |
| Names of Animals Seen      | Andy, Kyle, Jake, Barry, Millie, Ben, Seamus, Paddy, Fudge, Crackers, Shane, Jed, Milo, Jalson? Assessment. |                     |                       |                                                                                                                                                                                                            |   |                 |   |                          |   |                        |   |                             |   |                                                                                                                                                                                                                                              |
| Day and Date               | Time of Visit                                                                                               |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....                                                                                                                                                            |   |                 |   |                          |   |                        |   |                             |   |                                                                                                                                                                                                                                              |
|                            | Start                                                                                                       | End                 | P Biscall, L Redman   | From hunger/thirst                                                                                                                                                                                         | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                                                                                                                                                                                                                                              |
| 17 <sup>th</sup> September | 1030                                                                                                        |                     |                       |                                                                                                                                                                                                            |   |                 |   |                          |   |                        |   |                             |   |                                                                                                                                                                                                                                              |

| Location                   | Visitor name                                                                  | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns                               |   |                 |   |                          |   |                        |   |                             |   | Police Response    |
|----------------------------|-------------------------------------------------------------------------------|---------------------|-----------------------|---------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|--------------------|
| HUTTON                     | H Lansdell                                                                    | 10                  |                       | Boris now looking a little slimmer. Milo still with us? |   |                 |   |                          |   |                        |   |                             |   | See above response |
| Names of Animals Seen      | Andy, Kyle (other force) Ben, Alfie, Talister, Molly, Boris, Jake, Milo, Vax. |                     |                       |                                                         |   |                 |   |                          |   |                        |   |                             |   |                    |
| Day and Date               | Time of Visit                                                                 |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....         |   |                 |   |                          |   |                        |   |                             |   |                    |
|                            | Start                                                                         | End                 | L Redman              | From hunger/thirst                                      | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |                    |
| 24 <sup>th</sup> September | 1020                                                                          |                     |                       |                                                         |   |                 |   |                          |   |                        |   |                             |   |                    |

**ITEM 11**  
**Appendix B**

| Location                   | Visitor name  | Number of Dogs seen | Number of Horses seen       | Visitor Comments/Concerns                                                                                                                                                                    |   |                 |   |                          |   |                        |   | Police Response             |   |
|----------------------------|---------------|---------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| HQ Dog training centre     | B Twist       | 2                   |                             | Observed 2 dogs on refresher course both appeared to be fit and healthy and in good spirit. Dogs had access to water and holding cages clean and in good repair. Officer helpful and polite. |   |                 |   |                          |   |                        |   | Noted.                      |   |
| Names of Animals Seen      | Bonno, Barry  |                     |                             |                                                                                                                                                                                              |   |                 |   |                          |   |                        |   |                             |   |
| Day and Date               | Time of Visit |                     | Officer(s) Seen             | In accordance with 5 principles:- Freedom .....                                                                                                                                              |   |                 |   |                          |   |                        |   |                             |   |
| 28 <sup>th</sup> September | 1030          |                     | PC1265 Greer, 2738 Jandelt. | 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 Dog Training Centre     | B Twist       | 10                  |                       | 1 dog Tallisker has been chewing its backside, will be seen by the Vet tomorrow to have its glands squeezed, and wormed and deflead by kennel staff.<br><br>Observed 10 dogs in their kennels, all appeared fit and healthy and in good spirits. Kennels clean and in good repair. Dogs had access to water, officer helpful and polite. |   |                 |   |                          |   |                        |   | Dog arrived for assessment with inflamed glands and fleas. Treated successfully by vet on date the problem was identified. |   |
| Names of Animals Seen      | Not given     |                     |                       |                                                                                                                                                                                                                                                                                                                                          |   |                 |   |                          |   |                        |   |                                                                                                                            |   |
| Day and Date               | Time of Visit |                     | Officer(s) Seen       | In accordance with 5 principles:- Freedom .....                                                                                                                                                                                                                                                                                          |   |                 |   |                          |   |                        |   |                                                                                                                            |   |
| 30 <sup>th</sup> September | 1200          |                     | PC3393 Kenyon         | From hunger/thirst                                                                                                                                                                                                                                                                                                                       | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour                                                                                                | ✓ |

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



ANIMAL WELFARE VISIT RECORD ~ SUMMARY SHEET

HORSES ~ APRIL TO SEPTEMBER 2009 (INCLUSIVE)

| Location | Visitor name | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns | | | | | | | | Police Response |
|------------------------------|---|---------------------|------------------------|---|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|
| Hutton | B Twist | | 18 | Observed 18 horses in their stables all appeared to be fit and healthy. All horses had access to clean water. Overton is still being observed by the vet and now is on light work. Observed 2 new officers on initial training. | | | | | | | | Noted. |
| Names of Animals Seen | Ashton, Ballon, Bellthorn, Caton, Downham, Dalton, Darwin, Hadrian, Invincible, Elswick, Marton, Overton, Pendle, Reedly, Rossal, Sawley, Silverdale, Thornton. | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | In accordance with 5 principles:- Freedom | | | | | | | | |
| | Start | End | | From hunger/thirst | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour |
| 9 th April 2009 | 1030 | | J Benson 11738 | | | | | | | | | |

| Location | Visitor name | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns | | | | | | | | Police Response |
|------------------------------|--|---------------------|------------------------|--|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|
| Hutton | S Maw | | 11 | As usual all horses looking very fit and well. No problems | | | | | | | | Noted. |
| Names of Animals Seen | Thornton, Belthorne, Silverdale, Ashton, Ballam, Darwen, Caton, Rossall, Pendle, Sawley, Scorton | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | In accordance with 5 principles:- Freedom | | | | | | | | |
| | Start | End | | From hunger/thirst | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour |
| 29 th April | 1200 | | D A Chadwick, C Driver | | | | | | | | | |

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Appendix B

| Location | Visitor name | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns | | | | | | | | Police Response | |
|-----------------------|---|---------------------|-----------------------|--|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| HQ Mounted Branch | S Maw | | 9 | Horses all looking immaculate – healthy and shiny. Good care pays off. Happy stable. | | | | | | | | Noted. | |
| Names of Animals Seen | Ashton, Sawley, Pendle, Silverdale, Dalton, Elswick, Belthorn, Marton, Thornton – in paddock. | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 4 th June | 1130 | | J Hughes, J Chadwick | 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 Horses | B Twist | | 6 | Observed 6 horses in their stables, 1 horse Thornton was diagnosed with stifle deep seated strain. 5 horses in good condition. Escorting officer very helpful and informative. | | | | | | | | The horse is not in pain but this is a long term injury. Will be retired and Mounted Branch currently looking for a suitable home. | |
| Names of Animals Seen | Bellthorn, Ballon, Downham, Pendle, Rossal, Thornton | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 17 th June | 1100 | | PC1962 Palmer-Davies | 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 | |
|----------------------------|--|---------------------|-----------------------|---|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Horse Section | S Maw | | 12 | All horses look well and thriving. What super beds! No problem. | | | | | | | | | |
| Names of Animals Seen | Ballam, Reedley, Sawley, Pendle, Belthorn, Ashton, Caton, Downham, William, Silverdale, Invincible, Jet. | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 15 th July 2009 | 1200 | | Jackie Howard | From hunger/thirst | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |

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Appendix B

| Location | Visitor name | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns | | | | | | | | Police Response | |
|-------------------------|---|---------------------|-----------------------|---|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| HUTTON | H Lansdell | | 17 | No comments | | | | | | | | | |
| Names of Animals Seen | Aston, Silverdale, Elswick, Sawly, Invincible, Overton, Thronton, Pendle, Darwin, Rossall, Downham, Ballam, Marton, Belthorn, Caton, Dalton, William. | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 10 th August | 1410 | | J Chadwick | 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 | |
|--|------------------|---------------------|---------------------------|---|---|-----------------|---|--------------------------|---|------------------------|---|-----------------------------|---|
| Beach Terrace Café Car Park, St Annes. | A Mozley | | 2 | Overton had travelled badly but was recovering and was certainly fit for duty. Both PCs were very co-operative. | | | | | | | | No further effects. | |
| Names of Animals Seen | Overton, Reedly. | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 13 th August | 1230 | | PC1339 Green, PC889 Scott | 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 Hutton | B Twist | | 16 | Observed 16 horses in their stables. 13 appeared fit and healthy. 3 horses were receiving treatment. Thornton deep seated strain (stifle). Silverdale corrective shoeing, intermittent lameness. Belthorn (contrajen) injections long lasting. | | | | | | | | Please see above re Thornton.

Silverdale – arthritis. Surgical shoes in place.

Belthorn has been undergoing physio and has received course of injections to assist. He is operational and has a magnetic rug to aid this muscular discomfort. | |
| Names of Animals Seen | Elswick, Silverdale, Marton, Dalton, Caton, Bellthorn, Sawley, Overton, Rossall, Ashton, Thornton, William, Balon, Invincible, Pental. | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 27 th August | 1100 | | 11435 Jeanette Taylor | From hunger/thirst | ✓ | From discomfort | ✗ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |

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Appendix B

| Location | Visitor name | Number of Dogs seen | Number of Horses seen | Visitor Comments/Concerns | | | | | | | | Police Response | |
|----------------------------|---|---------------------|-----------------------|---|---|-----------------|---|--------------------------|---|------------------------|---|--|---|
| HUTTON | H Lansdell | | 14 | Ballam to go for a scan. | | | | | | | | Ballam has had an MRI scan at Leehurst. On box rest currently receiving treatment. | |
| Names of Animals Seen | Ashton, Ballam, Belthorn, Caton, Darwin, William, Invincible, Overton, Pendle, Reedley, Rossall, Sawley, William, Thornton. | | | | | | | | | | | | |
| Day and Date | Time of Visit | | Officer(s) Seen | | | | | | | | | | |
| | Start | End | | In accordance with 5 principles:- Freedom | | | | | | | | | |
| 24 th September | 11.20 | | C Driver | From hunger/thirst | ✓ | From discomfort | ✓ | From pain/injury/Disease | ✓ | From fear and distress | ✓ | To express normal behaviour | ✓ |

~~~ END OF REPORT ~~~~



**ITEM 12**

**PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE**

**19 NOVEMBER 2009**

**PART I**

**CITIZEN FOCUS PERFORMANCE REPORT**

(Appendix A refers)

**Issue for Consideration**

A breakdown of confidence and satisfaction data collected from the public of Lancashire.

**Information**

A breakdown of confidence and satisfaction data results collected from the public of Lancashire is attached at Appendix A.

**Decision Required**

The Committee is asked to note the report.

**Background Papers**

British Crime Survey Results  
Confidence Survey Results

**Report Author**

Name: Larry Weir

Organisation: Lancashire Constabulary



(01772) 412930

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**Professional Standards and Citizen Focus Committee**  
**Citizen Focus Performance**  
**Sept 2009 results**

**Definitions of survey types:**

**British Crime Survey** – conducted by Research Development Statistics for the Home Office. It is a **continuous victimisation survey of the general public** in which adults aged 16+ living in private households are asked about their experiences of crime in face-to-face interviews. Includes crimes which are not reported to the police, so considered an important alternative to police records. 51,000 face-to-face interviews. Used by Home Office as **official measure for confidence targets (PSA 23.3)**.

**Confidence survey** – new survey focussed entirely on public **confidence**. *Replaces Opinion as Constabulary confidence measure*. Random sample of the **general public** of Lancashire contacted via telephone by random digit dialling. Conducted on a monthly basis. Respondents may or may not have had contact with or used the services of the Constabulary. One off responses to survey, no repeat contact. **Includes statutory BCS question (PSA 23) as well as 4 other confidence measures**. 8400 interviews per year, 600 per CDRP. Available on Sherlock from August 2009 – Performance Data/ Monthly Products/Confidence

**Difference between confidence and satisfaction:**

**Confidence** = ‘the belief that one can have faith in or rely on someone or something’

**Satisfaction** = ‘the action of fulfilling a desire or expectation’

**User Satisfaction** – Statutory victim satisfaction measure, results reported to Home Office quarterly. Includes victims of burglary, violent, vehicle, RTC & racist incidents who **may or may not have had officer attendance**. **Includes satisfaction with all aspects of service** – ease of contact, time taken to arrive, actions, follow up, treatment and whole experience. Interviews conducted via telephone on a monthly basis. 5040 interviews per year. Reported to Divisional Level. Available on Sherlock – Performance Data/ Monthly Products/User Satisfaction

**PROBE User Satisfaction** – bespoke Constabulary survey. Includes victims of burglary, vehicle, violent & criminal damage incidents who **have had officer attendance**. **Only includes satisfaction with aspects of service associated with attendance** – actions, follow up and treatment. Available on Sherlock – Performance Data/ Monthly Products/PROBE

**Service Recovery** – **follow-up service** provided by Citizen Focus Bureau’s in each Division **with all respondents surveyed for satisfaction stating that they are dissatisfied with the whole experience**. Sample taken from both User Satisfaction and PROBE surveys. All actions and outcomes recorded on central database. Continuous process, records updated monthly. Results reported quarterly at force and Divisional levels. Available currently on I: Service Recovery/Service Recovery database

**Opinion** – citizens’ panel data. Gathers views of 3000 members of the **general public** of Lancashire who may or may not have had contact with or used the services of the Constabulary. Have **voluntarily agreed to complete 4 surveys a year** about policing in Lancashire. Includes feelings of safety and reasons for increases and decreases in confidence as well as a changing set of questions each time. Results reported to CDRP level. Available on Sherlock – Performance Data/Opinion

**1. Confidence – Confidence Survey Results for Apr - Sept 2009**

- Results for this report are based on findings from the new confidence survey which began in April this year. A total of 3,147 interviews have been completed so far. At this time it is expected that between 360 and 600 interviews per CDRP will be completed by Mar 31<sup>st</sup> 2010.
- Included in the questionnaire are the various measures of confidence, as follows:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. PSA Home Office measure of confidence (To what extent do you agree that the local police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?) <ul style="list-style-type: none"> <li>a. Question as above</li> <li>b. Question as above asking about police only</li> <li>c. Question as above asking about local council only</li> <li>d. Question as above asking about other agencies only</li> </ul> |
| 2. Confidence in the local police to <ul style="list-style-type: none"> <li>a. Understand local issues</li> <li>b. Be accessible to local people</li> <li>c. Tackle local issues</li> </ul>                                                                                                                                                                                                                                                                     |
| 3. Overall confidence (as previously asked in Opinion)                                                                                                                                                                                                                                                                                                                                                                                                          |

- The latest Home Office BCS result which measures performance relating to the one top down numerical target for confidence shows the percentage for Lancashire for the 12 months to Jun 09 is 57%, however this is still on average around 13% lower than the Constabulary local confidence survey results for this same question. Obviously, this BCS result needs to be maintained over the next 12 months for the target to be met.

The most recent confidence results (Apr–Sept 2009) for the Constabulary as a whole and most divisions (apart from Western Division and Central Division) are significantly higher than the baseline for both the PSA Home Office Measure for police and council and also the PSA measure for police only. However for the PSA measure for council only, the Constabulary and all divisions are showing a significant improvement. As the PSA measure for other agencies only is new, we have no comparable data yet. Also when compared to the baseline, the Constabulary is showing a significant increase in confidence for all the confidence index measures (2a, 2b, 2c and 3) for the period Apr-Sept 09.

|           |                                                            | FORCE | Western    | Northern   | Southern   | Central    | Eastern    | Pennine    |
|-----------|------------------------------------------------------------|-------|------------|------------|------------|------------|------------|------------|
| <b>1a</b> | PSA Home Office measure                                    | 70%   | 71%        | <b>73%</b> | 71%        | 69%        | 71%        | <b>67%</b> |
| <b>1b</b> | PSA – Police only                                          | 77%   | 76%        | <b>81%</b> | 77%        | 76%        | 79%        | <b>75%</b> |
| <b>1c</b> | PSA – Council only                                         | 50%   | 49%        | 49%        | <b>52%</b> | <b>48%</b> | 50%        | <b>48%</b> |
| <b>1d</b> | PSA – Other agencies only                                  | 66%   | <b>69%</b> | 68%        | 66%        | 64%        | 66%        | <b>63%</b> |
| <b>2a</b> | Confident that local police UNDERSTAND local issues        | 76%   | 77%        | 79%        | 73%        | <b>80%</b> | 75%        | <b>72%</b> |
| <b>2b</b> | Confident that local police are ACCESSIBLE to local people | 72%   | 70%        | 72%        | 72%        | <b>73%</b> | <b>73%</b> | <b>69%</b> |
| <b>2c</b> | Confident that local police will TACKLE local issues       | 77%   | 77%        | 77%        | 77%        | <b>80%</b> | 77%        | <b>76%</b> |

- Western and Southern are achieving similar results to the force average for most measures; however, Western has the highest confidence results for PSA Emulation Other Agencies Only while Southern has the highest confidence results for PSA Emulation Council Only. Confidence levels are significantly higher than baseline for Understanding at Western and Accessibility at Southern.
- Northern is achieving the highest confidence results for overall confidence in the Constabulary and PSA Emulation Police & Council. However, the latter is mainly attributable to confidence in the police – Northern is achieving the highest confidence results for Police Only, but close to the lowest results for Council Only.
- Central has the highest levels of confidence for the majority of the confidence index measures (as opposed to the PSA Emulation measures). But the Division has, along with Pennine, the lowest levels of confidence for PSA Measure Council Only.
- Eastern is also achieving similar results to the force average for most measures, but along with Central has the highest level of confidence for Accessibility. The Division also has significantly higher confidence than in the baseline period for Understanding, Accessibility and Tackling.
- Pennine has the lowest confidence levels in all measures, in particular Accessibility and Overall Confidence. Nevertheless, in comparison with the baseline period there are significant increases in confidence levels for Accessibility and Tackling.

The measures relating to Understanding, Accessibility and Tackling, also have associated diagnostics that give reasons for respondents' levels of confidence. The tables below show the main factors that promote or detract from confidence in each aspect (Force level only):

| Top five Promoters of Confidence in <b>UNDERSTANDING</b>       |     | Top five Detractors from Confidence in <b>UNDERSTANDING</b> |    |
|----------------------------------------------------------------|-----|-------------------------------------------------------------|----|
| I am confident the police are aware of issues in the community | 21% | I rarely see police in the area                             | 9% |
| The police are visibly tackling problems in the area           | 15% | The police did not deal with a local                        | 5% |
| I rarely see crime in the area                                 | 8%  | Police do not seem interested in issues in my area          | 3% |
| Police involvement in local meetings                           | 7%  | Based on past experience of the police                      | 2% |
| Based on past experience of the police                         | 7%  | Police respond slowly to crime                              | 2% |

- As the findings above show, the main factors associated with confidence in **understanding** are that belief that local police are aware of issues and that they are visibly tackling local problems. The main factor associated with no confidence in **understanding** is a lack of visible police presence in the local area.

| Top five Promoters of Confidence in <b>ACCESSIBILITY</b> |     | Top five Detractors from Confidence in <b>ACCESSIBILITY</b> |    |
|----------------------------------------------------------|-----|-------------------------------------------------------------|----|
| The police always respond to incidents                   | 22% | Lack of visible police                                      | 8% |
| You can engage the police in the street                  | 14% | Lack of police response to incidents                        | 6% |
| I know how to contact the police if necessary            | 11% | I don't know how to contact local police                    | 4% |
| Just a general perception                                | 9%  | Police station not always manned                            | 3% |
| There is a police station in the area                    | 8%  | Previous experience                                         | 1% |

- As the findings above show, the main factors that **increase** confidence in **accessibility** are that belief that local police always respond to incidents and that people can engage with the police in the street. Again, the main factor that **decreases** confidence in the **accessibility** of local police is a lack of visible police presence in the area.

| Top five Promoters of Confidence in <b>TACKLING</b>                    |     | Top five Detractors from Confidence in <b>TACKLING</b>              |    |
|------------------------------------------------------------------------|-----|---------------------------------------------------------------------|----|
| Police will respond/act/tackle quickly to resolve crime/ASB            | 21% | Lack of response/action to tackle crime/ASB                         | 5% |
| Generally feel confident/hopefully police will do a good job/their job | 20% | Lack of response/action to well known ongoing issues                | 5% |
| Due to previous/past experience with the police                        | 12% | Lack of visible police/not just at day time but nights and weekends | 4% |
| The police do/will do everything they can to help sort the problems    | 10% | Due to previous/past experience with the police                     | 3% |
| Visible policing/patrolling/pro-active                                 | 9%  | Not enough officers to cope with the problems in the area           | 1% |

- As the findings above show, the main factors that **increase** confidence that the local police **will tackle** local issues are the belief that they will provide a quick response to crime and anti-social behaviour and that they will 'do a good job/their job'. The main factors that **decrease** confidence that the police **will tackle** local issues are related to a perception of a lack of

response to crime and anti-social behaviour issues in the area, both in general and in relation to well known, ongoing issues.

## 2. Satisfaction – User Satisfaction & PROBE

### Overview for Force:

- Home Office Satisfaction data for the *12 months ending June 2009* shows that Lancashire is in seventh position in its MSG for satisfaction with whole experience at 83.8%. Hertfordshire remains in first position with 88.9% and the average for the MSG (made up of 8 forces) is 84.9%.
- Latest internal SPI results for the most recent 12 months to Sept 09 shows satisfaction with whole experience is 84.0% at force level. There is **no significant change** compared to the result for the previous year (Oct 07-Sept 08), which was 85.1%.
- The difference in overall satisfaction between white and minority ethnic groups is **not significant**.
- SPI results for the most recent 12 months to Sept 09 show that the gap in satisfaction with whole experience for White and VME victims is 5.0% at force level (from 4.3% for the 12 months ending Jun 09).
- Satisfaction with the whole experience for White respondents has slightly increased since Jun 09 and for VME respondents it has decreased.
  - Satisfaction of White respondents for the 12 months ending Jun 09 was 82.7%, for the latest 12-month period to Sept 09 this has increased to 82.8%. Satisfaction levels of VME respondents have dropped from 78.4% to 77.8% for the same period.

### User Satisfaction data for whole experience:

#### **Divisions in Lancashire compared to MSG**

Each of the 6 Divisions in Lancashire sits within a group of 15 similar forces. The table below shows each Divisions position in its most similar group for satisfaction with whole experience for the *12 months ending Jun 09*.

| Division | % at least fairly satisfied | Position (Out of 15) | Result for BCU in 1 <sup>st</sup> position | MSG average | Difference between Division and top performer |
|----------|-----------------------------|----------------------|--------------------------------------------|-------------|-----------------------------------------------|
| Western  | 81.4%                       | 13                   | 89.3%                                      | 84.3%       | - 7.9%                                        |
| Northern | 84.6%                       | 9                    | 87.0%                                      | 84.1%       | - 2.4%                                        |
| Southern | 87.0%                       | 4                    | 89.7%                                      | 84.8%       | - 2.7%                                        |
| Central  | 86.1%                       | 9                    | 90.6%                                      | 85.4%       | - 4.5%                                        |
| Eastern  | 84.1%                       | 4                    | 86.2%                                      | 82.4%       | - 2.1%                                        |
| Pennine  | 79.7%                       | 13                   | 87.4%                                      | 82.4%       | - 7.7%                                        |

## User Satisfaction with whole experience - SPI 1.1 by incident type

The table below shows user satisfaction results SPI 1.1 for the 12 months ending Jun 09 vs. 12 months ending Sept 09. Results are for those users that are 'at least fairly satisfied'.

**NOTE: All significant differences will be highlighted in red or green; if a result is not highlighted then the difference is NOT significant.**

| Division        | User group                                  | 12 months ending Jun 09     | 12 months ending Sept 09 | Direction of change |
|-----------------|---------------------------------------------|-----------------------------|--------------------------|---------------------|
|                 |                                             | % at least fairly satisfied |                          |                     |
| <b>FORCE</b>    | Burglary                                    | 87.7%                       | 89.4%                    | ▲                   |
|                 | Violent                                     | 78.7%                       | 78.0%                    | ▼                   |
|                 | Vehicle                                     | 82.1%                       | 81.4%                    | ▼                   |
|                 | RTC                                         | 86.7%                       | 86.9%                    | ▲                   |
|                 | Racist                                      | 77.9%                       | 76.5%                    | ▼                   |
|                 | <b>Overall (excluding racist incidents)</b> | <b>82.7%</b>                | <b>82.5%</b>             | ▼                   |
| <b>Western</b>  | Burglary                                    | 86.2%                       | 91.7%                    | ▲                   |
|                 | Violent                                     | 75.9%                       | 77.7%                    | ▲                   |
|                 | Vehicle                                     | 81.8%                       | 80.0%                    | ▼                   |
|                 | RTC                                         | 81.8%                       | 80.0%                    | ▼                   |
|                 | Racist                                      | 84.0%                       | 83.1%                    | ▼                   |
|                 | <b>Overall (excluding racist incidents)</b> | <b>80.3%</b>                | <b>81.2%</b>             | ▲                   |
| <b>Northern</b> | Burglary                                    | 85.4%                       | 89.8%                    | ▲                   |
|                 | Violent                                     | 84.3%                       | 80.7%                    | ▼                   |
|                 | Vehicle                                     | 85.4%                       | 82.6%                    | ▼                   |
|                 | RTC                                         | 83.3%                       | 84.9%                    | ▲                   |
|                 | Racist                                      | 85.5%                       | 84.3%                    | ▼                   |
|                 | <b>Overall (excluding racist incidents)</b> | <b>84.7%</b>                | <b>83.4%</b>             | ▼                   |
| <b>Southern</b> | Burglary                                    | 93.8%                       | 94.2%                    | ▲                   |
|                 | Violent                                     | 80.2%                       | 80.4%                    | ▲                   |
|                 | Vehicle                                     | 81.8%                       | 83.8%                    | ▲                   |
|                 | RTC                                         | 92.3%                       | 93.1%                    | ▲                   |
|                 | Racist                                      | 81.8%                       | 85.7%                    | ▲                   |
|                 | <b>Overall (excluding racist incidents)</b> | <b>85.1%</b>                | <b>86.1%</b>             | ▲                   |
| <b>Central</b>  | Burglary                                    | 89.8%                       | 91.4%                    | ▲                   |
|                 | Violent                                     | 82.4%                       | 82.1%                    | ▼                   |
|                 | Vehicle                                     | 82.9%                       | 83.5%                    | ▲                   |
|                 | RTC                                         | 89.4%                       | 87.0%                    | ▼                   |
|                 | Racist                                      | 80.7%                       | 76.9%                    | ▼                   |
|                 | <b>Overall (excluding racist incidents)</b> | <b>85.0%</b>                | <b>84.9%</b>             | ▼                   |
| <b>Eastern</b>  | Burglary                                    | 90.5%                       | 84.4%                    | ▼                   |
|                 | Violent                                     | 77.7%                       | 72.1%                    | ▼                   |
|                 | Vehicle                                     | 79.3%                       | 78.3%                    | ▼                   |
|                 | RTC                                         | 88.9%                       | 91.4%                    | ▲                   |
|                 | Racist                                      | 66.9%                       | 66.9%                    | ◀▶                  |
|                 | <b>Overall (excluding racist incidents)</b> | <b>82.3%</b>                | <b>79.6%</b>             | ▼                   |
| <b>Pennine</b>  | Burglary                                    | 81.8%                       | 86.5%                    | ▲                   |
|                 | Violent                                     | 72.0%                       | 75.3%                    | ▲                   |
|                 | Vehicle                                     | 82.1%                       | 81.4%                    | ▼                   |
|                 | RTC                                         | 82.9%                       | 83.3%                    | ▲                   |
|                 | Racist                                      | 79.3%                       | 77.4%                    | ▼                   |
|                 | <b>Overall (excluding racist incidents)</b> | <b>79.6%</b>                | <b>81.1%</b>             | ▲                   |

**User Satisfaction with aspects of service (KDI's)**

The table below shows user satisfaction results for KDI's for 12 months ending Jun 09 vs.12 months ending Sept 09. Results are for those users that are 'at least fairly satisfied'. As this is weighted data (in line with Home Office rules) it excludes racist incidents.

| Division                | Aspect of service    | 12 months ending Jun 09     | 12 months ending Sept 09 | Direction of change |
|-------------------------|----------------------|-----------------------------|--------------------------|---------------------|
|                         |                      | % at least fairly satisfied |                          |                     |
| <b>FORCE</b>            | Ease of contact      | 96.4%                       | 95.7%                    | ▼                   |
|                         | Actions              | 84.5%                       | 84.2%                    | ▼                   |
|                         | Treatment            | 92.9%                       | 92.9%                    | ◀▶                  |
|                         | Follow up            | 71.8%                       | 74.5%                    | ▲                   |
|                         | Time taken to arrive | 88.3%                       | 88.7%                    | ▲                   |
| <b>Whole experience</b> |                      | <b>83.8%</b>                | <b>84.0%</b>             | <b>▲</b>            |
| <b>Western</b>          | Ease of contact      | 97.0%                       | 97.3%                    | ▲                   |
|                         | Actions              | 84.9%                       | 83.3%                    | ▼                   |
|                         | Treatment            | 93.3%                       | 93.4%                    | ▲                   |
|                         | Follow up            | 71.0%                       | 74.5%                    | ▲                   |
|                         | Time taken to arrive | 90.2%                       | 88.7%                    | ▼                   |
| <b>Whole experience</b> |                      | <b>81.4%</b>                | <b>82.3%</b>             | <b>▲</b>            |
| <b>Northern</b>         | Ease of contact      | 97.3%                       | 97.4%                    | ▲                   |
|                         | Actions              | 84.1%                       | 84.6%                    | ▲                   |
|                         | Treatment            | 93.1%                       | 94.7%                    | ▲                   |
|                         | Follow up            | 74.1%                       | 75.8%                    | ▲                   |
|                         | Time taken to arrive | 86.4%                       | 88.0%                    | ▲                   |
| <b>Whole experience</b> |                      | <b>84.6%</b>                | <b>84.5%</b>             | <b>▼</b>            |
| <b>Southern</b>         | Ease of contact      | 96.1%                       | 91.7%                    | ▼                   |
|                         | Actions              | 87.7%                       | 87.4%                    | ▼                   |
|                         | Treatment            | 96.2%                       | 95.6%                    | ▼                   |
|                         | Follow up            | 75.9%                       | 77.2%                    | ▲                   |
|                         | Time taken to arrive | 90.5%                       | 89.5%                    | ▼                   |
| <b>Whole experience</b> |                      | <b>87.0%</b>                | <b>87.9%</b>             | <b>▲</b>            |
| <b>Central</b>          | Ease of contact      | 98.3%                       | 98.5%                    | ▲                   |
|                         | Actions              | 83.7%                       | 85.5%                    | ▲                   |
|                         | Treatment            | 93.9%                       | 93.9%                    | ◀▶                  |
|                         | Follow up            | 73.5%                       | 77.5%                    | ▲                   |
|                         | Time taken to arrive | 84.1%                       | 86.7%                    | ▲                   |
| <b>Whole experience</b> |                      | <b>86.1%</b>                | <b>86.0%</b>             | <b>▼</b>            |
| <b>Eastern</b>          | Ease of contact      | 93.7%                       | 92.7%                    | ▼                   |
|                         | Actions              | 84.8%                       | 82.0%                    | ▼                   |
|                         | Treatment            | 91.1%                       | 89.7%                    | ▼                   |
|                         | Follow up            | 70.2%                       | 72.6%                    | ▲                   |
|                         | Time taken to arrive | 88.1%                       | 86.1%                    | ▼                   |
| <b>Whole experience</b> |                      | <b>84.1%</b>                | <b>81.5%</b>             | <b>▼</b>            |
| <b>Pennine</b>          | Ease of contact      | 96.4%                       | 96.5%                    | ▲                   |
|                         | Actions              | 82.2%                       | 82.5%                    | ▲                   |
|                         | Treatment            | 90.0%                       | 90.8%                    | ▲                   |
|                         | Follow up            | 66.8%                       | 70.4%                    | ▲                   |
|                         | Time taken to        | 91.6%                       | 91.8%                    | ▲                   |

|                         |        |              |              |          |
|-------------------------|--------|--------------|--------------|----------|
|                         | arrive |              |              |          |
| <b>Whole experience</b> |        | <b>79.7%</b> | <b>81.6%</b> | <b>▲</b> |

**User Satisfaction with whole experience – differences between White and VME users - SPI 1.2 by ethnicity**

The table below compares results for the 12-months ending Sept 09 for SPI user satisfaction data relating to whole experience for white and VME users. Results are for those users that are ‘at least fairly satisfied’. The aim is to achieve **NO** significant difference. Statistically significant differences are highlighted in red.

- Results show that White respondents in Western Division, Southern Division and Pennine Division all have significantly lower levels of satisfaction with the whole experience than VME respondents.

| Division     | White        | VME          | Difference between scores |
|--------------|--------------|--------------|---------------------------|
| Western      | 83.4%        | 96.5%        | <b>13.1%</b>              |
| Northern     | 78.6%        | 73.6%        | <b>5.0%</b>               |
| Southern     | 86.7%        | 97.9%        | <b>11.2%</b>              |
| Central      | 83.6%        | 84.0%        | <b>0.4%</b>               |
| Eastern      | 80.1%        | 76.0%        | <b>4.1%</b>               |
| Pennine      | 82.6%        | 63.0%        | <b>19.6%</b>              |
| <b>FORCE</b> | <b>82.8%</b> | <b>77.8%</b> | <b>5.0%</b>               |

**PROBE User Satisfaction Data - with aspects of service:**

Results below show the 12-month rolling totals for those users who are ‘at least fairly satisfied’ with the aspects of **service provided when officers attended the incident**.

| Division | Aspect of service | 12 months ending Jun 09     | 12 months ending Sept 09 | Direction of change |
|----------|-------------------|-----------------------------|--------------------------|---------------------|
|          |                   | % at least fairly satisfied |                          |                     |
| FORCE    | Actions           | 89.2%                       | 89.7%                    | ▲                   |
|          | Follow up         | 74.8%                       | 75.6%                    | ▲                   |
|          | Treatment         | 95.0%                       | 95.1%                    | ▲                   |
| Western  | Actions           | 87.8%                       | 89.4%                    | ▲                   |
|          | Follow up         | 72.7%                       | 74.2%                    | ▲                   |
|          | Treatment         | 92.9%                       | 94.0%                    | ▲                   |
| Northern | Actions           | 91.5%                       | 91.4%                    | ▼                   |
|          | Follow up         | 79.0%                       | 80.3%                    | ▲                   |
|          | Treatment         | 95.9%                       | 95.2%                    | ▼                   |
| Southern | Actions           | 90.4%                       | 90.5%                    | ▲                   |
|          | Follow up         | 77.4%                       | 78.7%                    | ▲                   |
|          | Treatment         | 95.7%                       | 95.6%                    | ▼                   |
| Central  | Actions           | 89.1%                       | 89.2%                    | ▲                   |
|          | Follow up         | 75.4%                       | 76.7%                    | ▲                   |
|          | Treatment         | 95.8%                       | 95.2%                    | ▼                   |
| Eastern  | Actions           | 89.0%                       | 89.0%                    | ◀▶                  |
|          | Follow up         | 72.9%                       | 71.8%                    | ▼                   |
|          | Treatment         | 95.3%                       | 94.7%                    | ▼                   |
| Pennine  | Actions           | 88.2%                       | 88.8%                    | ▲                   |
|          | Follow up         | 72.5%                       | 73.0%                    | ▲                   |
|          | Treatment         | 94.6%                       | 95.7%                    | ▲                   |

**3. Service Recovery Data – overview by Force and Division:**

The service recovery database focuses on those respondents from the SPI and PROBE user satisfaction surveys who have been dissatisfied with the overall service provided, have been offered re-contact from the Constabulary and have agreed to be re-contacted to allow the Constabulary the opportunity to address their dissatisfaction. Results below show data for the 12 months to Sept 09.

- As the table below shows, the highest proportion of dissatisfied respondents in all divisions except Eastern Division are violent assault victims.
- In Eastern Division the highest proportion of dissatisfied respondents are those who have been a victim of a racist incident.

|          | Violent | Burglary | Vehicle | Racist | Criminal damage | RTC |
|----------|---------|----------|---------|--------|-----------------|-----|
| Force    | 37%     | 11%      | 21%     | 18%    | 11%             | 2%  |
| Western  | 48%     | 14%      | 13%     | 10%    | 10%             | 5%  |
| Northern | 41%     | 15%      | 27%     | 10%    | 2%              | 5%  |
| Southern | 42%     | 10%      | 21%     | 9%     | 15%             | 3%  |
| Central  | 26%     | 13%      | 26%     | 20%    | 15%             | 0%  |
| Eastern  | 31%     | 9%       | 18%     | 33%    | 9%              | 0%  |
| Pennine  | 36%     | 7%       | 26%     | 18%    | 13%             | 1%  |

- The following table shows the actual levels of dissatisfaction by Division. Respondents in Eastern and Pennine Divisions are more likely to be only fairly dissatisfied with the whole experience whereas those in Western and Northern Divisions are most likely to be completely dissatisfied.

|          | Completely dissatisfied | Very dissatisfied | Fairly dissatisfied |
|----------|-------------------------|-------------------|---------------------|
| FORCE    | 36%                     | 22%               | 42%                 |
| Western  | 40%                     | 28%               | 33%                 |
| Northern | 46%                     | 15%               | 39%                 |
| Southern | 37%                     | 21%               | 42%                 |
| Central  | 33%                     | 24%               | 43%                 |
| Eastern  | 34%                     | 16%               | 51%                 |
| Pennine  | 32%                     | 25%               | 44%                 |

- In terms of the proportion of dissatisfied respondents whose issues have been addressed by the CFB's, (not based on whether the service recovery has been successful but whether a final outcome has been achieved) results show that Western, Southern and Eastern Divisions have all finalised one hundred per cent of their records. Northern Division only has one outstanding record to finalise, Central Division have two records to finalise and Pennine Division have seven.

| Division        | User group      | Finalised<br>(Service recovery completed) | Not finalised<br>(Service recovery not completed) | Total number of dissatisfied respondents |
|-----------------|-----------------|-------------------------------------------|---------------------------------------------------|------------------------------------------|
| <b>FORCE</b>    | Burglary        | 47                                        | 0                                                 | 47                                       |
|                 | Violent         | 160                                       | 2                                                 | 162                                      |
|                 | Vehicle         | 85                                        | 6                                                 | 91                                       |
|                 | RTC             | 9                                         | 0                                                 | 9                                        |
|                 | Criminal damage | 48                                        | 0                                                 | 48                                       |
|                 | Racist          | 74                                        | 2                                                 | 76                                       |
|                 | <b>Overall</b>  | <b>423</b>                                | <b>10</b>                                         | <b>433</b>                               |
| <b>Western</b>  | Burglary        | 12                                        | 0                                                 | 12                                       |
|                 | Violent         | 40                                        | 0                                                 | 40                                       |
|                 | Vehicle         | 11                                        | 0                                                 | 11                                       |
|                 | RTC             | 4                                         | 0                                                 | 4                                        |
|                 | Criminal damage | 8                                         | 0                                                 | 8                                        |
|                 | Racist          | 8                                         | 0                                                 | 8                                        |
|                 | <b>Overall</b>  | <b>83</b>                                 | <b>0</b>                                          | <b>83</b>                                |
| <b>Northern</b> | Burglary        | 6                                         | 0                                                 | 6                                        |
|                 | Violent         | 17                                        | 0                                                 | 17                                       |
|                 | Vehicle         | 10                                        | 1                                                 | 11                                       |
|                 | RTC             | 2                                         | 0                                                 | 2                                        |
|                 | Criminal Damage | 1                                         | 0                                                 | 1                                        |
|                 | Racist          | 4                                         | 0                                                 | 4                                        |
|                 | <b>Overall</b>  | <b>40</b>                                 | <b>1</b>                                          | <b>41</b>                                |
| <b>Southern</b> | Burglary        | 7                                         | 0                                                 | 7                                        |
|                 | Violent         | 28                                        | 0                                                 | 28                                       |
|                 | Vehicle         | 14                                        | 0                                                 | 14                                       |
|                 | RTC             | 2                                         | 0                                                 | 2                                        |
|                 | Criminal damage | 10                                        | 0                                                 | 10                                       |
|                 | Racist          | 6                                         | 0                                                 | 6                                        |
|                 | <b>Overall</b>  | <b>67</b>                                 | <b>0</b>                                          | <b>67</b>                                |
| <b>Central</b>  | Burglary        | 6                                         | 0                                                 | 6                                        |
|                 | Violent         | 12                                        | 0                                                 | 12                                       |
|                 | Vehicle         | 12                                        | 0                                                 | 12                                       |
|                 | RTC             | 0                                         | 0                                                 | 0                                        |
|                 | Criminal damage | 7                                         | 0                                                 | 7                                        |
|                 | Racist          | 7                                         | 2                                                 | 9                                        |
|                 | <b>Overall</b>  | <b>44</b>                                 | <b>2</b>                                          | <b>46</b>                                |
| <b>Eastern</b>  | Burglary        | 9                                         | 0                                                 | 9                                        |
|                 | Violent         | 29                                        | 0                                                 | 29                                       |
|                 | Vehicle         | 17                                        | 0                                                 | 17                                       |
|                 | RTC             | 0                                         | 0                                                 | 0                                        |
|                 | Criminal damage | 9                                         | 0                                                 | 9                                        |
|                 | Racist          | 31                                        | 0                                                 | 31                                       |
|                 | <b>Overall</b>  | <b>95</b>                                 | <b>0</b>                                          | <b>95</b>                                |
| <b>Pennine</b>  | Burglary        | 7                                         | 0                                                 | 7                                        |
|                 | Violent         | 34                                        | 2                                                 | 36                                       |
|                 | Vehicle         | 21                                        | 5                                                 | 26                                       |
|                 | RTC             | 1                                         | 0                                                 | 1                                        |
|                 | Criminal damage | 13                                        | 0                                                 | 13                                       |
|                 | Racist          | 18                                        | 0                                                 | 18                                       |

|  |                |           |          |            |
|--|----------------|-----------|----------|------------|
|  | <b>Overall</b> | <b>94</b> | <b>7</b> | <b>101</b> |
|--|----------------|-----------|----------|------------|

**4. Measurement of Policing Pledge Commitments 1, 9 & 10:**

The user satisfaction questionnaire was revised in April 2009 in line with the commitments laid out in the Policing Pledge to allow monitoring of pledge commitments 1 (to be treated with dignity and respect and given fair access to services), 9 (to agree with victims the frequency and nature of updates), and 10 (to address dissatisfaction within 24 hours of it being reported). Tables below show data for April 09 to September 09.

**Pledge 1: Always treat people fairly with dignity and respect**

There are two statements relating to Pledge 1 and the results can be seen below. The question reads: 'Thinking about the attitude and manner of the police officers and other police staff you had contact with, do you think they....'

|                                           | Yes, fully | Yes, partly | No | Don't know/<br>can't remember |
|-------------------------------------------|------------|-------------|----|-------------------------------|
| Were fair in the way they dealt with you? | 88%        | 5%          | 6% | 1%                            |
| Treated you with respect?                 | 93%        | 4%          | 3% | 1%                            |

**Pledge 9: Keeping people informed**

When asked whether they negotiated with the police about how often they would be kept informed of the progress of their case 33% (504) of respondents stated that no updates were required and 4% (58) could not remember. Of the remaining 63% (963) who felt updates were required, 29% (279) said that they did negotiate with the police how often they should be updated and 71% (684) said that no negotiation took place.

99.6% (278) of respondents who negotiated about being kept informed were happy with the arrangements made and 92% (256) say the police kept to this arrangement. 8% (23) of respondents say that the police did not keep to the arrangement.

**Pledge 10: Ensure complaints and concerns are acknowledged within 24 hours**

Respondents who answer that they have been either fairly, very or completely dissatisfied with the overall service provided are asked whether they have previously mentioned their dissatisfaction and if so whether they are aware if anything has been done about it. 10% (155) of respondents overall said they were dissatisfied with the service received. Of those, 25% (43) claim to have mentioned their dissatisfaction on a prior occasion and 12% (5) of those respondents claim that they are aware of something being done about it, leaving 88% (38) who are not aware whether anything is being done or not.