



## **PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE**

**THURSDAY, 18 NOVEMBER 2010 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 Ian Dickinson on 01772 533462.

### **AGENDA**

#### **PART I (OPEN TO PRESS AND PUBLIC)**

**1 APOLOGIES FOR ABSENCE**

**2 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.

**3 MINUTES OF THE PREVIOUS MEETING**

The Minutes of the last Committee meeting are attached for confirmation.

**4 MATTERS ARISING**

#### **Items for Decision**

**5 VOLUNTEER SCHEMES**

A report detailing issues arising from the custody visits and animal welfare visits is attached.

**6 CONFIDENCE AND SATISFACTION REPORT**

The quarterly performance report on confidence and satisfaction.

## **7 COMPLAINTS ANALYSIS**

Part I of the analysis of complaints recorded/finalised between 1 April 2010 and 30 September 2010 is attached.

## **8 INSPECTION OF FINALISED COMPLAINTS**

Members have been asked to view files of complaints finalised between the 1 April and 30 September 2010. 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.

## **9 TAYLOR REFORMS IMPLEMENTATION UPDATE**

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

## **10 DATE OF NEXT MEETING**

The date of the next Committee is scheduled to be held at 1.30pm on Thursday 10 March 2011 at County Hall Preston.

## **11 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.

## **PART II**

### **12 LEGAL CLAIMS**

A report on legal issues affecting the Constabulary is attached.

### **13 REPORT ON A CIVIL CLAIM**

A report into an out of court settlement of a civil claim is attached.

### **REPORT TO FOLLOW**

**Miranda Carruthers-Watt**  
**CHIEF EXECUTIVE**



**Lancashire**  
**POLICE AUTHORITY**  
Your County, Your Police, Your Say

## **PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE**

**THURSDAY, 17 JUNE 2010 AT 1.00 PM**  
**AT CABINET ROOM C - COUNTY HALL**

### **MINUTES**

#### **PRESENT**

Councillor Gary Bell (Vice-Chair)  
Saima Afzal  
County Councillor William Cropper  
Frances Hendrix  
County Councillor Niki Penney

#### **IN ATTENDANCE**

DCC Chris Weigh  
T/ACC Andy Rhodes  
Ch Supt Graham Coulston-Herrmann  
Supt Martyn Leveridge  
Ms Julie Yates  
Mr Larry Weir

Lancashire Constabulary  
Lancashire Constabulary  
Professional Standards Department  
Professional Standards Department  
Professional Standards Department  
Corporate Services

#### **SECRETARIAT**

Mr Ian Dickinson  
Miss Lizzie Heath

#### **APOLOGIES**

Apologies for absence were presented on behalf of David Edmundson, County Councillor Tony Pimblett, Shazad Sarwar and Amanda Webster

#### **APPOINTMENT OF CHAIR AND VICE CHAIR**

01/10 RESOLVED: - That at its meeting of 26 May 2010, the Police Authority appointed Councillor Gary Bell and County Councillor Niki Penney as Chair and Vice-Chair of the Committee respectively for 2010/11.

## **MEMBERSHIP AND TERMS OF REFERENCE**

The Committee were presented with a report which detailed the Committee membership and terms of reference for 2010/11 along with the terms of reference of the Conduct Sub-Committee, Working Group and Senior Officer Conduct Sub-Committee.

Councillor Bell welcomed Detective Chief Superintendent Coulston-Hermann to the meeting and asked that his formal thanks be recorded for all the work Ms McGirr had put into the Committee before her retirement from the Authority in March. He also congratulated Miss Afzal on being awarded an MBE in the Queens Birthday Honours list.

Members noted that there was no change to the terms of reference. However, it was recommended that consideration should be given by the Police Authority at its next meeting on, the decision on whether or not to record a complaint against a senior officer be delegated to the Chief Executive in consultation with the Chair and Vice-Chair of the Committee to enable the Authority to adhere to the strict timescales.

02/10 RESOLVED:

1. That the report be noted.
2. That the Committee's gratitude for the work undertaken by Ms McGirr on behalf of the Authority, and the Professional Standards and Citizen Focus Committee in particular, be recorded.
3. That the Authority be recommended to amend the Scheme of Delegation, to allow the Chief Executive, in consultation with the Chair and Vice-Chair of the Committee, to decide whether a complaint against a senior officer should be recorded.

## **DECLARATION OF MEMBERS INTERESTS**

Members had no personal or prejudicial interests to declare regarding matters on the Agenda.

## **MINUTES OF THE PREVIOUS MEETING**

03/10 RESOLVED: That the Minutes of the last meeting held on 11 March 2010 be confirmed as a correct record and signed by the Chair.

## **MATTERS ARISING**

In respect of the Constabulary's Anti-social Behaviour Strategy (page 4 of the Minutes) T/ACC Rhodes tabled an update on matters concerning anti-social behaviour in Lancashire. The Force and the Safer Lancashire Board, a pan Lancashire multi agency board, had negotiated a set of standards for all partners to work to in respect of anti-social behaviour. A set of internal standards had also been developed and staff were in the process of being trained against these standards.

The Force had recently been inspected by HMIC relating to anti-social behaviour, and whilst the final report had yet to be published initial feedback was good. Members thanked the Constabulary for all the work they had undertaken in this area.

With regard to confidence (page 7 of the Minutes) T/ACC Rhodes tabled an update on the Confidence Campaign, which was starting on 12 July for 6 weeks across the Force and Members were invited to all the events which were being held. It was agreed that the report should be emailed to all Members for information.

T/ACC Rhodes also updated Members on the Custody Organisational Review. It was recommended that 6 Sergeant posts be removed and underused Fleetwood Custody Suite be removed, this would result in saving of £500,000. The Constabulary were aware of the importance of high standards in the custody arena; however, savings needed to be made across the Force.

04/10 RESOLVED: -

1. That the reports be noted.
2. That the finalised HMIC Inspection report be shared with Members when published.
3. That details of the Confidence Campaign be disseminated to all Members.

#### **POLICE AUTHORITY (PARTICULAR FUNCTIONS AND TRANSITIONAL PROVISIONS) (AMENDMENT) ORDER 2010**

The Committee was presented with a report on the new Police Authority (Particular Functions and Transitional Provisions) (Amendment) Order 2010. The Order related to complaints and stated that a police authority shall monitor complaints made to the force and shall intervene where it appears to the authority that the response of the force to such complaints was unsatisfactory.

Concern had been raised about the practical implications of police authorities intervening, and the implications this could have on the limited resources of the Chief Executive's Office.

05/10 RESOLVED:

1. That the report be noted.
2. That the Chair and Vice-Chair of the Committee to work with staff from the Chief Executive's Office and Constabulary to develop proposals to ensure the Police Authority compliance with the Order.

#### **NEW STATUTORY GUIDANCE FROM THE INDEPENDENT POLICE COMPLAINTS COMMISSION**

The Committee were presented a report on the new Statutory Guidance on the police complaints system, issued by the IPCC, which came into effect on 1 April 2010.

The report detailed the key differences in this Guidance to that it had superseded. One area was the duty to inform people about the new complaints system, particularly young people, about their right to complain.

Members considered a breakdown of the age groups of complainants in the last quarter and were asked if they felt there was a need to engage young people more, and if so, proposals for the best way to do this.

A Member suggested that the Constabulary use the neighbourhood policing teams that already had connections in schools to ask the question to young people. However, it was considered that those young people who had contact with the police, and more likely to complain, would not necessarily be in the school system and suggested that more work was done with the Youth Offending Teams.

Members felt that young people did have issues with the police but work was ongoing and they needed to be careful not to isolate complaints from engagement as a whole.

DCC Weigh stated that he thought it was an issue with engagement overall and young people feeling that their voices were being heard. The IPCC had the responsibility to inform the public of their right to complain but it was felt that the Be Exceptional campaign being run in Lancashire would help.

It was suggested that Mr Dickinson should sit down with the Authority's Head of Community Engagement to discuss further options; but the Constabulary were also doing a considerable amount of work in this area and this issue should be taken away for further work to look at ways to engage with out duplicating work. A report should be presented to the Young Persons Steering Group with the recommendations.

06/10 RESOLVED:

1. That the report be noted.
2. That officers of the Constabulary and Authority meet to discuss the best ways to engage with young people in general, and specifically around complaints, without duplicating work. Recommendations from this work should be presented to a future meeting of the Young Peoples Steering Group.

## **VOLUNTEER SCHEMES**

Members were presented with a summary of issues arising from the custody visits and animal welfare schemes. The main body of the visit reports were available for viewing on the website and the report was reporting on exception only.

Inspector Croll updated Members on the changes to the operating procedures used by Medacs. Lancashire had a joint contract with Cumbria, who had recently undertaken an inspection into their custody suites so any lessons learnt there had been picked up in Lancashire.

With regard to Skelmersdale Police Station, the Committee noted that a deep clean had been undertaken.

Councillor Gary Bell reported that he had attended the Volunteer Conference and it had been excellent.

07/10 RESOLVED: That the report be noted.

## **CONFIDENCE**

The Committee considered a report on the Constabulary's citizen focus and confidence results.

Mr Weir informed Members that the local confidence survey would no longer receive government funding

In respect of the single confidence target Lancashire's current position was 56%, which was above the target to be achieved by March 2010 of 55%.

A Member queried if the Constabulary had managed to close the satisfaction gap between white and BME users. In response T/ACC Rhodes reported that a lot of work had gone into this area and they were confident the service both groups of users received was very good. However, the expectations of victims differed on occasion which resulted in the differences in satisfaction. Furthermore, the low number of complaints from BME communities also had a disproportionate impact on the figures.

08/10 RESOLVED: That the report be noted.

## **COMPLAINTS ANALYSIS**

Members received an analysis of complaints recorded / finalised between 1 April and 31 March 2010.

The Constabulary sought to reassure Members that the trend in allegations, specifically Western Division, did not mean Lancashire was an uncivil police force. The Be Exceptional campaign had been launched in April and it was anticipated that the figures for the next quarter would show a decrease in the number of complaints. Complaints impacted on confidence and allowed the Constabulary to look at service and reassure the public. Monthly divisional senior management meetings were held, where they could talk through risks and discuss the use of interventions where necessary.

Members noted that Western Division appeared to be standing out with the number of complaints they were receiving, and requested that further analysis be undertaken. DCC Weigh agreed to present a report on this to the Committee's next meeting.

The Professional Standards Department Organisational Review had recently been completed and the Action Plan agreed, which would be delivered by March 2011. A number of the actions centred around the Taylor Reforms, with Taylor Teams being set up to work in divisions with a small group of admin staff to support them to enable issues to be resolved locally at the earliest opportunity. It was reported that this time next year, the department would look, and be operating, very differently to its current format. The Professional Standards Department would continue to investigate any Gross Misconduct issues.

DCC Weigh and the Professional Standards Department were very keen for a Member of the Committee to attend Professional Standards Quarterly Performance Review meetings. Since all Members of the Committee were not present, Miss Heath undertook to send an invitation to everyone after meeting and Members could nominate themselves if they were interested.

09/10 RESOLVED:

1. That the report be noted.
2. That a further report on the disproportionate number of complaints received in Western Division be brought to the next meeting of the Committee.
3. That an invitation be sent to all Members of the Committee requesting expressions of interest from Members who would like to represent the Authority at the Professional Standards QPRs.

### **COMPLAINTS AGAINST CIVILIAN DETENTION OFFICERS (CDOS)**

Members considered a report detailing the process for recording and monitoring complaints against Civilian Detention Officers.

Section 39 of the Police Reform Act allowed Chief Officers to designate non-police officers as detention officers and escort staff. Currently G4S are contracted to provide this function within the Custody sites in Lancashire. G4S undertook most investigations into complaints against their staff; however, if there was a criminal aspect Professional Standards would lead.

10/10 RESOLVED: That the report be noted.

### **INSPECTION OF FINALISED COMPLAINTS**

Members had viewed files of complaints finalised between 1 January and 31 April 2010. Members commented on the Constabulary's procedure for handling complaints in respect of the files they had viewed.

Members were satisfied that the procedures had been followed.

Discussions ensued as to whether the current process for dip-sampling was the most effective way for the Authority to discharge its duties. Members agreed that the current process could be improved and it was agreed that officers should come up with some recommendations on how to improve it.

11/10 RESOLVED:

1. That the report be noted.
2. That officers from the Chief Executive's Office's report to the next meeting of the Committee with proposals on how to improve the current dip-sampling procedures.

### **TAYLOR REFORMS IMPLEMENTATION UPDATE**

Mr Leveridge provided Members with a verbal update on the headline areas of work in respect of the Taylor Reforms. He undertook to email Members a copy of the report following the meeting.

11/10 RESOLVED:

1. That the report be noted.
2. That a copy of the report be emailed to Members following the meeting for information.

### **QUARTERLY PERFORMANCE BULLETIN**

The Committee considered statutory and local performance indicators in respect of matters pertaining to the Professional Standards and Citizen Focus Committee.

12/10 RESOLVED:

1. That the report be noted.
2. That Mr Weir be asked to review which Committee's considered each indicator within the bulletin to ensure the correct Committee's were monitoring the relevant indicators.

### **URGENT BUSINESS**

The following item of urgent business was considered under urgent business as agreed by the Chair.

A report on the findings of the Opinion survey (wave 22) Public Perceptions of the use of Stop and Account and Stop and Search Procedures was presented to the Committee.

DCC Weigh reported that the Constabulary had already undertaken to do a full review on the Forces' use of Stop and Search Powers and this was due to reported to the Improvement Scrutiny Group in September where it would be decided which Committee should consider the report in detail. Members suggested that following consideration by the Improvement Scrutiny Group that the Equality and Diversity Group should have opportunity to comment on any disproportionality and equality issues.

### **DATE OF NEXT MEETING**

13/10 RESOLVED: That it be noted that the next meeting of the Committee is scheduled for 2 September 2010, at County Hall, Preston.

### **EXCLUSION OF PRESS AND PUBLIC**

14/10 RESOLVED: That the press and public be excluded from the meeting during the 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 each item, and the public interest not to disclose it outweighed the public interest in disclosing it.

### **POLICE AUTHORITY UPDATE**

A verbal update was provided to the Committee on any matters relating the complaints against senior officers and Police Appeals Tribunals that have occurred since the last meeting.

15/10 RESOLVED: That the report be noted.

## **LEGAL CLAIMS**

The Committee considered a report detailing significant claims finalised since the last meeting.

16/10 RESOLVED: That the report be noted.

**MIRANDA CARRUTHERS-WATT**  
**CHIEF EXECUTIVE**

## PROFESSIONAL STANDARDS COMMITTEE

18 NOVEMBER 2010

### 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 2010 inclusive)

Panel	Designated Police Stations	Number of Visits
Central	Preston	14
Eastern	Greenbank	12
Northern	Fleetwood*	6
	Lancaster	14
Pennine	Burnley	10
Southern	Leyland	14
	Ormskirk**	4
	Skelmersdale	13
Western	Blackpool	12

\*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 1 April to 30 September 2010 inclusive and the panels have now formally signed off these reports. Copies of the reports are available for inspection on the Authority's website.

Most matters have been resolved locally with the PACE Inspectors. However, it is felt that one matter should be brought to the attention of the Divisional QPR.

There has been an issue around temperature at Lancaster Custody Suite within Northern Division for some time and the matter was reported to the Committee's meeting on the 19 November 2009. It was noted that 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 had requested Estates to look into the matter and a further report would be presented when the findings of Estates was known.

The temperature issue was raised as a general issue at the Committee's last meeting and it was noted that those instances were probably due to the significantly unusually severe weather conditions at the time across the whole of the County.

However, in Lancaster this has been a recurring issue since construction; the heating system seems unable to maintain a steady temperature for any length of time. Certain parts of the complex drop to a just legal, but uncomfortable, temperature on a regular basis. Regular temperature checks are carried out on closed cells with a digital thermometer to confirm that the cell air temperature does not drop below 17 degrees. At this temperature the legal requirement is met although the cell does feel chilly and it would be uncomfortable to be in for any length of time.

ICVs have now been reporting this issue for some time and it was hoped it would have been resolved by now.

HQ Estates Department have looked at the problem on a number of occasions and have tuned the building management system to improve it to its current position. No further work has been done on the system since.

ICVs have indicated that it would be appreciated if another review of the system could be done to try and stabilise the cell temperature in such a way as to maintain a steady temperature irrespective of outside air temperatures.

## **General issues**

- The Regional ICV Conference was held on the 18<sup>th</sup> September at Haydock Racecourse in Newton-le-Willows. The aim of the Conference was to raise awareness autism, self-harm Attention Deficit Hyperactivity Disorder (ADHD); and raise awareness of issues affecting the transgender community within custody and the subsequent impact on their families and the community in general. As well as Police Authority Members, ICVs and Constabulary representatives from Lancashire, Cumbria, Cheshire, Greater Manchester and Merseyside, representatives from Medacs, Child Action North West and G4S Custody Management and divisional staff.
- The Authority has held substantial recruitment campaigns this year and has introduced 15 new panel members across the County. All new Volunteers were interviewed by Mrs F Hendrix, JP and Mrs A Webster who commented on the extremely high calibre of applicants in this process.
- A new reporting form has been introduced into the Authority's Scheme with effect from the 1<sup>st</sup> July and although there were a few teething problems they were anticipated with a major change of this nature. ICVs are more comfortable with the form and have made positive feedback on the change. The tripartite procedure, ICVs-Authority-Constabulary, remains unchanged and currently works very well.

## **Animal Welfare Scheme**

Since the last meeting of the Committee, the Animal Welfare Volunteers have carried out 42 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 latest reporting period there have been a few incidents of minor injuries and ailments, which have received veterinarian attention. All are now fully recovered with the exception of the two horses referred to in the reports attached who are receiving ongoing treatment.

### Dog Training School

During the period April to September 2010 there have been a number of dogs with minor injuries and ailments, which have received veterinarian attention. All are now fully recovered.

## **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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**Visit Date:** 02/07/2010  
**Comment:** DA005796 - Unclear as to phone call being progressed. Custody staff informed (mother on way). DA005793 - He claimed to require medication. Medic's on site. Stated no medication required and no registered G.P DA005860 - Concerned re children being pickup from school. Custody staff aware of situation. DA005791 - Complained of feeling unwell. Medic examined him. Low staffing levels prohibits detainees exercise. All areas clean and tidy. Staff helpful (Cell 20 closed due to blocked sink)  
**Inspector Newton Comments:** *Mother was informed of d/ps detention in person by an officer because he could not supply a phone number for her. D/p was informed. DA005793/10 – D/p seen by MEDACS staff at 22:31hours (arrived in custody 21:25hours) D/p taken to hospital on advice of medics and returns with suitable medication fit to detain. DA005860/10 – D/p arrived in custody at 6pm, custody staff aware of concern for children and detention expedited – D/p released at 8:40pm. DA005791/10 – D/p complained of being unwell and received full medical examination within 90 minutes of arriving in custody – deemed fit to detain.*

**Visit Date:** 05/07/2010  
**Comment:** 5891 - Did not want to see us but ok seen through open door. 5902 - on interview, not seen. Toilet 13 not working.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 15/07/2010  
**Comment:** Observed A disruptive lady being booked in – very professional.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 22/07/2010  
**Comment:** 645B - Seen, (mental health issues). 6445 - Seen through hatch (Immigration case).  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 26/07/2010  
**Comment:** Fabulous. Very clean.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 06/08/2010  
**Comment:** All areas clean and tidy, staff helpful.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 13/08/2010  
**Comment:** DA007177 - Claimed one of the CDO's was 'short tempered' with him. (Detainee very agitated and anti-police). Waiting to be seen by Sgt. New paper suit required, blanket required. DA007188 - 12yr old - eating buttons on paper suit and his suit. Raised with CDO. DA007170 - Questioned phone call, requested yard exercise, asked for more food + drink. Raised with CDO. DA007155 - 15yr old - shredded suit. Raised with CDO. 2 juveniles eating buttons from paper suits + shredding paper suits.  
**Inspector Newton Comments:** *DA007177/10 – D/p was under influence of alcohol and cannabis when arrested. He was not given his rights due to being unfit and was uncooperative. DA007170/10 - D/p was drunk and under the influence of drugs and was not fit to be allowed in to the exercise yard. This would have posed a risk to the CDOs escorting him and himself. D/ps are not entitled to phone calls. DA007155/10 – Paper suit was issued because d/p had his clothes seized for forensic examination. Paper suits are standard issue but are easily ripped. They are designed to prevent uses as a ligature.*

**Visit Date:** 16/08/2010  
**Comment:** Everywhere smells lovely. I must come in the morning at cleaning time again.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 24/08/2010  
**Comment:** DA007609 - concerned about 6yr old child at home with brother. Arrived after meal time, drink requested. Sgt asked to check on child's welfare. DA007579 - Detainee visibly upset and unsure of custodial sentence. We suggested some exercise (if possible). Cell 27 - Dirty floor, graffiti on wall (new detainee in cell). Staff commented on limited choice of menu & calorific content, particularly for persons detained pending immigration enquires. Koran in-situ, but not kept at highest point.  
**Inspector Newton Comments:** *DA007609 – D/ps brother spoken with on phone regards release time and welfare of child. DA007579/10 – D/p charged with domestic burglary and remanded in custody for court – hence concern over a custodial sentence.*

**Visit Date:** 02/09/2010  
**Comment:** Medical room in use. All areas clean & tidy. Staff helpful.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 09/09/2010  
**Comment:** Cell 29 not very clean so the detainee would like a mop + bucket to clean up. The CDO tells us there are 2 cleaners but one is not very good. Doctor in attendance.  
**Inspector Newton Comments:** *D/ps would not be provided with equipment to clean cell for security reasons. CDOs and cleaners should clean cells routinely.*

**Visit Date:** 16/09/2010  
**Comment:** All areas clean & tidy. Staff helpful & friendly.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 24/09/2010  
**Comment:** Cells 2, 12 & 17 all in interview. Station busy, treated with usual courtesy.  
**Inspector Newton Comments:** *Noted*

**Visit Date:** 28/09/2010  
**Comment:** DA008702 - Not notified of rights because he was drunk. Commented he had not been seen by MEDACS & needed more liquids. CDO showed up his record and he had seen MEDACS and liquid was provided. Sink blocked in Cell 20. CDO aware of situation/cell closed. Would request introduction to detainees need addressing. CDOs request a crib sheet.  
**Inspector Newton Comments:** *Noted*

# Independent Custody Visiting Scheme July to September 2010 Eastern Panel

Date	Day	Arrival	Admission	Departure	Station	I.C.V. (1)	I.C.V. (2)	Escorting Officer	Supervisory Officer	No. Detained	Juveniles	Visited	Observed
01/07/10	Thu	18.00	18.35	19.30	Greenbank	P Newman	P Keeley	CDO10627	PS827	14	3	4	1
05/07/10	Mon	9.55	10.00	Not given	Greenbank	J Waring	E Taylor	CDO22103	PS1492	12	1	10	2
15/07/10	Thu	18.30	18.30	19.00	Greenbank	S Maw	G Barlow	CDO22102	PS1492	9	0	7	2
19/07/10	Mon	18.10	18.10	Not given	Greenbank	P Newman	B Fenton	CDO22100	J Yates	4	0	2	1
06/08/10	Fri	17.55	17.55	18.30	Greenbank	P Newman	B Yates	CDO22103	Signature unclear	7	5	2	5
19/08/10	Thu	14.56	14.57	16.00	Greenbank	S Maw	B Fenton	CDO12192	PS1492	9	0	6	2
28/08/10	Sat	10.45	10.45	12.00	Greenbank	B Yates	E Taylor	R McNulty	PS827	7	1	10	7
02/09/10	Thu	18.00	18.00	18.45	Greenbank	B Yates	P Newman	CDO Walker	PS2711	6	0	3	3
09/09/10	Thu	18.30	18.30	19.30	Greenbank	P Keeley	G Barlow	CDO10597	Signature unclear	5	0	4	1
16/09/10	Thu	9.20	Not given	Not given	Greenbank	J Waring	P Keeley	CDO12584	No Signature	2	2	2	2
23/09/10	Thu	19.00	19.00	20.30	Greenbank	B Yates	S Maw	CDO12490	PS1312	6	0	4	2
30/09/10	Thu	18.30	18.30	19.45	Greenbank	P Newman	E Taylor	CDO12192	PS903	15	3	11	2
<b>TOTALS</b>										<b>94</b>	<b>63</b>	<b>28</b>	<b>28</b>

Detainees & Custody Suite	Standard of Custody Suite		Support Available
	Y	N	
Replacement clothing	Y	Y	
Bedding	Y	Y	
Special dietary needs	X	Y	
No other issues raised	Y	Y	
8 hours rest in 24	Y	Y	
Offered food & drink	Y	Y	
Adequate exercise received	Y	X	
Medical issues/Risk Ass. Attended to	Y	Y	
Received visits	Y	Y	
Had someone informed	Y	X	
Treated reasonably	Y	Y	
Been offered legal advice	Y	Y	
Notified of their rights	Y	X	
Cells clean	Y	Y	
All areas clean & tidy	Y	Y	
Reasonable temperature	Y	Y	
Reasonable ventilation	Y	Y	
Alarms/CCTV working	Y	Y	
Adequate lighting	Y	Y	
Toilets working	X	Y	
Legal Aid notices display	Y	X	
Ligature knife/defibrillator	Y	Y	
Medical room locked	Y	Y	
Non-English speakers			Y
Juveniles			Y
Disabilities			
Faith			
Other comments			

Total Detainees in Custody	No of Detainees Visited	%	No of Detainees Seen	%	Total Seen & Visited (%)
94	63	67.0	28	29.8	96.8

Station Visited	Number of Station Visits
Greenbank (Blackburn)	12

ICV Name	Last Visit (up to 30 Sep 2010)	Number of Visits This Period	Days Visited	Panel Visiting Times
Graham Barlow	09 September 2010	2	Monday	06:00 - 12:00
Brenda Fenton	19 August 2010	2	Tuesday	12:00 - 18:00
Pat Keeley	16 September 2010	3	Wednesday	18:00 - 24:00
Sheila Maw	23 September 2010	3	Thursday	24:00 - 06:00
Paul Newman	16 September 2010	5	Friday	
Dilip Parmar	-	0	Saturday	
Ernie Taylor	30 September 2010	3	Sunday	
Jackie Waring	16 September 2010	2		
Brian Yates	23 September 2010	4		

**Visit Date:** 01/07/2010  
**Comment:** Still waiting for plastic bin for kitchen. Existing metal bin not suitable for food prep area. There appears to be a burst pipe in the toilet of medical room  
**Inspector Thackeray-Scott Comments:** *There will be no plastic bin in the kitchen as per last 2 panel meetings; due to volume and potential vermin issues a metal bin must be used.*

**Visit Date:** 05/07/2010  
**Comment:** 007501 - On methadone prog wanted to see nurse. Has completed hours reg for medication to be given referred nurse.  
**Inspector Thackeray-Scott Comments:** *Appears to be no issues, Legal Aid posters are displayed in several locations.*

**Visit Date:** 15/07/2010  
**Comment:** EA7970110 - Cell B3 Going to Rotherham, EA7976410 - Be in court 16.07.10 Book fresh air, EA, - Cell C1 drunk seen, Cell D5 - Asleep. 7942 Mother to be informed.  
**Inspector Thackeray-Scott Comments:** *Appears to be no issues.*

**Visit Date:** 06/08/2010  
**Comment:** Cabinet that contains the key for the secure cabinet was unlocked. Was subsequently secured by the escort.  
**Inspector Thackeray-Scott Comments:** *No issues.*

**Visit Date:** 19/08/2010  
**Comment:** EA009505/10 - Said he'd been detained for 15hrs and hadn't seen a doctor - said family hadn't been informed. Had been seen by doctor just before our visit. Custody Record checked & sister had been telephoned. 2 cells closed - clients vomited. Peculiar smells noticed in some cells on right hand side. Koran in place - kitchen clean & well stocked.  
**Inspector Thackeray-Scott Comments:** *Unclear of issues, there are legal aid posters displayed in several locations.*

**Visit Date:** 28/08/2010  
**Comment:** 9840 - He said he had been put in a dirty cell by the night shift. There were 5 used plastic cups near the toilet. He said they were not his. There was dirt near toilet. Custody staff informed. 9839 - He was very angry. He was concerned that his wife had not been told. He said he had been treated badly by the night shift and had been refused a blanket. Custody Record seen. His wife had been informed. When we saw him he had no blanket. We advised him to make a complaint when he was released at the enquiry office, if he wished. 9849 - She complained of being PAVA sprayed. No apparent problem observed. Staff aware. A custody staff were busy but very courteous and helpful on escort. 1. Ligature knife seen 2. Defibulator green light seen 3. Kitchen/Medical Room in good order 4. Bible/Koran seen 5 Ramadan times list seen. 2 Halal choices only plus cornflakes.  
**Inspector Thackeray-Scott Comments:** *There are 2 vegetarian choices plus cornflakes, also some of the meat choices are marked as Halal and can be given although most Muslim d/p's choose to err on the side of caution.*

**Visit Date:** 02/09/2010  
**Comment:** 10034 - He wanted shower, phone call, said toilet was dirty. Shower - no male staff available, phone call - staff busy, toilet - he was moved to C7. 10060 - She had mental issues. She was observed through hatch. 10048 - Did not wish to see us. Observed through hatch, wanted glass of water. Water provided. 10059 Drunk - seen through hatch. There were no suicide suits available. All staff were helpful & courteous.  
**Inspector Thackeray-Scott Comments:** *Suicide suits either in use or being laundered. There is a stock of replacement clothing.*

**Visit Date:** 09/09/2010  
**Comment:** EAO10307/10 - Seen drunk asleep. EAO10299/10 - wash & prayer mat and meal at specified time. 9 suicide tops, 3 bottoms. Medical room not locked.  
**Inspector Thackeray-Scott Comments:** *Staff reminded re keeping medical room locked.*

**Visit Date:** 16/09/2010  
**Comment:** CDO Dawn unable to get print off with numbers. Kitchen tidy/Escorting Officer very informative.  
**Inspector Thackeray-Scott Comments:** *No issues*

**Visit Date:** 23/09/2010  
**Comment:** 10764/OB1 - He was concerned that he had no clothes for court. Custody Sgt. Informed. 10792/E6 - He said that he had drug withdrawal symptoms. He said he had pain in all his limbs, joints & head. Asked for medical help. Wanted extra blankets. Custody Sgt. informed - Blanket supplied. Medacs contacted. All the staff were helpful and courteous including our escort.  
**Inspector Thackeray-Scott Comments:** *No issues*

**Visit Date:** 30/09/2010  
**Comment:** 11107 E6 - Self harm, punched right hand against door. Medical staff informed. 11102 E5 - Immigration case, seemed ok. 11117 E2 - Had not been offered food or drink because he had only recently arrived. Lights in DNA storeroom have not been working for the last 5 weeks! Now repaired.

# Independent Custody Visiting Scheme July to September 2010 Northern Panel

Date	Day	Arrival	Admission	Departure	Station	I.C.V. (1)	I.C.V. (2)	Escorting Officer	Supervisory Officer	No. Detained	Juveniles	Visited	Observed
06/07/10	Tue	10.35	10.35	11.15	Lancaster	T Mozley	B Barton	COO11671	PS6336	8		5	1
13/07/10	Tue	10.30	10.32	11.45	Lancaster	M Ostermeyer	A O'Neill	COO10841	Signature unclear	16		9	5
18/07/10	Sat	16.00	16.02	16.30	Lancaster	M Ostermeyer	R Droby	COO10502	Signature unclear	5		2	2
20/07/10	Tue	18.35	18.35	18.50	Fleetwood	P Siddall	B Palmer	PS1033	PS1033	1		1	
21/07/10	Wed	20.15	20.15	20.50	Lancaster	J Kirkman	L Wilson	COO14002	Signature unclear	2		2	
27/07/10	Tue	17.00	17.00	17.15	Fleetwood	M Smith	C Potter	COO22025	PS1353	2		1	
28/07/10	Wed	15.30	15.30	Not given	Lancaster	B Barton	J Kirkman R Droby (Shadowing)	COO10841	PS3378	5		2	2
05/08/10	Thu	10.30	10.30	11.10	Lancaster	T Mozley	A O'Neill	COO14002	PS3690	4		4	
10/08/10	Tue	18.25	18.30	Not given	Lancaster	L Wilson	B Barton R Droby (Shadowing)	COO10322	PS6336	7		3	1
12/08/10	Thu	18.00	18.00	18.12	Fleetwood	P Siddall	A Campbell	COO22025	PS1553	2			
17/08/10	Tue	13.30	13.31	14.10	Lancaster	A O'Neill	J Kirkman	PS3690	No Signature	3		2	
22/08/10	Sun	18.00	18.00	18.15	Fleetwood	P Siddall	A Campbell	COO22026	Signature unclear	3		3	
25/08/10	Wed	9.55	10.00	10.45	Lancaster	T Mozley	L Wilson	COO22734	PS2482	7		6	1
02/09/10	Thu	13.15	13.15	14.10	Lancaster	J Kirkman	B Barton	No Signature	Signature unclear	7		6	1
02/09/10	Thu	18.30	18.40	19.05	Fleetwood	T Mozley	K McGuire	COO11671	PS2117	3		2	
09/09/10	Thu	20.00	20.00	20.20	Lancaster	J Kirkman	M Ostermeyer A Dawson (Shadowing)	COO14002	Signature unclear	3		3	0
15/09/10	Wed	10.20	10.21	10.50	Lancaster	A O'Neill	B Barton	COO10899	PS3690	4		3	1
24/09/10	Fri	10.35	10.35	11.30	Lancaster	T Mozley	M Ostermeyer	COO22862	Signature unclear	11		7	2
26/09/10	Sun	9.55	10.10	10.30	Fleetwood	T Mozley	O McGuire	No Signature	PS6309	8		1	3
29/09/10	Wed	10.30	10.32	11.10	Lancaster	L Wilson	B Barton	COO22862	PS5369	9		4	5
<b>TOTALS</b>										<b>110</b>		<b>65</b>	<b>25</b>

ICV Name	Last Visit (up to 30 Sep 2010)	Number of Visits This Period	Days Visited	Panel Visiting Times
Amanda Campbell*	22 August 2010	2	Monday	06:00 - 12:00
Barbara Barton	29 September 2010	6	Tuesday	12:00 - 18:00
Anna Dawson	09 September 2010	1	Wednesday	18:00 - 24:00
Sheila Denwood	-	0	Thursday	24:00 - 06:00
Robert Droby	10 August 2010	3	Friday	
Janie Kirkman	09 September 2010	5	Saturday	
Kim McGuire*	02 September 2010	1	Saturday	
Owen McGuire*	26 September 2010	1		
Tony Mozley	26 September 2010	6		
Alan O'Neill	15 September 2010	4		
Malcolm Ostermeyer	24 September 2010	4		
Beverley Palmer*	20 July 2010	1		
Cynthia Potter*	27 July 2010	1		
Paul Siddall*	22 August 2010	3		
Michael Smith*	27 July 2010	1		
Len Wilson	29 September 2010	4		

Station Visited	Number of Station Visits	Station Visited	Number of Station Visits
Lancaster	14	Fleetwood	6

Total Detainees in Custody	No of Detainees Visited	%	No of Detainees Seen	%	Total Seen & Visited (%)
110	65	59.1	25	22.7	81.8

\*Western ICVs visit Fleetwood Custody for geographical reasons

**Visit Date:** 06/07/2010  
**Comment:** BA3866/10 - was concerned that he had not received his blood pressures pill. Escorting officer very helpful. Custody Officers Comments - BA3866/10 - given meds @ 11.35 by CDO22026

**Visit Date:** 13/07/2010  
**Comment:** 16 Detainees in, two police three guards - totally overworked, unable to provide escort for entire visit - required for duties. Two or three detainees said they were cold.  
**Inspector Hayes Comments:** *regarding temperature, PS Hamlett has continued to monitor cell temperatures and found the only time there was an issue was when the exercise doors had been left open for fresh air, This will cease to happen as the outside temperature drops, custody staff have also been informed to consider this.*

**Visit Date:** 16/07/2010  
**Comment:** BA004106/10 - Detainee had learning difficulties; Ap.Adult on way also detainee is diabetic - has no tablets - not sure if Custody Sgt. aware of this.  
**Inspector Hayes Comments:** *Did the ICVs pass this information on to the custody staff? The DP may not have told them and it's vital that this sort of information is shared.*

**Visit Date:** 20/07/2010  
**Comment:** Cell 4 paper stuck to CCTV in cell.  
**Inspector Hayes Comments:** *cell cleaned*

**Visit Date:** 21/07/2010  
**Comment:** BA004249 - has had his trousers removed + requested their return. Spoke to officer. BA004248 - hungry wanted more food + requested & received a blanket. Drunk. A black eye which he insisted a police officer had caused. On medication. Waiting for solicitor. Spoke to officer in charge - said it was an accident in the street. Kitchen. Low in choice of meals, just lamb / tuna & veg. 4 cells waiting to be cleared & cleaned.  
**Inspector Hayes Comments:** *Noted - stock issuing is becoming an issue for us as Facilities try to minimise stock levels to even out expenditure.*

**Visit Date:** 27/07/2010  
**Comment:** BJ00466 - viewed through hatch. He was very drunk.  
**Inspector Hayes Comments:** *Noted*

**Visit Date:** 28/07/2010  
**Comment:** BA004422/10 - in heavy sleep due to drugs? Tried to be aroused by CDO - was breathing. BA004401/10 - cold during night. BA004423/10 - she had medical issues, surprised escorting officer did not have a ligature knife. Kitchen - food choices very low, only 2 tuna & 21 lamb hotpots available. Only half packet of Rice Crispies. Milk in the fridge low. Had a complaint from escorting officer about lack of ventilation - temperature got to 26° very airless when we visited?  
**Custody Officers Comments:** *Ligature knife issues immediately resolved by self.*  
**Inspector Hayes Comments:** *Noted - temperature and fresh air issues are in conflict and normally a matter of personal opinion and choice. I suspect that people will never be satisfied but all measurement so far state temperatures within bounds. All staff reminded to ensure they carry ligature knife.*

**Visit Date:** 05/08/2010  
**Comment:** BA4598 Cell 15 - D.P. has been sick in and over toilet. DP moved to another cell and cleaner came to clean toilet. BA4599 Cell 16 - D.P. states he has 'epilepsy' - concern re tablets CDO immediately advised need to contact MEDACS. CDO very helpful.

**Visit Date:** 10/08/2010  
**Comment:** BA004723/10 - now requires solicitor. Now wishes to see doctor. Requires blanket. BA004728/10 - too drunk, awaiting to sober up. BA004730/10 - unable to fully understand. Awaiting translator. Kitchen - very low in food. Only vegetarian & tuna pasta. Everywhere clean & tidy. Escorting officer very good & helpful.  
**Inspector Hayes Comments:** *Noted see above re ordering issues.*

**Visit Date:** 17/08/2010  
**Comment:** Only 1 box of Weetabix available. No other kitchen available, 2 detainees on extended hours. 1. Toilet roof leaking again 2. Clinical bin nurses. Doctors room full to the brim with rubbish left from yesterday 3. Shower - water leaks out into passageway after use.  
**Inspector Hayes Comments:** *Noted disabled toilet regularly reported to facilities and proving very difficult to trace, Medacs advised, again, re clinical waste, Staff advised to mop floor if any overflow from shower. Whenever we test it the water remains within the shower area.*

**Visit Date:** 22/08/2010  
**Comment:** Medical Room unlocked after visit by nurse. Medical Room door locked immediately by CDO. CDO22026 Mulryan very helpful.  
**Inspector Hayes Comments:** *cell cleaned*

**Visit Date:** 25/08/2010  
**Comment:** CDO very helpful. Food well stocked.  
**Inspector Hayes Comments:** *cell cleaned*

**Visit Date:** 02/09/2010  
**Comment:** BA005243/10 - really cold overnight, a draft came in under the door - being on a dropped bench - he felt it. BA005241/10 - no food offered - this was produced within 5 minutes and declined! Did not sleep due to her lights being switched on every hour & was cold, as her fleece had been removed from her. Asked about the shower and saw how it floods after a short period of time - really not safe to walk about in.  
**Inspector Hayes Comments:** *Noted.*

**Visit Date:** 09/09/2010  
**Comment:** All in order, all clean, custody staff helpful.  
**Inspector Hayes Comments:** *Noted*

**Visit Date:** 15/09/2010  
**Comment:** B9005515 - worried about having nowhere to go after his release from here. Kitchen - full stock, all up to date. Medical Room - clean. Bedding Store - fully stocked.  
**Inspector Hayes Comments:** *Noted*

**Visit Date:** 24/09/2010  
**Comment:** 5698/10 - Cell 19 was concerned that his phone was missing and thus the numbers for contacting people. Checked CR, no phone listed under property.  
**Custody Officer Comment:** *D/P did not have a phone when brought into custody.*  
**Inspector Hayes Comments:** *Noted*

**Visit Date:** 26/09/2010  
**Comment:** Only 5 blankets in store, delivery not expected until Wednesday.  
**Custody Officer Comments:** *Insp 6176 telephoned Lancaster Custody to arrange spare blankets to be brought to Fleetwood on return.*  
**Inspector Hayes Comments:** *Noted*

# Independent Custody Visiting Scheme July to September 2010 Pennine Panel

Date	Day	Arrival	Admission	Departure	Station	I.C.V. (1)	I.C.V. (2)	Escorting Officer	Supervisory Officer
02/07/10	Fri	17.00	17.05	18.10	Burnley	M Blomeley	E Brignall	CDO13268	Signature unclear
16/07/10	Fri	15.00	15.30	15.30	Burnley	J Hawkins	A Whitlock	No Signature	PS2109
30/07/10	Fri	14.00	14.20	16.00	Burnley	A Whitlock	J Hawkins	CDO12985	PS3372
04/08/10	Wed	10.05	10.05		Burnley	J Wang	J Hawkins	CDO22145	PS3372
18/08/10	Wed	10.10	10.10	11.30	Burnley	A Whitlock	E Taylor	CDO13268	PS1453
26/08/10	Thu	11.00	11.00		Burnley	G Barlow	E Brignall	CDO13304	PS1502
01/09/10	Wed	9.25	9.25	9.45	Burnley	J Wang	M Blomeley	CDO13268	PS1079
09/09/10	Thu	19.40	19.40	20.45	Burnley	A Whitlock	C Martin	CDO12645	Signature unclear
14/09/10	Tue	7.00	7.00	7.45	Burnley	J Hawkins	M Blomeley	CDO12541	PS247
22/09/10	Wed	18.55		19.55	Burnley	J Wang	G Barlow D Bennett (Shadowing)	CDO13882	PS3372

**TOTALS**      124      61      42

Detainees & Custody Suite		Standard of Custody Suite		Support Available	
Replacement clothing	X	Y	Y	Y	Y
Bedding	Y	Y	Y	Y	Y
Special dietary needs	X	Y	Y	Y	Y
No other issues raised	X	Y	Y	Y	Y
8 hours rest in 24	-	Y	Y	Y	Y
Offered food & drink	Y	Y	Y	Y	Y
Adequate exercise received	X	Y	Y	Y	Y
Medical issues/Risk Ass. Attended to	X	Y	Y	Y	Y
Received visits	-	Y	Y	Y	Y
Had someone informed	X	Y	Y	Y	Y
Treated reasonably	Y	Y	Y	Y	Y
Been offered legal advice	Y	Y	Y	Y	Y
Notified of their rights	Y	Y	Y	Y	Y
Cells clean	Y	Y	Y	Y	Y
All areas clean & tidy	X	Y	Y	Y	Y
Reasonable temperature	X	Y	Y	Y	Y
Reasonable ventilation	X	Y	Y	Y	Y
Alarms/CCTV working	Y	Y	Y	Y	Y
Adequate lighting	Y	Y	Y	Y	Y
Toilets working	Y	Y	Y	Y	Y
Legal Aid notices display	Y	Y	Y	Y	Y
Ligature knife/defibrillator	Y	Y	Y	Y	Y
Medical room locked	Y	Y	Y	Y	Y
Non-English speakers	Y	Y	Y	Y	Y
Juveniles	X	Y	Y	Y	Y
Disabilities	X	Y	Y	Y	Y
Faith	X	Y	Y	Y	Y
Other comments					

ICV Name	Last Visit (up to 30 Sep 2010)	Number of Visits This Period	Days Visited	Panel Visiting Times
Naheed Ashraf	-	0	Monday	06:00 - 12:00
Graham Barlow	22 September 2010	2	Tuesday	12:00 - 18:00
Daniel Bennett (new)	22 September 2010	1 (Shadowing)	Wednesday	18:00 - 24:00
Michael Blomeley	14 September 2010	3	Thursday	24:00 - 06:00
Elaine Brignall	26 August 2010	2	Friday	
Joan Hawkins	14 September 2010	4	Saturday	
Christopher Martin	09 September 2010	1	Sunday	
Ernie Taylor	18 August 2010	1		
Jackie Wang	22 September 2010	3		
A Whitlock	09 September 2010	4		

Total Detainees in Custody	No of Detainees Visited	%	No of Detainees Seen	%	Total Seen & Visited (%)
124	61	49.2	42	33.9	83.1

Station Visited	Number of Station Visits
Burnley	10

**Visit Date:** 02/07/2010

**Comment:** FA006271/10 - Cell 1 Observed only, detainee wouldn't see us. FA006317/10 - Cell 4 Observed only, detainee wouldn't see us. FA006316/10 - Cell 6 Observed only, detainee wouldn't see us. FA006263/10 - Cell 12 Observed only, detainee held as illegal immigrant. Can't speak English. FA006320/10 - Cell 17 Observed only, detainee wouldn't see us. FA006262/10 - Cell 18 Observed only, detainee held as illegal immigrant. Can't speak English. FA006324/10 - Cell 19 Observed only, detainee just arrived. Did not want to see us. Cell 20 - Observed only, detainee did not want to see us. Custody No. 006323 - Cell 7/006313 - DR3 On interview.  
**Inspector 2038 Crorcken:** *Comments noted, no issues of concern raised.*

**Visit Date:** 16/07/2010

**Comment:** FA006902 - Requested blanket, officer immediately got one. FA006904/10 - Being assessed by mental health team . Returned to ask if he wished to see us. Everything quiet. No Concerns.  
**Inspector 2038 Crorcken:** *Comments noted, no issues of concern.*

**Visit Date:** 30/07/2010

**Comment:** 7442 - Ok asked for drink, we asked CDO to give him a drink. 7441 - Was making complaint against the officer who had been trying to arrest him at home, even though he works away. Several visits from the police even though informed of above. Told children frightened by visits. Looked at C.R. nothing happening as yet, initially refused solicitor then because no action requested one. Asked why there was a delay - Sgt couldn't tell us. Sgt looked at C.R. and feels he has been left, as station was busy & processing other detainees. Detainee not seen again by ICV as intended. 7450 - Awaiting medication from mental health team, will be in cells O/N. 7446 - Said he was not offered food, asked for drink which was given by CDO but no record of food mentioned on C.R. Is on C.R. is stamped on. 7418 - Disabled male on crutches, cannot sit, has problems lying on bed in cell due to his height. Arrested drunk on 29/07/10 at 18.45 - rights not signed as at 15.30 30/07/10. Requested friend informed of arrest. At 16.00, being finger printed & rights given. CDO - Someone rang about him a.m. Escort helpful, custody busy, no cleanliness issues.  
**Custody Officer Comments:** Above noted. Reasons re. delay in dealing with 7441 appear to be delay on part of CRT identifying an officer to deal due to being tied up with other detainees.

**Inspector 2038 Crorcken:** *7450 - D/p did not require any meds and was deemed fit to deal with. Was taken to court next day. 7441 - appeared to be issue with CRT identifying officer to deal, dp eventually released nfa 7446 - ICV visit was 1.5 hours after d/p detained hence why he wouldn't have been given food/drink however he was offered food within 4.5 hours of detention (ie teatime) but refused both food and drink. 7418 - d/p was provided assistance when requested and staff fully looked after his needs.*

**Visit Date:** 04/08/2010

**Comment:** 7641 - Said on meds, needed 3 x day. On arrest stated not needed. Due to be charged. If need be Medacs. 7649 - Said on meds, not known what for Paranoia. Medacs to be informed. Some refusals, kitchen ok, Koran, defib, etc. med room in use but seen. Escorting officer very good. Custody Officer Comments: Above noted and will be actioned appropriately.  
**Inspector 2038 Crorcken:** *Thank you for your comments re escorting officer, 7641 - no requirement for him to see medacs released nfa the following day.*

**Visit Date:** 18/08/2010

**Comment:** 8237 - No concerns re detainee. Toilet dirty, asked about cleaning and there seems to be problems again. 8216 - Needed asthma spray & it was given. Dehydrated. Officer giving water regularly. 8240 - No concerns. 8235 - No concerns. 8242 - No concerns. 8243/10 - Not happy re camera but identified as SEL. 8233 - No concerns. 8234 - No concerns. 8236 No concerns - worried about length of stay, as children being looked after by someone else. Problem with cell cleaning as cleaners attending when cells are all occupied. Cell 16 toilet very dirty. Detainees had no complaints. Escort polite & helpful. Ramadan list in office re times of fast.  
**Inspector 2038 Crorcken:** *In respect of the cleaning, cleaners do attend regularly and make every effort to clean all cells. If cells are occupied and there is no space to move the d/p's this can cause issues. Highlighted to facilities manager.*

**Visit Date:** 26/08/2010

**Comment:** FA008527/10 - Said custody staff treated her very well.  
**Inspector 2038 Crorcken:** *Noted, thanks.*

**Visit Date:** 01/09/2010

**Comment:** No issues raised - Escort staff very helpful.  
**Inspector 2038 Crorcken:** *Noted thanks.*

**Visit Date:** 09/09/2010

**Comment:** FA009030 - Had not been given usual dose of Diazepam but checked CR + Doctor had not prescribed. FA009068 - Wanted blanket and was just about to breach fast for Ramada. Asked Escort for blanket as other CDO was taking food & drink to other (detainees?) FA009040 - Asthmatic, wanted to ring someone. CR seen had been given spray & had rung father but not in. FA009047 - Wanted to see doctor felt ignored, CR seen - doctor had left without seeing him. Escort told him he would see nurse. Seen promptly, escorted professionally  
**Inspector 2038 Crorcken:** *9030 - Dp given medication later in evening prescribed by doctor. 9047 - d/p seen by doctor later on but no meds required.comments re staff noted,9068 - d/p provided with meal and blanket. Comments re staff noted thanks.*

**Visit Date:** 14/09/2010

**Comment:** FA009263/10 - Not had rights or family yet informed. Questioned the custody officer - why? 9268/10 - Complained of cold. Chose to use blanket as pillow. 9249/10 - Wanted doctor, wife to be informed and the Code of Practice book. Nurse on way, Code of Practice book given and wife informed after property search. 9261/10 - Complained of cold, given blanket. Sergeant & Custody Staff helpful.  
**Inspector 2038 Crorcken:** *9263 - d/p given rights they were delayed due to his drunkenness, comments re staff noted thanks.*

**Visit Date:** 22/09/2010

**Comment:** FA009590/10 - On meds. Alcohollic - wanted food & blankets. Officer said no food as detainee very drunk and on bubble. Kitchen, Med. Room ok, Koran in place, Defib, green light, custody too busy, so visited at random. Lig. Knife in place. Escorting officer very helpful. D Bennett (new ICV) observed.  
**Inspector 2038 Crorcken:** *9590 - dp not provided with food due to drunkenness. comments noted.*

# Independent Custody Visiting Scheme July to September 2010 Southern Panel

Date	Day	Arrival	Admission	Departure	Station	I.C.V. (1)	I.C.V. (2)	Escorting Officer	Supervisory Officer	No. Detained	Juveniles	Visited	Observed
02/07/10	Fri	15.00		15.15	Ormskirk	U Dickinson		No Signature	PS977	6	0	0	3
02/07/10	Fri	10.30	10.30	11.10	Leyland	C Cox	G Lawton	ODO12484	Signature unclear	5	2	2	2
05/07/10	Mon	13.45	13.50	14.20	Skelmersdale	B Walker	C Cox	ODO12600	PS2141	4	2	2	2
05/07/10	Mon	18.30	18.30	18.55	Leyland	G Lawton	S Wells	ODO12033	PS2434	1	0	0	1
12/07/10	Mon	14.00	14.03	14.20	Leyland	C Clark	S Morement	ODO12334	No Signature	1	0	0	1
13/07/10	Tue	10.30	10.30	11.05	Skelmersdale	S Wells	P Bottoms	ODO12606	Signature unclear	1	0	0	1
19/07/10	Mon	19.30	19.30	20.00	Skelmersdale	D Lawrenson	C Cox	No Signature	N Selby	4	2	1	3
22/07/10	Thu	17.00		17.35	Leyland	P Bottoms	J Dobson	ODO12315	PS2434	0	0	0	0
27/07/10	Tue	18.30	18.33	19.00	Leyland	H Archer	B Walker	ODO13603	PS801	5	0	4	1
28/07/10	Wed	18.25	18.25	18.45	Skelmersdale	D Lawrenson	T Henry	No Signature	Signature unclear	2	1	3	1
31/07/10	Sat	13.10	13.10	13.25	Ormskirk	J Dobson		ODO10031	No Signature	0	0	0	0
03/08/10	Tue	15.00	15.00	15.15	Leyland	C Clark	U Dickinson	ODO 10943	No Signature	5	0	4	1
07/08/10	Sat	10.30	10.35	10.55	Skelmersdale	P Bottoms	S Morement	No Signature	PS2030	2	1	1	1
11/08/10	Wed	10.30	10.35	10.55	Skelmersdale	B Walker	D Lawrenson	No Signature	PS3640	4	1	3	3
11/08/10	Wed	16.35	16.35	17.15	Leyland	U Dickinson	J Dobson	No Signature	PS2378	5	1	1	3
17/08/10	Tue	10.30	10.33	11.05	Leyland	S Wells	C Cox	ODO11149	Signature unclear	0	0	0	0
18/08/10	Wed	15.00	15.00	15.15	Skelmersdale	U Dickinson	S Morement	ODO12621	No Signature	4	4	4	4
23/08/10	Mon	15.00	15.00	15.45	Leyland	D Lawrenson	C Clark	No Signature	PS1120	3	0	0	3
26/08/10	Thu	18.40	18.40	19.30	Skelmersdale	G Lawton	T Henry	ODO12847	PSS	5	1	3	3
31/08/10	Sat	11.00	11.05	11.20	Skelmersdale	C Cox	S Wells	No Signature	Signature unclear	6	3	4	2
01/09/10	Wed	11.00	11.00	11.20	Ormskirk	C Cox		ODO12333	No Signature	10	3	5	5
02/09/10	Thu	19.00	19.00	19.25	Leyland	B Walker	T Henry	No Signature	PS1610	2	2	2	2
06/09/10	Mon	14.30	14.30	15.40	Leyland	H Archer	U Dickinson	ODO 13603	PS1367	7	4	3	4
07/09/10	Tue	18.15	18.15	18.45	Skelmersdale	H Archer	P Bottoms	No Signature	PS1493	1	0	1	0
13/09/10	Mon	10.40	10.40	10.40	Leyland	P Bottoms	D Lawrenson	No Signature	PS1662	2	2	2	2
17/09/10	Fri	14.30	14.45	14.45	Skelmersdale	C Cox	U Dickinson	No Signature	Signature unclear	3	1	3	0
22/09/10	Wed	17.45	17.45	17.20?	Leyland	J Dobson	C Clark	No Signature	Signature unclear	3	1	3	0
23/09/10	Thu	18.15	18.15		Skelmersdale	G Lawton	H Archer	No Signature	PS1231	3	1	3	0
27/09/10	Mon	19.00	19.05	19.30	Skelmersdale	B Walker	T Henry	No Signature	PS3640	3	1	2	2
29/09/10	Wed	19.25	19.25	19.55	Leyland	J Dobson	T Henry	No Signature	PS801	3	1	2	2
30/09/10	Thu	10.45	11.00	11.00	Ormskirk	D Lawrenson		ODO12333		85	39	39	37

Total Detainees in Custody	No of Detainees Visited	%	No of Detainees Seen	%	Total Seen & Visited (%)
85	39	45.9	37	43.5	89.4

Station Visited	Number of Station Visits	Station Visited	Number of Station Visits	Station Visited	Number of Station Visits
Leyland	14	Ormskirk	4	Skelmersdale	13

ICV Name	Last Visit (up to 30 Sep 2010)	Number of Visits This Period	Days Visited	Panel Visiting Times
Helen Archer	23 September 2010	4	8	06:00 - 12:00
Phyllis Bottoms	13 September 2010	5	5	12:00 - 18:00
Colin Clark	22 September 2010	4	7	18:00 - 24:00
Cecilia Cox	17 September 2010	7	5	24:00 - 06:00
Ursula Dickinson	17 September 2010	6	3	
Julie Dobson	29 September 2010	5	3	
Tracey Henry	29 September 2010	5	3	
David Lawrenson	30 September 2010	6	0	
Graham Lawton	23 September 2010	4		
Sue Morement	18 August 2010	3		
Brian Walker	27 September 2010	5		
Anne Wells	31 August 2010	4		

**Visit Date:** 02/07/2010  
**Comment:** Immediate admission. All areas immaculate & ready for use. **Inspector Porter Comments:** No issues

**Visit Date:** 02/07/2010  
**Comment:** CL003785/10 - Naked, paper suit flushed down toilet. Unfit for ICV interview. Viewed on CCTV. Advised not to interview. CL003784/10 - Pregnant (30wks) violent. Observed - advised not to interview. Cell 4 - graffiti on bed & back of door. **Inspector Porter Comments:** Graffiti removed and process put in place to prosecute offenders for causing damage.

**Visit Date:** 05/07/2010  
**Comment:** C.J002118/10 - In 24 hours, not eaten but had been offered food. Not aware of his right to exercise. 21/19/10 - Asked to see solicitor, but as yet no one arrives? 21/22/10 - In holding room - asleep of time of visit but had been trying to hit head on wall. Medical Room in use so unable to check. M7 - locked for repairs.  
**Inspector Porter Comments:** DETAINEE had been given his rights which includes the right to consult the codes of practice. DETAINEE declined to make use of this right.

**Visit Date:** 05/07/2010  
**Comment:** CL003855 - cuts on nose, black eye. CL003870 - seen at desk, with interpreter. Staff helpful & friendly as usual. **Inspector Porter Comments:** No issues

**Visit Date:** 12/07/2010  
**Comment:** CL004020/10 -Detained by immigration services observed - ok. Ventilation grid in cell 10 needs cleaning. **Inspector Porter Comments:** Facilities confirm ventilation grid cleaned

**Visit Date:** 13/07/2010  
**Comment:** Cells F1,2,3 M5,2,7 & 2, DR 1 & 3 in process of refurbishment of benches. **Inspector Porter Comments:** Benches now repaired but this will be a continuing cycle of repairs due to the age of the suite

**Visit Date:** 19/07/2010  
**Comment:** C.J/2283/10 - requested another meal and drink. This was provided by staff whilst here. Key safe in medical room broken - will be reported. **Inspector Porter Comments:** Key safe working as on 29th September.  
**Inspector Porter Comments:** Met with manager from MEDACS and identified issues causing untidiness. Stock will now be ordered by admin staff who will also carry out weekly audit to avoid over ordering

**Visit Date:** 22/07/2010  
**Comment:** Cell 12 requires cleaning - officer aware + attending to this. Cell 3 out of action - on-going problem with lock. Custody Officers Comments: Cell 12 mopped by CDO.  
**Inspector Porter Comments:** Cell cleaned and door lock repaired.

**Visit Date:** 28/07/2010  
**Comment:** C.J2388/10 - Refused visit. Heard detainee request cigarette and drink - it was explained no smoking. Drink provided. **Inspector Porter Comments:** No issues

**Visit Date:** 31/07/2010  
**Comment:** Station very clean and tidy and certainly ready for use. No power on - assume this is because of some work to the water supply that is expected to occur any time. Gained immediate admission.  
**Inspector Porter Comments:** Suite is awaiting maintenance

**Visit Date:** 03/08/2010  
**Comment:** Medical room in use by nurse. Call button in Cell 4 not functioning. Cell 3 closed due to blockage - reported **Inspector Porter Comments:** Repairs and cleaning carried out in cells

**Visit Date:** 07/08/2010  
**Comment:** C.J002504/10 - Complaining of sore back about to be seen by nurse. C.J002510/10 - Complaining of sore wrist from handcuffs but otherwise OK. No other complaints to be seen by nurse. C.J002505/10 - Seen, no problems. C.J002509/10 - drunk, sleeping - observed. M2 - toilet not working - all toilets need cleaning, defib, mask, ligature knives insitu. Treated with courtesy.  
**Inspector Porter Comments:** Toilets all cleaned and rotas to be upgraded for LCC cleaning staff.

**Visit Date:** 11/08/2010  
**Comment:** Key safe combination left in open position. Discussed with Sergeant. Everywhere clean & tidy. **Inspector Porter Comments:** Discussed with MEDACS staff and reminder re security.

**Visit Date:** 11/08/2010  
**Comment:** CL004577/10 in Cell 1 - pre operation appointment at 5.30pm at Euxton Hall. Op next week. Mentioned to staff. CL004578/10 - Cell 5 detainee incredibly distressed but was released whilst we were in custody suite. No other comments, everything fine. **Inspector Porter Comments:** No issues

**Visit Date:** 17/08/2010  
**Comment:** 4716/10 - In interview. **Inspector Porter Comments:** No issues

**Visit Date:** 18/08/2010  
**Comment:** Gained immediate access, all areas clean, tidy & ready for use. **Inspector Porter Comments:** No issues

**Visit Date:** 23/08/2010  
**Comment:** CL004864/10 - N/A. CL004856/10 - N/A. CL004860/10 - N/A. CL004861/10 - N/A. Ventilation grills in all cells require cleaning - in danger of becoming blocked. Cell buzzer in Cell 4 not working (cell not in use) - Previously reported 03/08/10. **Inspector Porter Comments:** Grills have now been cleaned and buzzer repaired.

**Visit Date:** 26/08/2010  
**Comment:** C.J002702 - Very abusive to staff, risk assessment in place. No book available. Unable to complete this copied form. Graffiti in cell D1 smell of urine (male cell). The medical room was not locked and there were needles in an unlocked cabinet in the medical room, graffiti in detention cell 1 and a very strong smell of urine down the entire corridor for the male cells. We did have an issue immediately on arrival when PS Ramsey asked us to wait at the bottom of the corridor by the medical room, while he processed a detainee. We agreed to this assuming there was cause for concern with regard to our safety. However when we asked for it was nothing more than to give the detainee 'a little privacy'.  
**Inspector Porter Comments:** I have as yet been unable to speak to PS Ramsey but will clarify his responsibilities. Can't be sure why the book was not available as I check each time I visit and it is still in place. Possibly another issue for the Sergeant.

**Visit Date:** 31/08/2010  
**Comment:** 2748 - Not see, in interview. Custody Suite busy but treated with respect & courtesy. **Inspector Porter Comments:** No issues

**Visit Date:** 01/09/2010  
**Comment:** All areas clean & tidy and ready for use. Water switched off. **Inspector Porter Comments:** No issues

**Visit Date:** 02/09/2010  
**Comment:** 11 - claimed no rights given, not happy with having his turban removed. All discussed with Sergeant. Happy with his response and action taken. Custody Record checked and happy that all detainees issues have been addressed. 2 - Request for telephone call refused. No food offered allegedly. Discussed with Sergeant. All cells clean and tidy. Cell 11 had tea on floor, thrown by detainee.  
**Inspector Porter Comments:** No issues

**Visit Date:** 06/09/2010  
**Comment:** No issues revised by any of the detainees. Custody suite very busy, gained immediate access + visit facilitated by helpful staff. **Inspector Porter Comments:** No issues

**Visit Date:** 07/09/2010  
**Comment:** Toilet flush in M1 + M2 needs attention. All other areas clean, tidy & ready for use. Although shower and toilet in detention area ready for refurbishment. No other concerns. Staff helpful & courteous.  
**Custody Officer Comments:** Comments noted and to be actioned accordingly. **Inspector Porter Comments:** Cleaning carried out and rota for cleaners to be upgraded.

**Visit Date:** 13/09/2010  
**Comment:** CL005294 - Very noisy & aggressive. Custody staff attempt to calm him down. Constantly CCTV monitored. Everywhere clean & tidy. Staff very helpful.  
**Inspector Porter Comments:** No issues.

**Visit Date:** 17/09/2010  
**Comment:** 2920 - This lady is in a very distressed state has been seen by nurse. Being observed. M4 - closed (blood on walls, drawing on floor). Yard closed - broken window in door.  
**Inspector Porter Comments:** Cell cleaned and door awaiting repair by HQ estates.

**Visit Date:** 22/09/2010  
**Comment:** CL005478/10 - Detainee was on the point of release and therefore we were only able to ask limited questions. CL005475/10 - Detainee stated a verbal assault on him by the Custody Sergeant. Sergeant explained that the issue was that he wasn't giving straight answers to questions. Cells 11 & 12 - Grills in vent duct blocked and need immediate attention. The doctor's room is very untidy and is actually looking like a dumping ground.  
**Inspector Porter Comments:** No issues

**Visit Date:** 23/09/2010  
**Comment:** C.J002974 - Requested pain relief, staff aware. Complained of no exercise. Custody staff advised insufficient staff. Immediate access to custody. All areas clean, tidy and ready for use.  
**Inspector Porter Comments:** No issues

**Visit Date:** 27/09/2010  
**Comment:** C.J003021/10 - Claimed not being informed, Sergeant spoke to him during visit. Exercise yard still out of action. Broken glass in door, reported approx 2 weeks ago. Treated well, as usual. All clean & tidy.  
**Inspector Porter Comments:** Still awaiting repair from HQ estates.

**Visit Date:** 29/09/2010  
**Comment:** CL005614/10 - In Cell 1, seen but not visited. CL005617/10 - In Cell 12, seen but not visited. CL005611/10 - In Cell 6 Detainee complained of being cold but already had extra blankets. Mentioned medical issues but had already had 2 visits by the nurse and another was imminent. Station seemed quite. Cold throughout. **Inspector Porter Comments:** Suite temperature still an ongoing issue for HQ maintenance

**Visit Date:** 30/09/2010  
**Comment:** All areas clean and prepaid for use. Gained immediate access. Water turned off.

# Independent Custody Visiting Scheme July to September 2010 Western Panel

Date	Day	Arrival	Admission	Departure	Station	I.C.V. (1)	I.C.V. (2)	Escorting Officer	Supervisory Officer
07/07/10	Wed	9.25	9.45	11.10	Blackpool	T Mozley	A O'Neill	No Signature	PS2187
18/07/10	Sun	11.30	11.35	12.50	Blackpool	A Campbell	M Smith	Insp2525	PS2176
21/07/10	Wed	18.45	18.47	20.50	Blackpool	O McGuire	B Palmer	CD010113	PS374
27/07/10	Tue	17.30	17.30	18.05	Blackpool	P Siddall	A O'Neill	CD022001	Signature unclear
04/08/10	Wed	20.45	20.45	21.55	Blackpool	T Mozley	C Potter	CD011521	PS3726
12/08/10	Thu	10.50	10.55	12.10	Blackpool	A Campbell	A O'Neill	CD011482	Signature unclear
22/08/10	Sun	19.55	19.55	21.15	Blackpool	K McGuire	O McGuire	CD011697	PS2503
26/08/10	Thu	17.00	17.00	18.20	Blackpool	P Siddall	C Potter	CD011162	PS1544
02/09/10	Thu	9.30	9.30	10.15	Blackpool	T Mozley	M Smith	CD011656	PS3726
17/09/10	Fri	18.00	18.00	18.40	Blackpool	T Mozley	A Campbell	CD022018	PS2806
22/09/10	Wed	17.40	17.40	18.35	Blackpool	K McGuire	C Potter	No Signature	PS2281
30/09/10	Thu	18.30	18.30	20.30	Blackpool	P Siddall	B Palmer	No Signature	PS2187
<b>TOTALS</b>									
								<b>200</b>	

No. Detained	Juveniles	Visited	Observed
15	3	31	1
37	4	14	9
22	3	3	6
10	3	4	3
12	7	3	3
18	7	16	2
21	1	14	7
16	2	15	4
6	1	5	4
11	1	6	3
13	2	7	3
19	1	14	1
<b>200</b>	<b>144</b>	<b>43</b>	<b>43</b>

Detainees & Custody Suite	Standard of Custody Suite		Support Available
	Y	N	
Replacement clothing	Y	Y	•
Bedding	Y	Y	•
Special dietary needs	Y	Y	•
No other issues raised	Y	Y	•
8 hours rest in 24	Y	Y	•
Offered food & drink	Y	Y	•
Adequate exercise received	X	X	•
Medical issues/Risk Ass. Attended to	Y	Y	•
Received visits	Y	Y	•
Had someone informed	Y	Y	•
Treated reasonably	Y	Y	•
Been offered legal advice	Y	Y	•
Notified of their rights	Y	Y	•
Cells clean	Y	Y	•
All areas clean & tidy	X	X	•
Reasonable temperature	Y	Y	•
Reasonable ventilation	Y	Y	•
Alarms/CCTV working	Y	Y	•
Adequate lighting	Y	Y	•
Toilets working	Y	Y	•
Legal Aid notices display	Y	Y	•
Ligature knife/defibrillator	Y	Y	•
Medical room locked	Y	Y	•
Other comments			

Total Detainees in Custody	No of Detainees Visited	%	No of Detainees Seen	%	Total Seen & Visited (%)
200	144	72.0	43	21.5	93.5

Station Visited	Number of Station Visits
Blackpool	12

ICV Name	Last Visit (up to 30 Sep 2010)	Number of Visits This Period		Days Visited		Panel Visiting Times	
		3	2	Monday	Tuesday	06:00 - 12:00	12:00 - 18:00
Amanda Campbell	17 September 2010	3	0	Monday		06:00 - 12:00	4
Kim McGuire	22 September 2010	2	1	Tuesday		12:00 - 18:00	3
Owen McGuire	22 August 2010	2	4	Wednesday		18:00 - 24:00	5
Tony Mozley	17 September 2010	4	4	Thursday		24:00 - 06:00	0
Alan O'Neill	12 August 2010	3	1	Friday			
Beverley Palmer	30 September 2010	2	0	Saturday			
Cynthia Potter	22 September 2010	3	2	Sunday			
Paul Siddall	30 September 2010	3					
Michael Smith	02 September 2010	2					

**Visit Date:** 07/07/2010  
**Comment:** AV7909 - Requested prescription medication. **NOTED - MEDACS DEALT** AV7900 - Requesting nurse -"rattling" - also scold mark on arm. **NOTED - MEDACS DEALT** Floors in general areas - paint splattered and generally dirty. Cleaner indicates floor surfaces difficult to clean - needs a "Kentucky Mop". **COMPLEX CLEANING REGIME BEING REVISED**  
**Custody Officers Comments:** Medical emergency caused slight delay.  
**Inspector Newton comments in red**

**Visit Date:** 18/07/2010  
**Comment:** AV008422/10 - Has requested his solicitor again. **NOTED** AV008451/10 - Would like to talk to nurse about medication. **NOTED** AV008457/10 - Was concerned that her children may now be home alone. **OIC DEALT WITH WELFARE - ALONE AT TIME OF OFFENCE** AV008434/10 - Would like his trousers back. **NOTED** AV008435/10 - Would like a suit to be brought for him for court. **"DOMESTIC" ISSUES DEALT WITH BY A FRIEND** AV008444/10 - Was unsure whether his carer had been informed. **YES** AV008407/10 - Stated he wanted a pillow as code of practice states, it as his entitlement. Considered food inedible. **NOTED FOOD OF ACCEPTABLE STANDARD ( NO DEFINITION)** AV008361/10 - Would now like a solicitor. **PROVIDED** AV008456/10 - Would like mum told. **DONE** Very busy. Inspector Derek Darwen was called to escort us. **NOTED**  
**Inspector Newton comments in red**

**Visit Date:** 21/07/2010  
**Comment:** AV8595/10 - Requested to see nurse (20.24) CR checked - Medacs contacted at 19.55. **DONE** AV8578/10 - Requested blanket and food. **NOTED** Cell15 - Detainee cold requested blanket, said she hadn't had a drink for 6hrs, cell smells, custody record couldn't be checked. Gone been released. **NOTED** AV8593/10 - Observed but requested a blanket. **NOTED** Cell 4 - liquid outside on floor.  
**Inspector Newton comments in red**

**Visit Date:** 27/07/2010  
**Comment:** Detainee in Cell 9 move to Cell 3. Nurse advised visit not appropriate. Cell 2 on interview.  
**Custody Officer Comments:** Comments agreed.  
**Inspector Newton: NOTED**

**Visit Date:** 04/08/2010  
**Comment:** AV9288 - Detainee interviewed then spoke briefly with nurse, prior to release. AV9289 - Detainee was considered to be still unfit. Stated various medical issues. Nurse visited during our visit. AV9292 - DETAINEE concerned about medication. Concern about blind dog at home. Nurse listed to visit. AV9284 - Concerned about medication. Nurse aware - too soon for issue of medication.  
**Inspector Newton: NOTED**

**Visit Date:** 12/08/2010  
**Comment:** AV009608/10 - Requested nurse but was released before we returned to custody. AV009611/10 - Wanted to see nurse. Nurse now speaking to him. AV009607/10 - Would like to see his solicitor. Paper suit is torn in several places. AV009617/10 - Would like a blanket. Staff helpful. Cell 6 awaiting deep clean. Food OK. Only 4 blankets visible in store.  
**Inspector Newton: NOTED**

**Visit Date:** 22/08/2010  
**Comment:** 10092 - Cell 25 Requested exercise in custody more than 24hrs. **NOTED** 10179 - Cell 26 Requested drinks & a blanket. 10112 - Cell 31 Requests food. **NOTED - SHOULD HAVE BEEN PROVIDED - OFFICER DEALING ADVISED** 10176 Cell 10 - States not treated reasonably. Requests food & drink. Has spine problem, wants advice re. making a complaint. **THIS WAS BEINGADDRESSED AT TIME OF ICV VISIT - C/R SHOWS DETAIL AT 21.00** 10121 Cell 12 - Requests drink & exercise. in custody more than 24hours. **NOTED** 10134 Cell 22 - Requests exercise, in custody more than 24hrs. Requests another telephone call. **NOTED** Cell 13 - splatters of food etc., on roof? Cell 17 - floor wet. Kitchen food store mainly veg. chilli. **CLEANING REGIME & NATURE / VARIETY OF FOODS UNDER REVIEW**  
**Inspector Newton comments in red**

**Visit Date:** 26/08/2010  
**Comment:** 10240 - Has requested exercise. Custody staff informed. AV10265 - Complained about trousers taken off him. CR shows he had concealed safety pin in underwear. **REMOVED DUE TO WEAPON / THREATS MADE ON ARRIVAL** AV10249 - Waiting for solicitor. CR Shows call made at 12.55. Only 1 variety of vegetarian food available. CDO Reid very helpful. **SEE ABOVE RE FOOD.**  
**Inspector Newton comments in red**

**Visit Date:** 02/09/2010  
**Comment:** AV10615/10 - Cell 13 Intimation noted at 04.43 Detainee concerned re injured finger - CR shows nurse noted this at 05.23  
**Inspector Newton: NOTED**

**Visit Date:** 17/09/2010  
**Comment:** Cells 23 + 27 provided with blankets.  
**Custody Officers Comments:** Satisfied that all in order.  
**Inspector Newton: NOTED**

**Visit Date:** 22/09/2010  
**Comment:** 011576/10 - Complained about length of time in custody and that he felt his medical needs were not being meet. Sergeant stated hospital visit made. Assessed in cell by nurse, 13.06. 011614/10 - Seen not visited, extremely drowsy – Sergeant aware. Medacs contacted 17.38 (CR).  
**Inspector Newton: NOTED**

**Visit Date:** 30/09/2010  
**Comment:** AV11986 - Has requested outside contact also complained of headache and requested tablets. AV1199? - Requested water. 11983 - Epileptic requested doctor, Medacs contacted 15.43, 19.43. 11984 - Requested to see Custody Sergeant, complaining of left artery blockage and asthma. CR Noted - Heart issues but not asthma, wants blanket. AV11976 - Waiting for solicitor, wants pain killers. CR Noted - request for tablets made 14.32, has been seen by Medacs. 11982 - Wants blanket. 11990 - Very concerned/upset that her dog has been locked up no water/food since 11am, plus cell bench smeared with dark substance. 11941 - Indicates no food given. CR noted - shows food offered & given. Custody suite very busy. Cust. Sgt. apologised for delay in arranging escort. \* Cistern outside Cell 21 continually running. \* Cell 14 door faulty can trap staff with Detainee. \* Cell 19 toilet won't flush.  
**Inspector Newton: ALL NOTED - CELL CONDITIONS CHECKED DAILY BY CUSTODY OFFICERS AND ONGOING WEEKLY CHECKS BY INSPECTOR - REMEDIAL ACTION TAKEN TO RECTIFY FAULTS - ALL NOW CORRECT AND CHECKED AS AT 18.10.10**



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**PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE**

**18 NOVEMBER 2010**

**PART I**

**CONFIDENCE AND SATISFACTION PERFORMANCE REPORT**

(Appendix A refers)

**Issue for Consideration**

The Constabulary's citizen focus and confidence results.

**Information**

A report detailing the Constabulary's citizen focus and confidence results is attached at Appendix A.

**Background Papers**

None

**Report Author**

Mr Larry Weir  
01772 412930  
Lancashire Constabulary

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This 'Police Authority Quarterly Report' is a new report (April 2010) designed to replace the old 'Performance Report for Professional Standards and Citizen Focus'. Its prime function is to supply data for the quarterly Professional Standards and Citizen Focus Committee Meeting. To print a copy of the full report click on the labelled button below.

### This Report contains:

#### Confidence

- Home Office BCS Result
- Confidence Measures
- Confidence Diagnostics

#### Satisfaction

- Comparison with MSG
- Satisfaction Overview
- White Vs VME

#### Current Data Periods In File

Local Data:	12M	To	Sep-10
iQuanta Data:	12M	To	Jun-10
BCS Data:	12M	To	Jun-10

#### PRINT REPORT

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Definitions of Survey Types:

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'

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**. Aiming to achieve 4,700 interviews for Apr 10 - Mar 11. Available on Sherlock - Performance Data/ Monthly Products/Confidence

User Satisfaction Survey

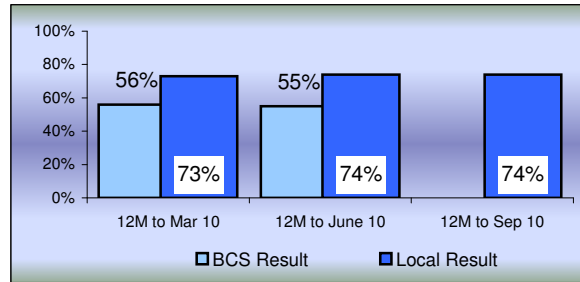
Statutory victim satisfaction measure, results reported to Home Office quarterly. Includes victims of burglary, violent, vehicle, RTC & racist incidents who **may or may not have had officer attendance**. **Includes satisfaction with all aspects of service** - ease of contact, time taken to arrive, actions, follow up, treatment and whole experience. Interviews conducted via telephone on a monthly basis. 2,500 interviews per year. Reported to Divisional Level. Available on Sherlock - Performance Data/ Monthly Products/User Satisfaction

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**HOME OFFICE BCS RESULT**

**QUESTION:** 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?

<b>Target:</b>	By 2011 ▼	<b>59%</b>
<b>Area:</b>		<b>The Constabulary</b>
<b>BCS Result:</b>		<b>55%</b>
<b>Twelve Months Ending:</b>		<b>Jun-10</b>
<b>Position:</b>		<b>Below Target</b>
<b>Local Result:</b>		<b>74%</b>
<b>Twelve Months Ending:</b>		<b>Sep-10</b>



Please note: data is 12 months ending

The Home Office BCS result which measures performance relating to the one top down numerical target shows the percentage for Lancashire for the 12 months ending March 2010 was 56%, which means that the target of 55% set for March 2010 was achieved. The latest result for the 12 months ending June 10 is 55% which means we are not yet achieving the target of 59% set for March 2011. The latest result from the Local Confidence Survey is 74% for this same question for the 12 months ending Sept 10.

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**CONFIDENCE**

**LOCAL SURVEYS**

Included in the Confidence questionnaire are the various measures of confidence, as fo

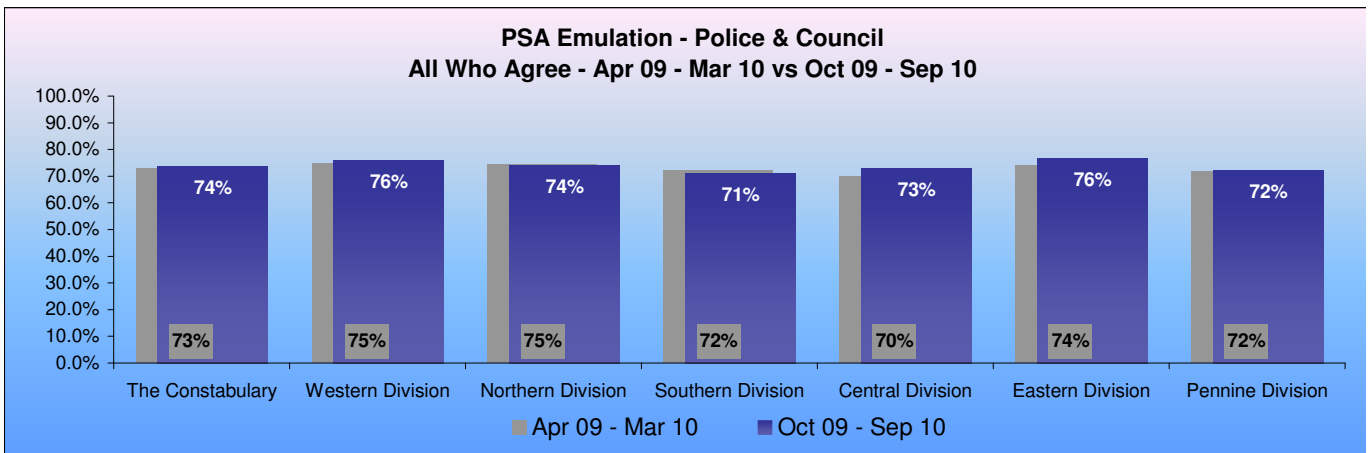
**1. PSA Home Office Measure (referred to as PSA Emulation)**

To what extent do you agree that the local police and local council are dealing with the anti-social be issues that matter in this area?

**2. Confidence in the local police to**

- a. Understand local issues
- b. Be accessible to local people
- c. Tackle local issues

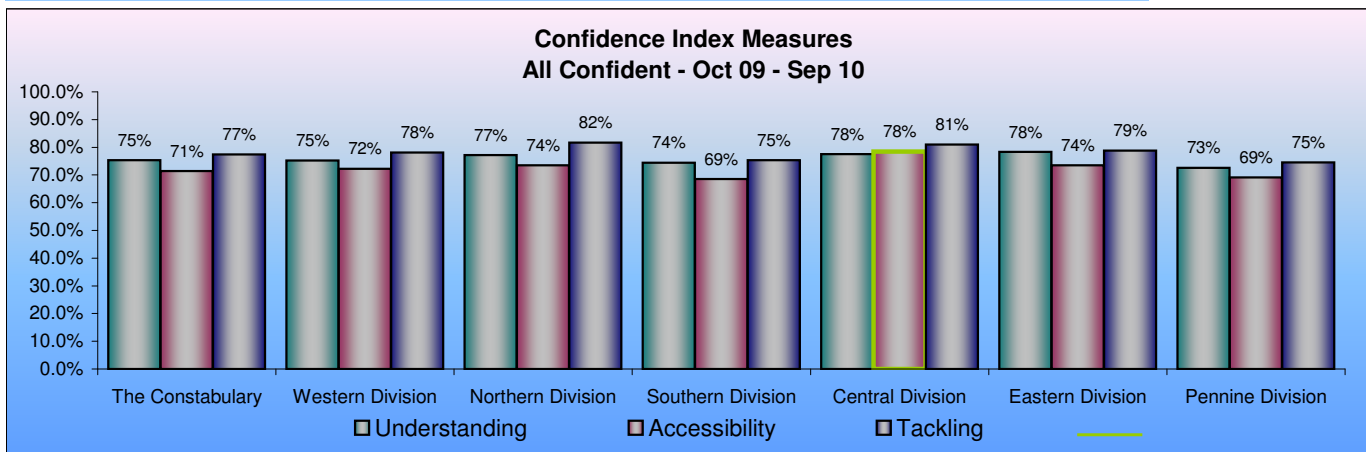
The chart below shows the results for the PSA Home Office Measure (referred to as PSA Em



COLOUR CODING:- Green = more recent result is better; Pink = more recent result is worse; Blue = no difference

The most recent results (Oct 09- Sep 10) for the PSA Emulation Measure show no significant difference Constabulary as a whole and all Divisions when compared to the period Apr 09 - Mar 10. Western Division are achieving the highest results for the PSA Emulation.

The chart below shows the results for the Confidence Index Measures.



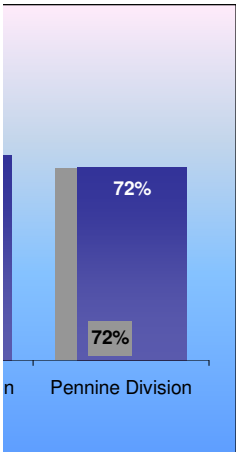
For the period Oct 09 - Sep 10, when compared to the period Apr 09 - Mar 10, the Constabulary as a whole shows no significant difference for any of the confidence index measures (2a, 2b and 2c). The only division showing a significant difference between the two periods is Central Division for the Index Measure relating to Accessibility, which is showing a significant increase for the latest period. Central Division and Eastern Division have the highest levels of confidence for the confidence index measure relating to Understanding, Central Division has the highest levels for Accessibility and Northern Division has the highest levels of confidence for the confidence index measure relating to Tackling.



follows:

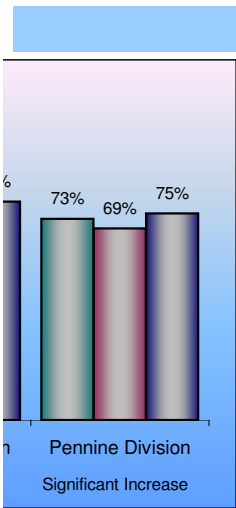
behaviour and crime

ulation).



erence

for the  
Division and Eastern



whole is showing  
to show any  
accessibility (2b)  
the highest levels  
highest confidence  
index measure

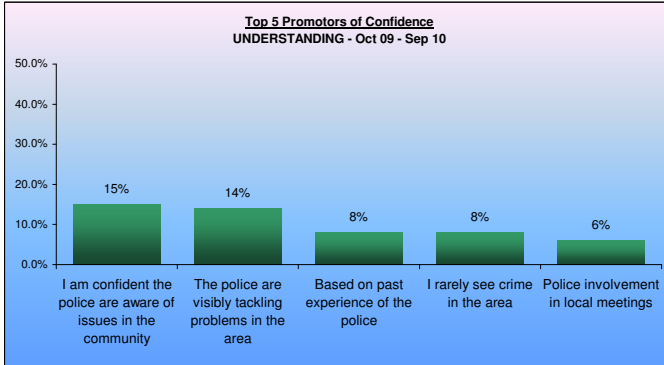
**CONFIDENCE**

**LOCAL SURVEY DIAGNOSTICS**

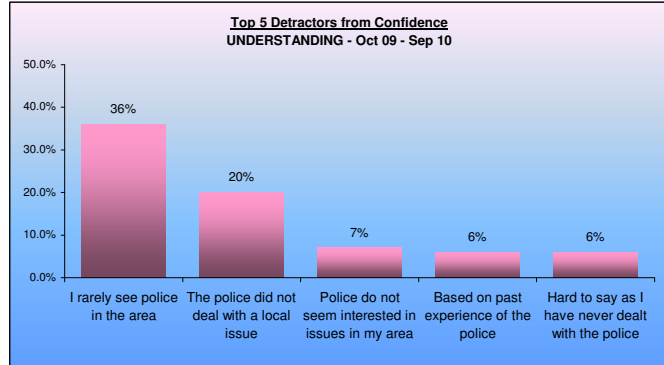
The charts below display results for The Constabulary

The measures relating to Understanding, Accessibility and Tackling, also have associated diagnostics that give reasons for respondents' level of confidence.

The charts below show the main factors that promote or detract from confidence in UNDERSTANDING :



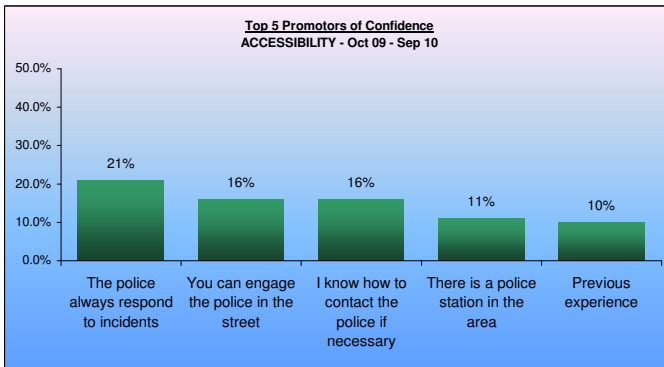
BASE: 7,854



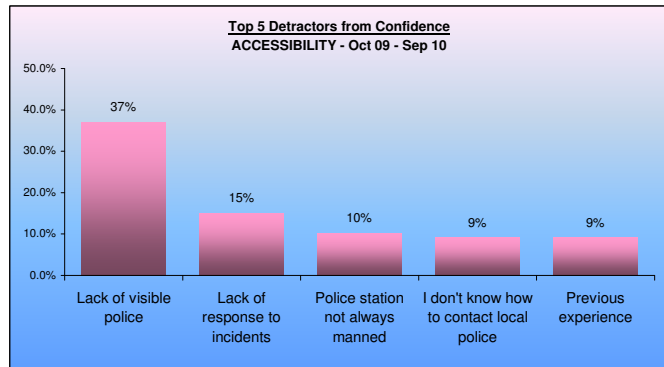
BASE: 1,705

As the charts above show, the main factors associated with confidence in understanding are the 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.

The charts below show the main factors that promote or detract from confidence in ACCESSIBILITY



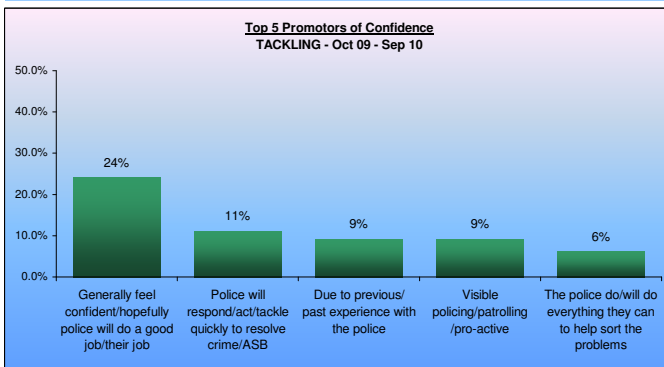
BASE: 7,645



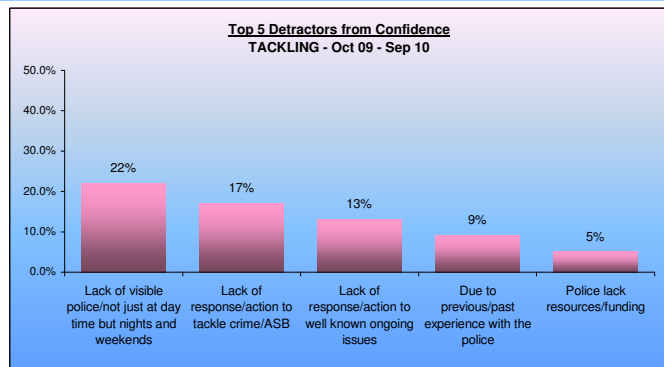
BASE: 2,173

As the charts above show, the main factor that promotes confidence in accessibility is the belief that local police always respond to incidents. Again, the main factor that detracts from confidence in the accessibility of local police is a lack of visible police presence in the area.

The charts below show the main factors that promote or detract from confidence in TACKLING:



BASE: 7,668



BASE: 1,516

As the charts above show, the main factor that promotes confidence that the local police will tackle local issues is the belief that they will 'do a good job/their job'. The main factors that detracts from confidence that the police will tackle local issues are again a lack of visible police (not just at daytime but nights and weekends) and a lack of response/action to tackle crime/ASB.

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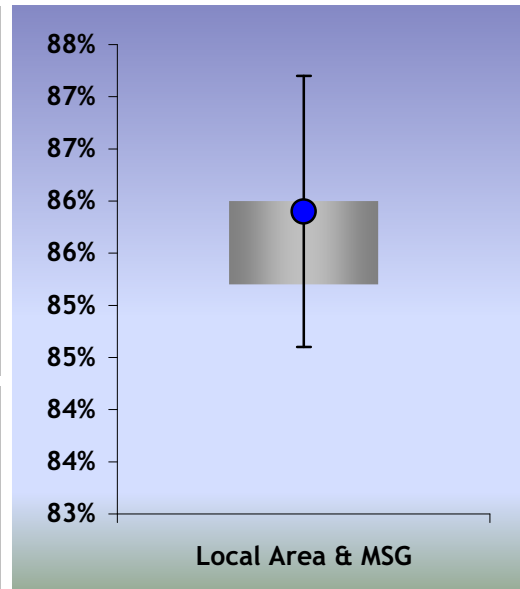
SATISFACTION

COMPARISON WITH MOST SIMILAR GROUP (MSG)

User Satisfaction with the Whole Experience (weighted across 4 groups)

<b>Area:</b>	The Constabulary
<b>Twelve Months Ending:</b>	Jun-10
<b>MSG Average:</b>	85.6%
<b>Best Result in MSG:</b>	87.1%
<b>Best Result Achieved By:</b>	Northants
<b>Local Area Result:</b>	85.9%
<b>Position in MSG:</b>	6
<b>Local Area versus MSG:</b>	No Difference

In the chart the grey box represents the 95% confidence interval surrounding the Most Similar Group average. The blue data point represents the result for the local area and the error bars the 95% confidence interval surrounding that result.



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**SATISFACTION**

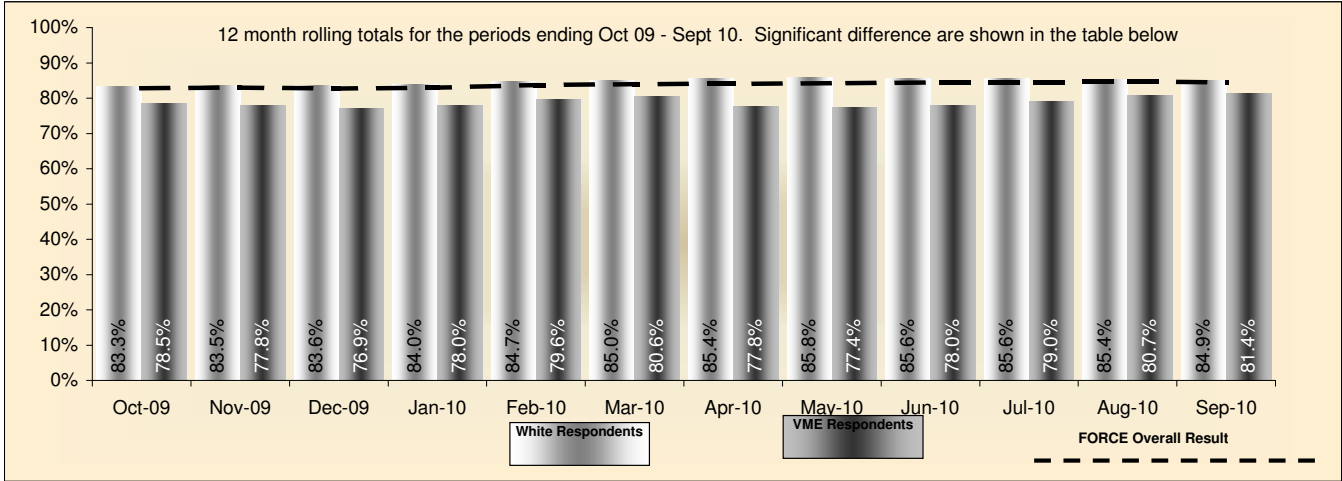
**WHITE Vs VME**

**User Satisfaction with the Whole Experience**

The charts below display results for The Constabulary 12M TO Sep-10

The chart below compares results for the 12-months ending September 2010 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 high levels of satisfaction with no disparity.

The chart below displays White Vs VME results for Satisfaction with Whole Experience for The Constabulary



12M Ending	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Difference	4.8%	5.7%	6.7%	6.0%	5.1%	4.4%	7.6%	8.4%	7.7%	6.6%	4.7%	3.5%

Pink shading shows significant difference between the White Vs VME Result

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**PROFESSIONAL STANDARDS AND CITIZEN FOCUS COMMITTEE**

**18 NOVEMBER 2010**

**PART I**

**COMPLAINTS ANALYSIS**

(Appendices A refers)

**Issue for Consideration**

Complaints finalised between 1 April 2010 and 30 September 2010.

**Information**

A report detailing complaints finalised by the Constabulary between 1 April 2010 and 30 September 2010 is attached at Appendix A.

**Decision Required**

The Committee is asked to note the report.

**Background Papers**

None

**Report Author**

Name: Mr M Leveridge  
Organisation: Lancashire Constabulary

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**Lancashire  
Constabulary**

police and communities together

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# Professional Standards

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## LANCASHIRE POLICE AUTHORITY PROFESSIONAL STANDARDS & CITIZEN FOCUS COMMITTEE REPORT

18 November 2010

Part 1 – COMPLAINTS ANALYSIS

*(Reporting Period – 01/04/10 to 30/09/10)*

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## PART 1

### COMPLAINT CASES

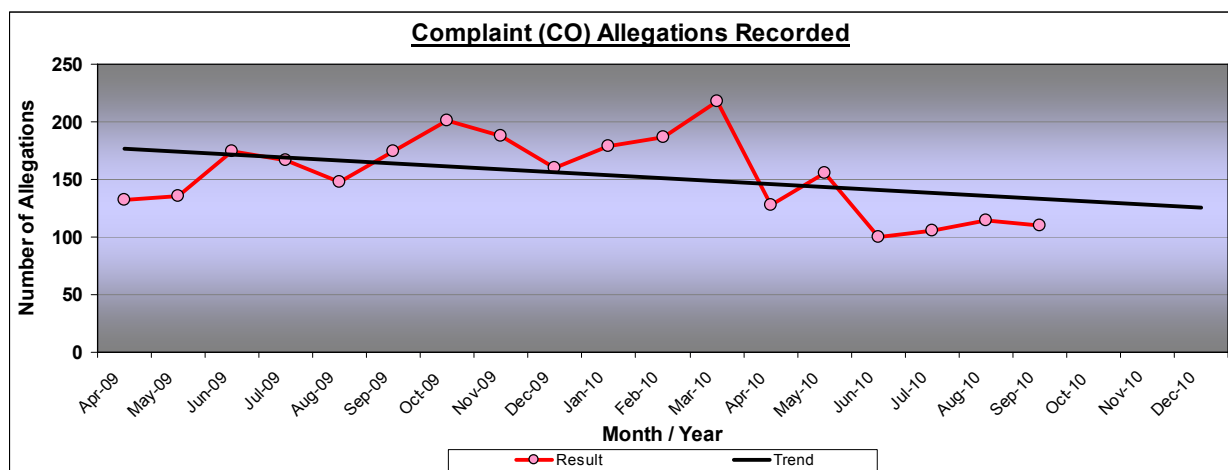
#### RECORDED COMPLAINT CASES

The following table shows the number of complaint cases recorded compared to the same period last year.

Case Comparison (Year to Date)			
	(Apr 09 to Sep 09)	(Apr 10 to Sep 10)	% Change
Complaint Cases	445	422	-5%

#### RECORDED COMPLAINT ALLEGATIONS

The chart below shows the number of complaint allegations recorded by month since April 2009. Whilst this indicates a downward trend, there is an increase of 56% in the number of miscellaneous enquiries recorded in 2010 compared to the same period in 2009. One hundred miscellaneous cases have been referred to Citizen Focus Bureaus for immediate service recovery from 1 April 2010 – 30 September 2010.



#### Complaint Allegations Recorded by Division

The divisional breakdown of complaints in the context of incidents, arrests and numbers of staff is presented by the below table.

Complaints by Division (Year to Date)					
Division	Complaint Allegations (Apr 09 to Sep 09)	Complaint Allegations (Apr 10 to Sep 10)	Incidents per Complaint (Apr 10 to Sep 10)	Arrests per Complaint (Apr 10 to Sep 10)	Year to Date % Change
Western	188	100	597	64	-47%
Northern	140	106	475	45	-24%
Southern	169	152	348	30	-10%
Central	123	85	433	54	-31%
Eastern	144	116	563	50	-19%
Pennine	101	114	510	47	13%
G/H/HQ/Other	47	35	119	0	-26%
<b>Total(Average)</b>	<b>912 (Ave 144)</b>	<b>708 (Ave 112)</b>	<b>(487 Geo Av)</b>	<b>(44 Geo Av)</b>	<b>-22%</b>

### Complaint Allegations Recorded by Category by Division

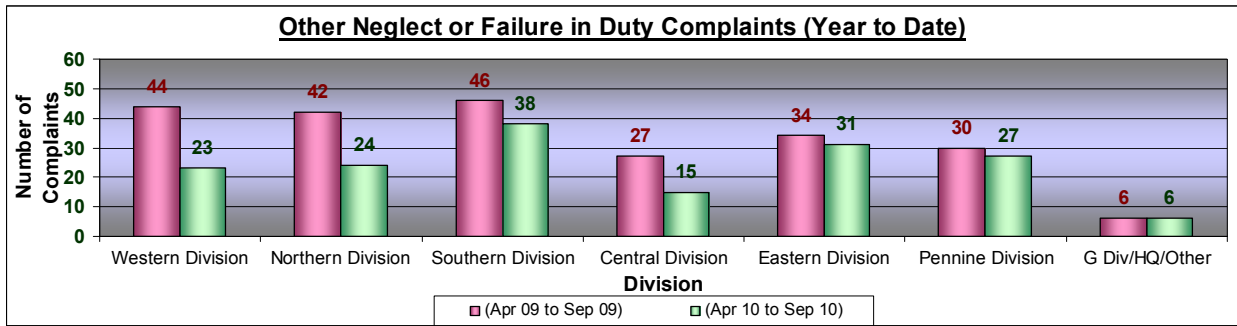
23 different complaint types are represented in the table below on a force and divisional basis with comparisons to the previous reporting period. There are no increases shown in any categories.

The two allegation types which can be used to evidence the success or otherwise of the BE campaign are incivility and neglect of duty and these have shown a decrease of 17% and 40% respectively.

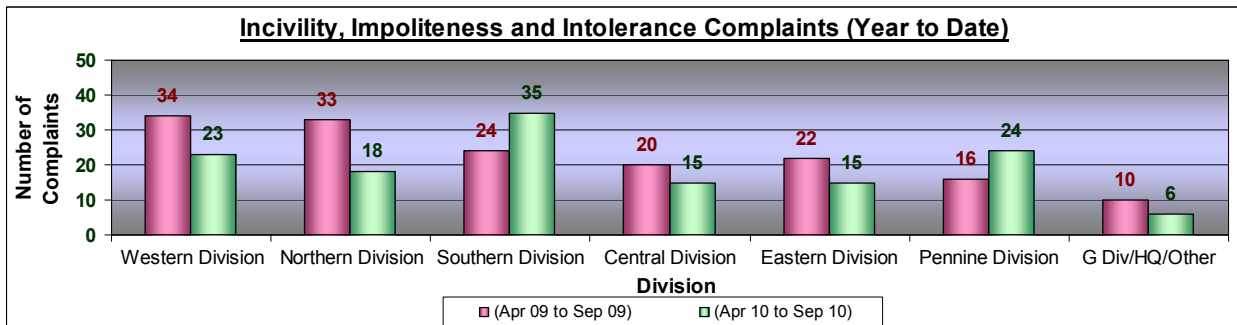
Complaint Allegations by Division (Year to Date)										
Type Description	Western Division	Northern Division	Southern Division	Central Division	Eastern Division	Pennine Division	G Div/H Div/HQ/Other	Total (Apr 10 to Sep 10)	Total (Apr 09 to Sep 09)	Year on Year Change
<b>% of Force Staff</b>	<b>14%</b>	<b>12%</b>	<b>14%</b>	<b>11%</b>	<b>16%</b>	<b>14%</b>	<b>20%</b>			
Other neglect or failure in duty	23	24	38	15	31	27	6	164	229	▼
Incivility impoliteness and intolerance	23	18	35	15	15	24	6	136	159	▼
Other assault	14	19	18	15	17	20	3	106	113	◀
Oppressive conduct or harassment	7	8	7	7	15	10	6	60	86	▼
Lack of fairness and impartiality	5	5	11	4	6	7	1	39	64	▼
Breach Code C PACE (detention treatment and questioning)	8	7	9	3	8	3	0	38	60	▼
Unlawful/unnecessary arrest or detention	4	5	6	5	3	5	0	28	35	◀
Breach Code B PACE (property search and seizure)	1	3	8	3	5	3	0	23	25	◀
Improper disclosure of information	2	3	1	4	3	4	0	17	23	◀
Irregularity in evidence/perjury	4	5	4	1			1	15	21	◀
Mishandling of property	1	2	5	1	1	4	0	14	18	◀
Corrupt practice	2	2	2	2	3		3	14	18	◀
Other irregularity in procedure	1	3	5	2	1		1	13	12	◀
Serious non-sexual assault	3		1		3	2	0	9	12	◀
Breach Code A PACE (stop an search)	1		1	1	1	3	1	8	10	◀
Traffic irregularity	1	2			1		4	8	10	◀
Discriminatory behaviour				5			1	6	7	◀
Other				2		2	2	6	5	◀
Other Sexual Conduct			1		1		0	2	5	◀
Sexual assault					2		0	2	0	◀
Breach Code E PACE (tape recording)								0	0	◀
Multiple or unspecified breaches of PACE								0	0	◀
Breach Code D PACE (identification procedures)								0	0	◀
<b>Total</b>	<b>100</b>	<b>106</b>	<b>152</b>	<b>85</b>	<b>116</b>	<b>114</b>	<b>35</b>	<b>708</b>	<b>912</b>	<b>▼</b>

LEGEND	
Symbol	Meaning
▲	Large increase
▲	Small increase
◀	Little or No change
◀	Small decrease
▼	Large decrease

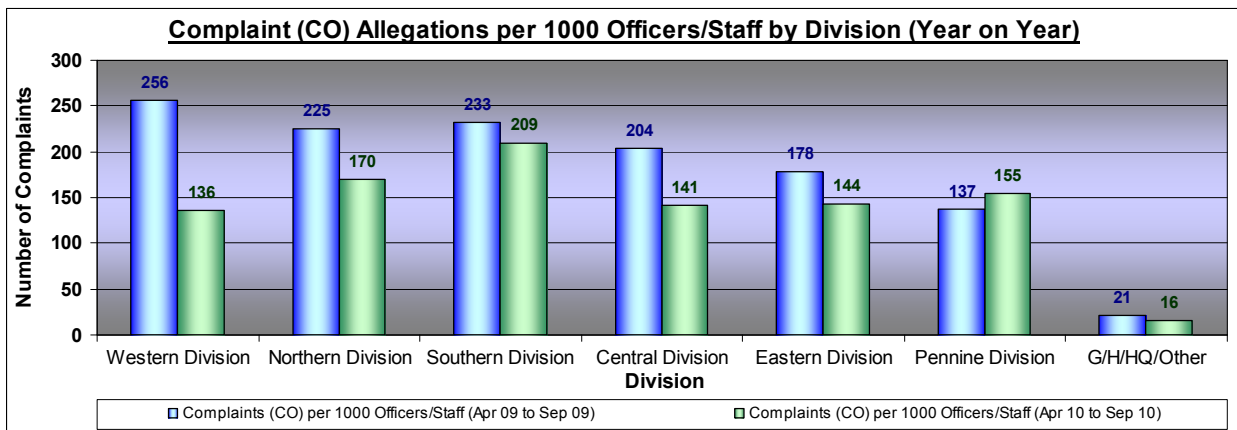
The following chart shows allegations of Other Neglect and Failure in Duty broken down, year on year, by division.



The following chart shows allegations of Incivility, Impoliteness and Intolerance broken down, year on year, by division.



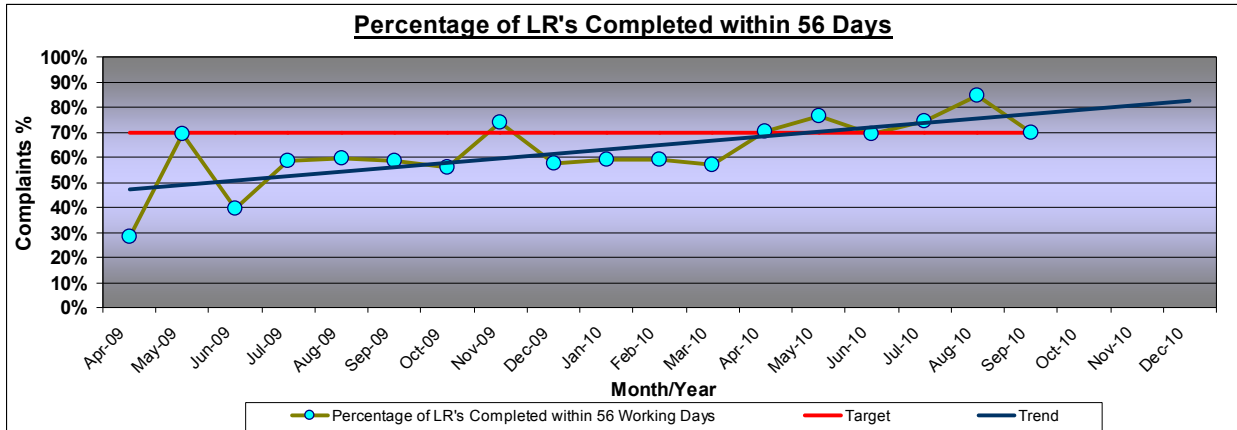
The chart below shows the number of complaint allegations recorded per 1000 staff by division.



**TIMELINESS OF FINALISED COMPLAINT ALLEGATIONS**

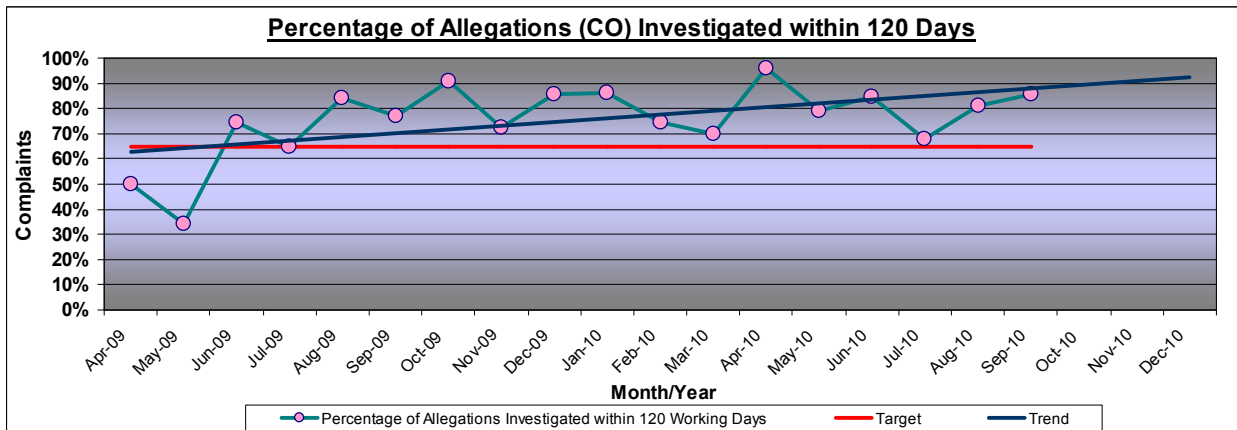
**Local Resolutions**

The chart below shows the monthly percentage of allegations locally resolved within 56 working days (target 70%)



**Finalised Allegations Following Investigations**

The chart below shows the monthly percentage of allegations investigated within 120 working days (target 65%)



## MOST SIMILAR FORCES COMPARISON

### Most Similar Forces Complaints and Local Resolution Comparison

Despite data being requested from other forces, this has not been forthcoming.

<b>Complaints Case Comparison with Most Similar Forces (MSF)</b>				
<b>Force</b>	<b>Complaint Cases Recorded (Apr 10 to Sept 10)</b>	<b>Complaint Allegations Recorded (Apr 10 to Sept 10)</b>	<b>Local Resolutions as % of Finalised Complaint Allegations (Apr 10 to Sept 10)</b>	<b>Complaint Allegations Recorded per 1000 Staff Members (Apr 10 to Sept 10)</b>
Essex				
Hertfordshire				
Kent	405	603		
<b>Lancashire</b>	<b>422</b>	<b>708</b>	<b>44%</b>	<b>109</b>
Leicestershire				
Northamptonshire				
Nottinghamshire				
West Yorkshire				

### Appeals

The table below shows the appeals received during the reporting period compared with the most similar forces group. Lancashire has the highest number of appeals against investigation and the third highest total number of appeals.

<b>MSF Appeals Received Comparison (April – September 10)</b>				
<b>Force</b>	<b>Investigation</b>	<b>Local Resolution</b>	<b>Non-Recording</b>	<b>Total</b>
Essex	66	8	30	<b>104</b>
Hertfordshire	30	5	12	<b>47</b>
Kent	67	12	17	<b>96</b>
<b>Lancashire</b>	<b>67</b>	<b>10</b>	<b>23</b>	<b>100</b>
Leicestershire	34	5	14	<b>53</b>
Northamptonshire	21	0	7	<b>28</b>
Nottinghamshire	33	5	11	<b>49</b>
West Yorkshire	62	2	37	<b>101</b>

**MISCONDUCT CASES**

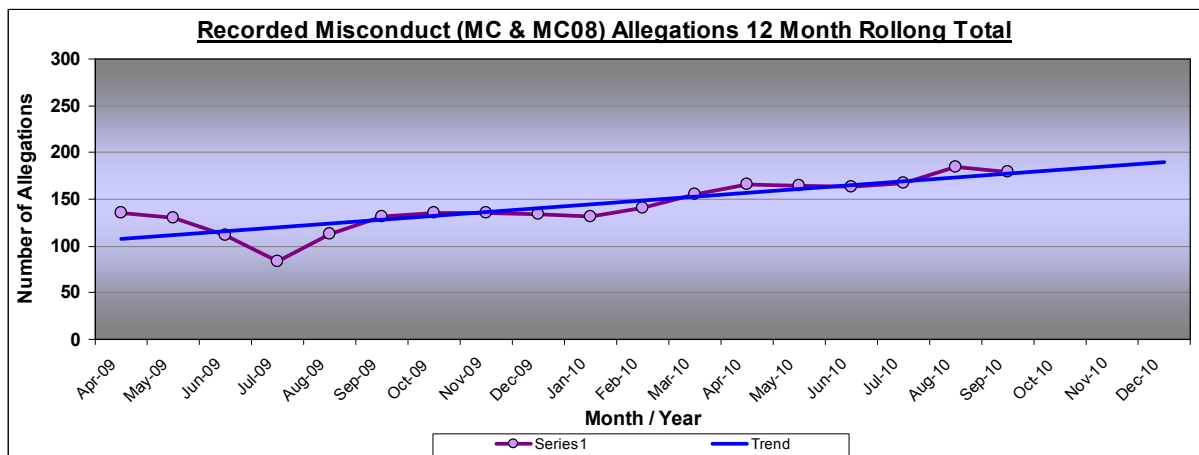
**RECORDED MISCONDUCT CASES**

The following table shows the number of misconduct cases recorded compared to the same period last year.

Recorded Misconduct Cases		
Misconduct	Recorded Cases (Apr 09 to Sep 09)	Recorded Cases (Apr 10 to Sep 10)
Cases	37	44

**RECORDED MISCONDUCT ALLEGATIONS**

The chart below shows the 12 month rolling total for misconduct allegations recorded by month since April 2009.



### Misconduct Cases by Division

The table below shows the number of misconduct cases recorded by division. The rise in misconduct cases for G/H/HQ/Other appears to correlate with improved procedures for reporting misconduct cases against police staff. Of the 16 cases recorded from April – September 2010, eleven related to police staff compared to three for the same period in 2009. The total number of police staff investigated in 2010 was 20 compared with 12 in 2009. Please note however that the number of staff investigated does not necessarily relate to the number of cases recorded as there may be more than one member of the Constabulary recorded against one case.

<b>Misconduct Cases by Division</b>			
<b>Division</b>	<b>Misconduct (Apr 09 to Sep 09)</b>	<b>Misconduct (Apr 10 to Sep 10)</b>	<b>% Change</b>
Western	6	5	-20%
Northern	5	6	17%
Southern	4	1	-300%
Central	4	3	-33%
Eastern	7	4	-75%
Pennine	7	9	22%
G/H/HQ/Other	4	16	75%
<b>Total</b>	<b>37</b>	<b>44</b>	<b>16%</b>

### MEETINGS AND HEARINGS

The following data shows the outcomes of meetings and hearings held during the reporting period. These do not include police staff outcomes.

- **12 Misconduct Meetings** which resulted in 5 x final written warnings, 4 x written warnings, and 3 x management advice
- **3 x Misconduct Hearings** which resulted in 1 x requirement to resign and 2 x dismissal without notice
- **2 x Special Case Hearing** which resulted in 2 x dismissal without notice.
- **1 x Resign Prior to Hearing**

## **Standards of Professional Behaviour for POLICE OFFICERS including SPECIAL CONSTABLES**

### **Honesty and Integrity**

Police officers are honest, act with integrity and do not compromise or abuse their position.

### **Authority, Respect and Courtesy**

Police officers act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy. Police officers do not abuse their powers or authority and respect the rights of all individuals.

### **Equality and Diversity**

Police officers act with fairness and impartiality. They do not discriminate unlawfully or unfairly.

### **Use of Force**

Police officers only use force to the extent that it is necessary, proportionate and reasonable in all the circumstances.

### **Orders and Instructions**

Police officers only give and carry out lawful orders and instructions. Police officers abide by police regulations, force policies and lawful orders.

### **Duties and Responsibilities**

Police officers are diligent in the exercise of their duties and responsibilities.

### **Confidentiality**

Police officers treat information with respect and access or disclose it only in the proper course of police duties.

### **Fitness for Duty**

Police officers when on duty or presenting themselves for duty are fit to carry out their responsibilities.

### **Discreditable Conduct**

Police officers behave in a manner which does not discredit the police service or undermine public confidence in it, whether on or off duty. Police officers report any action taken against them for a criminal offence, any conditions imposed on them by a court or the receipt of any penalty notice.

### **Challenging and Reporting Improper Conduct**

Police officers report challenge or take action against the conduct of colleagues which has fallen below the Standards of Professional Behaviour.

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# Agenda Item 12

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A of the Local Government Act 1972.

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of the Local Government Act 1972.

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