



Police custody inspections (2018 - 2019)

Force logistics & information request

May 2018

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Contents

Introduction	3
Logistics – by 19.00hrs, Day 1 (inspection announcement)	4
Case files – by 10.00hrs, Day 2.....	6
Research analysis – by 10.00hrs, Day 2	7
Custody data – within 48hrs	7
Force policies, documents & other information – by 17.00hrs, Day 3.....	8
Focus groups – Inspection Week 2.....	21
Interviews – by Inspection Week 2	22

Introduction

HMI Constabulary and Fire & Rescue Services and HMI Prisons (supported by Care Quality Commission) have now begun their joint unannounced inspection of your police force's custody services¹.

The inspection will continue over the course of the next two weeks, including some activity during the intervening weekend, and consist of a variety of evidence gathering activities including case audits, interviews, focus groups and check and observation visits to custody suites. At the conclusion of the inspection team's fieldwork an initial 'hot debrief', providing your senior leadership team with early insight into the early (provisional) findings, will take place at the end of the second week at a mutually convenient time arranged in liaison with the HMICFRS lead (see below).

Below is a list of all the team's information and logistical support needs and the associated timescales for our requirements to be met. (NB: A template setting out the team's data requirements will be submitted separately.)

Should you have any questions about any aspect of this document, please contact policecustody@hmic.gsi.gov.uk

¹ www.justiceinspectorates.gov.uk/hmiprison/wp-content/uploads/sites/4/2014/02/Police-custody-expectations.pdf

Logistics – by 19.00hrs, Day 1 (inspection announcement)

To facilitate and support the smooth running of our inspection, please provide the following information no later than 7pm on the day of the inspection's announcement:

- (a) Confirmation of all force custody suite addresses, including any non-designated (emergency/back up) sites.
 - Where applicable, please provide details of latter's use within last 12-month period.
- (b) Telephone numbers for each custody suite and hours of 'front desk' opening (if applicable)
- (c) Shift patterns (all custody suites)
- (d) Details of named SPoC to facilitate access to CCTV footage on request (see below)
- (e) Contact details for local Substance Misuse providers
- (f) Details of Healthcare provider – main and local contacts
- (g) Details of Mental Health provider – main and local contacts
- (h) Name and contact details for Force leads in:
 - Health contract monitoring
 - Substance Misuse
 - Mental Health
- (i) Name and contact details for Bail SPoC(s)
- (j) Contact number for the Force Incident Manager / Force Control Room Manager on duty during weekend following inspection announcement (to assist with Inspectors' out-of-hours site access requirements)
- (k) Named SPoC(s) and contact details for children and vulnerable adults in custody and AA provision
- (l) Names and contact details for key partner agencies (eg Appropriate Adult service, Interpretation services, etc)

NB: During the inspection, the inspection team will need to interview a number of subject area leads and other staff as part of its evidence gathering process. Unless

otherwise instructed by the HMICFRS inspection lead, please ensure that key staff in the areas identified above are notified about the inspection and made aware they may be contacted by the inspection team to arrange an interview at their mutual convenience.

Case files – by 10.00hrs, Day 2

The inspection team will be conducting audits of some of the force's recent case files on different themes, primarily during the first week of inspection activities.

To this end, please provide the custody reference numbers and detainee details (name, DOB) for the following cases arising within the last 12 months on the following themes:

- (m) Last 30 detainees arrested where alcohol and/or drugs was a factor: -
 - Relevant offences include Affray, Public Order, Drunk and Disorderly, Drunk and Incapable, etc.
- (n) Last 20 children (-u18) detained in custody and the last five cases where bail has been refused and the child remanded
- (o) Last 20 detainees detained in police custody under section 135/6 and/or section 2 of the Mental Health Act 1983
- (p) Last six months' data on Use of Force incidents in custody, including dates of incident and custody reference numbers.
 - NB: Copies of associated Use of Force forms to be made available to the team on request.

Please note that the inspection team will require access to several force IT terminals at which to conduct these reviews. Kindly ensure that arrangements for this are made following discussion with the inspection team lead.

Research analysis – by 10.00hrs, Day 2

The inspection team will be joined by between one and three HMI Prison researchers on Day 2, who will be responsible for analysing the force throughput /cases over the recent period leading up to the inspection.

To this end please ensure that:

- Two force IT terminals are made available for their use, at a location to be agreed with the HMICFRS lead, in conjunction with login details (read-only) for the same;
- Full details (reference numbers, detainee details, offence etc) of all force custody suite throughput for the previous week (Monday – Sunday inclusive).

Custody data – within 48hrs

Please see separate data pack template setting out all data that the force is required to provide and by when.

Force policies, documents & other information – by 17.00hrs, Day 3

This document request is an important part of the inspection process and allows us to develop our knowledge and understanding of your police force's custody arrangements as part of our evidence gathering process. Below sets out a list of the policy and other force documents that we would like to review from each force we inspect.

Please only provide the documents set out on the list or those documents which best reflect the description provided. Please discuss any questions or concerns you may have about this with the HMICFRS lead in the first instance.

To aid the management of this information, we ask that wherever possible each document should be named with a title comprising your force's specific identifier code (this will be XXX) and a specific document reference name as shown in the separate table below. We appreciate that some of these documents may be called different things within your force but please use the document names in the table and, when needed, set out in the final column of the document table a brief explanation to help us better understand any local context.

By way of example, the 'learning lessons' evidence from Staffordshire Constabulary would be named STFLESSONSLEARNED, whilst fire drill records from Norfolk Constabulary would be named NFKFIRE TESTRECS.

If there are multiple documents requested in the same category, for instance those covering a time period ('last three months'), please add a number to the end of the document's name. For example, substance misuse provider partnership meeting minutes in the Sussex Police area should be SUXSUBMISUSEMINS1, SUXSUBMISUSEMINS2, etc.

Please also indicate in the final column of each row how you are presenting the document, either via web link or attached copy (Microsoft Word format preferable).

NB: These documents should be sent by email to the HMICFRS lead; please note that Huddle is not available to the team at the current time.

FORCE	
CHIEF CONSTABLE	
POLICE & CRIME COMMISSIONER	
GEOGRAPHICAL AREA	
DATE OF LAST POLICE CUSTODY INSPECTION	
CUSTODY SUITES (LIST)	
ANNUAL CUSTODY THOROUGHPUT	
CUSTODY STAFFING (TOTAL)	
HEALTHCARE PROVIDER	

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
1	Force custody policy (NB: if your force does not have a specific policy and relies on APP instead, please state this)	To assess the force's custody policy framework.	CUSTODYPOLICY		
2	Pre-charge Bail Management policy (if not in the above)	To understand the force's strategy and process for managing detainees bailed from custody prior to charge.	BAILMANAGEPOLICY		
3	Released Under Investigation (RUI) policy (if not in the above)	To understand the force's management of detainees released prior to a charge decision.	RUIPOLICY		
4	Force definition of vulnerability	To assess the force's understanding of vulnerability.	VULNERABILITYDEF		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
5	Vulnerable detainee policy (if not in the above)	To assess whether the force has specific plans in place to manage vulnerable detainees.	VULDETAINEEPOLICY		
6	Force definition of 'adverse incident'	To understand the force's approach to managing risk and learning lessons from 'near misses' in custody.	ADVERSEINCDEFINITION		
7	Safeguarding policy	To assess the force's policy on safeguarding vulnerable adults and children in relation to custody.	SAFEGUARDPOLICY		
8	Use of Force policy	To assess the force's approach to use of force and how this applies to custody.	UOFPOLICY		
8a	Taser policy - if not covered within the Use of Force policy	To assess whether the force has specific guidance on the use of tasers, and how this applies in custody.	TASERPOLICY		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
9	Complaints (in custody) policy	To understand whether the force has specific arrangements for taking and dealing with complaints from detainees, and how well embedded these are.	DETAINEECOMPLAINTS		
10	Management of DNA and forensics policy/procedure	To understand the force's management of the storage and submission of evidential samples.	DNAFORENSICS		
11	Alternatives to arrest policy (E.g. voluntary attendance, community resolution, penalty notices etc.)	To assess the force's approach to diverting people away from custody.	ARRESTALTERNATIVES		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
12	Health & safety policy (in relation to custody)	To assess the force's health and safety governance in custody.	HSCUSTODYPOLICY		
12a	Health & safety check records – last two months	To review how often and by whom checks are both conducted and recorded relating to health and safety issues in custody.	HSCHECKS		
12b	Custody cell call bell logs (per custody suite) – last four weeks	To assess the custody staff response to detainees' calls for assistance at each of the force's custody facilities.	CALLBELLLOG (*where possible, add custody suite name as suffix – eg 'CALLBELLLOG____')		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
13	<p>Health provision policies, including:</p> <ul style="list-style-type: none"> • Medication administration • Managing medical emergencies • Referrals to Healthcare professionals • Emergency response equipment 	To assess the force's policy framework for healthcare delivery in custody.	<p>HEALTHPOLICY MEDICATIONPOL MEDICALEMERGE HEALTHREFERRAL RESPONSEEQUIP</p>		
14	Equality, Diversity & Inclusion (EDI) policy	To assess how the force's EDI framework specifically applies to custody and the management of detainees.	EDIPOLICY		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
14a	Equality, Diversity & Inclusion (EDI) action plan	To assess how the force's EDI framework specifically applies to custody and the management of detainees.	EDIACPLAN		
14b	Annual Equality Monitoring Report - (custody operations)		EQUAMONREPORT		
15	Local Authority joint protocol(s) - in relation to custody	To assess what formal agreements are in place governing how the force works in partnership with other agencies and authorities.	JOINTPROTOCOLS		
16	Summary of all training delivered to custody sergeants and detention officers (or equivalents) - within last 12 months	To assess what professional development custody staff have received in the last year.	TRAININGRECS		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
16a	Statistics detailing the take up and compliance by custody staff with Officer Safety Training (OST) annual requirements (last 12 months).	To assess what OST custody staff have received in the last year.	CUSTODYOSTSTATS		
17	Summary of scheduled training for custody sergeants / detention officers (or equivalents) – next six months	To assess what professional development training custody staff are scheduled to receive in future.	FUTURETRAINING		
18	Health provider contract monitoring partnership meeting minutes – last six months	To review health contract monitoring arrangements.	HEALTHCONTRACT		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
19	Custody management meeting minutes - last three meetings (NB: Covers quarterly, 6 weekly and monthly meetings at strategic, practitioner and user group levels)	To assess how the force scrutinises and addresses custody performance and related issues with various management, staff and user groups.	CUSTODYMANAGEMINS		
19a	Performance report to senior management team(s) – last three	To assess what performance the force monitors and how effectively it manages this.	PERFREPORT		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
20	<p>Key stakeholder partnership meeting minutes – last two meetings (for each)</p> <p>Includes:</p> <ul style="list-style-type: none"> • Local authority • Immigration Enforcement • Ambulance service • Appropriate Adult services • Etc. 	To assess what work the force is doing in partnership with key partners, and how it is seeking to improve areas of importance to custody outside of direct force control.	PARTNERSHIPMINS		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
21	Substance misuse & Mental Health provider partnership meeting minutes – last six months.	To assess what scrutiny and collaborative working arrangements the force has with these healthcare partners.	SUBMISUSEMINS MHPARTNERMINS		
22	Learning lessons – examples of recent ‘best practice’ or ‘near miss’ information sharing with custody staff, such as newsletters, email or intranet bulletins, etc.	To understand the force’s approach to learning lessons from both positive and negative experiences in custody.	LEARNINGLESSONS		
23	Fire test / fire evacuation drill records – last six months	To assess how regularly the force conducts fire-related safety checks in custody.	FIRETESTRECS FIREEVACRECS		

	Document	Context/reason required	Naming convention (Please follow where possible)	Has document been sent? (Paste online link if also available)	Force comments
23a	Confirmation of the date of the most recent fire evacuation test at each of the force's custody suites (including non-operational / contingency facilities)	To assess how recently each custody suite has conducted fire evacuation practice.	FIREEVACDATE		
24	Custody complaints data – last six months	To assess whether there are trends in detainees' concerns, and how/when these matters have been resolved.	CUSTODYCOMPLAINTS		

Focus groups – Inspection Week 2

During the second week of our inspection the team plans to hold two focus group discussions, each consisting of approximately 6 – 8 officers of the following rank:

- PCs (primarily response officers)
- Response Sergeants (including those with custody experience if possible)

Each group should ideally last for approximately 1.5 hours, run consecutively with a short gap in-between, and take place at a site agreed with the HMICFRS lead.

NB: It is essential that for those officers attending the groups, roles/rank are kept distinct at all times even if the target number of group attendees are not available.

Interviews – by Inspection Week 2

During the second inspection week, we will need to hold strategic interviews with each of the following local equivalents:

- NPCC lead for custody (ACC level)
- Strategic/operational custody lead (Superintendent/Chief Inspector level)
- Strategic Lead for Equality and Diversity (and/or any specific lead in relation to custody)
- Force lead for children in custody, Appropriate Adults and safeguarding in custody
- Local Independent Custody Visitor (ICV) Scheme manager