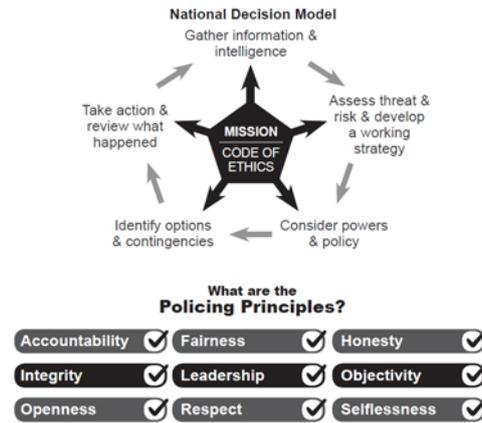


## Surrey Police Custody



<b>Required for:</b>	<i>PCC Performance Meeting</i>
<b>Security Classification:</b>	OFFICIAL
<b>Handling information if required:</b>	Not applicable
<b>Suitable for publication:</b>	Yes
<b>Title:</b>	Surrey Custody
<b>Version:</b>	1
<b>Purpose:</b>	To provide an update on custody in Surrey and particularly around <ol style="list-style-type: none"> <li>1) Custody arrangements in the county</li> <li>2) Results of any recent inspections</li> <li>3) Rights of women in custody</li> <li>4) Use of force in custody</li> </ol>
<b>ACPO / Strategic Lead:</b>	ACC Kemp
<b>National Decision Model compliance:</b>	Yes
<b>Date created:</b>	09/05/18
<b>Date to be reviewed:</b>	Not applicable

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## 1. Custody Arrangements

- 1.1. Surrey Police currently have three suites, namely Guildford, Staines and Salfords, with a combined cell capacity of 67 (Guildford - 24, Staines - 19 and Salfords – 24). Woking Custody is a standby suite with 15 cells; it can be opened for specific operations and when another suite needs to be closed for deep cleaning or refurbishment (which is currently the case with Staines being refurbished, which will be followed by Guildford - due to be completed by the end of 2018).
- 1.2. The suites are staffed with three Inspectors, 42 Sergeants and 78 Designated Detention Officers (DDOs). They are split as follows: Guildford has one Inspector, 16 Sergeants and 24 DDOs; Staines has one Inspector, 13 Sergeants and 26 DDOs; and Salfords has one Inspector, 13 Sergeants and 28 DDOs. All staff work a 12-hour shift pattern, with two early shifts (0600-1800 hours) and two night shifts (1800-0600 hours), followed by four rest days.
- 1.3. All custody training is currently carried out in force. Custody Sergeants complete a two-week course and then have a mentoring period of eight to ten weeks during which they complete a portfolio, which is signed off by their Custody Inspector. DDOs complete a three-week course and then also commence a mentoring period of eight to twelve weeks, again completing a portfolio. In addition to force training requirements, custody teams have eight training days throughout the year which are specific to custody.
- 1.4. Detainee numbers continued to decrease from 2014 to 2017, however we saw a slight increase at the end of the 2017-18 financial year, with the total throughput being 11788. Although numbers have decreased the complexity of care required for detainees has increased.
- 1.5. Each custody suite has a health care professional working 24 hours a day throughout the year, providing medical support and advice. This is provided by Mountain Healthcare Limited in Surrey. NHS England also commission the Criminal Justice Liaison and Diversion Scheme (CJLDS), working seven days a week between 0700 and 1900 hours to provide support for mental health issues and other vulnerabilities.

## 2. Custody Inspections

- 2.1. Surrey Custody was last inspected in January 2015. The full report can be found on the HMICFRS website (see link below in section 7).
- 2.2. The main recommendations at that time were around vulnerability (in particular the use of cells for 'section 136' patients) and children (specifically the appropriate use of custody for children and the amount of time spent in custody).
- 2.3. Surrey received positive feedback in the following areas:
  - All custody staff were professional and courteous in their dealings with detainees, providing

a good standard of care.

- Custody staff produced good risk assessments, and care plans were routinely updated in response to changes in detainee circumstances.
- DDOs were proficient in the booking in process.
- Excellent service was received from the Surrey Appropriate Adult Volunteer scheme.
- Detainees received effective healthcare provision.
- Drug and alcohol services worked well and the CJLDS input in custody was effective.
- Clear organisational structure was evident to support the provision of safe detention for people held in custody.

2.4. Considerable action was taken following the inspection which has resulted in significant improvements in preparation for future inspections. Working with partner agencies, the use of custody for section 136 detainees was stopped and since the change in legislation police cells are not used at all.

2.5. Our throughput of children and young people (CYP) has year-on-year decreased from 2015 to present (1211 to 749). Scrutiny is applied to all CYPs who are in custody by the Custody Inspectors to ensure compliance and appropriateness, in particular when kept overnight. A joint local authority accommodation protocol was written and agreed with the local authority to find CYP a bed outside custody should they be charged and remanded, and the success of this is checked on a case-by-case basis. Considerable training was delivered to custody staff, APT and CID around appropriate use of custody and alternatives to arrest for CYP including voluntary attendance. The use of youth restorative justice is also used as an alternate to charge.

2.6. Although HMICFRS do not make Forces aware of when they will carry out inspections, it is believed that Surrey could be due soon, considering the last one was in 2015. Through the South East Custody Forum, local forces who have had recent inspections share the learning and recommendations so Surrey can ensure our processes and policies are correct and appropriate.

2.7. A custody improvement plan is currently in place and maintained to show improvements in particular areas or risks.

### **3. Women in Custody**

3.1. In late 2017, a report from the Independent Custody Visitors Association (ICVA) highlighted considerable concerns over the provisions for women who were in custody during their menstrual cycle. The issues were in relation to products available and how staff managed a suicidal or violent woman in these situations. It is important to minimise any embarrassment for women when in custody and have processes in place to identify their needs.

3.2. Surrey Police have been heavily involved in the national review of products and best practice for women in custody. We have also liaised closely with our local ICVA manager to ensure any changes made are within their recommendations.

3.3. We have always provided women with a hygiene pack consisting of a sanitary towel, disposable pants, wipes and sanitary bag, kept in a clear bag. Following the report our hygiene packs were reviewed and it was felt that although good quality, we did not provide a suitable range of products. As a result we are now creating a new pack which will consist of a discreet gusseted card envelope containing a starter pack of items to include a pack of wipes, sanitary bag, and disposable lining briefs. We will then offer, based on the woman's preference, either a tampon or pad and cotton briefs. These packs with additional items will be in all Surrey custody suites by the end of May 2018.

3.4. In relation to women who are suicidal or violent, they will still be offered products following a risk assessment; any concerns that they may self-harm can be mitigated through 'constant observations', so any attempts to harm themselves with the items are prevented.

3.5. In addition, every woman who enters custody is allocated a female member of staff with whom they can discuss anything in private; they are asked a number of dignity questions to help identify

any needs they may have and are provided with a leaflet (see section 7 for PDF). When entering the cell they are advised about CCTV and the fact that the toilet area is pixelated to ensure their privacy.

- 3.6. National guidance for women in custody is being developed through ACC Kemp as National Custody Lead; Surrey Police are fully compliant with the drafts and are well placed pending the national guidance being finalised and published

#### 4. Use of Force in Custody

- 4.1. All custody staff are trained in the initial custody course about the use of force. This includes relevant legislation (i.e. section 3 of Criminal Law Act, section 117 of the Police and Criminal Evidence Act, and common law). They take part in conflict training where they are shown techniques to protect themselves which are appropriate to different scenarios including cell placements. This training also includes the need to justify and record every use of force.
- 4.2. All use of force forms in custody are completed and added to the custody record as per the force's policy on recording this. These are then shared with our conflict training department who will look for any specific trends or learning which are used to develop further training for staff. This has also assisted with the purchasing of new kit which may help with detainee and staff welfare, for example the 'Surelock' restraint belt. Custody Inspectors review the use of force forms to establish any learning and the appropriateness of any force used.
- 4.3. All areas of custody are covered by constant CCTV so any concerns over use of force can be reviewed. Any adverse incident (which is an incident which had potential to cause harm) is recorded and reviewed by Support Sergeants and Custody Inspectors. If force has been used during the adverse incident, then its appropriateness is also reviewed as part of the process.

#### 5. Conclusions

- 5.1. Surrey Custody have made significant improvements on HMICFRS recommendations and this should be reflected in any future inspections.
- 5.2. Surrey Custody look after women in custody and ensure their dignity and privacy. We have made some changes to our hygiene packs which will be in place by the end of May 2018 and will be compliant with national guidance.
- 5.3. Surrey Custody have thorough processes in place to ensure that staff are trained in the use of force, with the appropriate recording and monitoring.

#### 6. Decision[s] Required

- 6.1. None

#### 7. Attachments / Background Papers

<http://www.justiceinspectorates.gov.uk/hmiprison/wp-content/uploads/sites/4/2015/06/Surrey-Custody-Suite-web-2015.pdf>



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