

MIDDLEWICH CUSTODY SUITE

Key:-

IN – The total number of detainees in detention at the custody suite during the Custody Visitors visit.

SEL – The number of detainees selected by the Custody Visitors to be visited.

SEEN – The number of selected detainees who were actually visited and dialogue exchanged. The reasons for some detainees not being visited include:- Custody staff advised not to visit detainee due to being violent or under the influence of drink/drugs; detainee refusal; detainee asleep; detainee being interviewed; detainee with medical staff

DATE & TIME	NO. OF DETAINEES			SPECIFIC ISSUES RAISED	ACTION TAKEN	GENERAL ISSUES RAISED ABOUT THE VISIT AND THE CUSTODY SUITE
	IN	SEL	SEEN			
03.04.11 – 15:30hrs	10	10	6			Staff very courteous and helpful. All requests for drinks and blankets dealt with promptly by Detention Officer.
05.04.11 – 14:30hrs	5	5	3	Cracks in plaster work all round door frames with some plaster missing (in the interview room section).	Estates Department are currently undertaking a condition survey of all custody suites which commenced this week. There are cracks in all plaster work in all suites. Since detainees are escorted at all times when not in cells then cracks in plaster are not a high priority. If there was significant cracking within cells that could be used as a ligature point the cell would be put out of use immediately. However, if it relates to an interview room then it is a low priority and will be addressed as part of routine maintenance. It does not impact on the welfare of detainees or the overall conditions in which they are detained.	Kitchen clean, food in date.
08.04.11 – 09:55hrs	19	10	4			Well received. Suite clean and tidy.

13.04.11 – 17:26hrs	7	7	7			Quiet suite. Helpful staff.
15.04.11 – 09:47hrs	24	10	7			Suite clean, tidy and fit for purpose. All staff professional and helpful. Suite very busy, cleaning in progress during visit. Nurse in attendance. Had 10 minute wait to handover form due to suite being busy.
18.04.11 – 10:05hrs	17	10	4			Well received. Custody suite clean and tidy.
23.04.11 – 10:00hrs	11	9	3			Advised not to see 2 detainees due to their violent nature. Staff helpful and overall cleanliness was good.
28.04.11 – 21:45hrs	13	10	5			Clean and tidy. Staff hospitable.
29.04.11 – 23:01hrs	7	7	1			Promptly attended to. Shower area and kitchen seen. No problems.
05.05.11 – 14:00hrs	5	5	1			Suite clean, tidy and fit for use. Cleaning in progress during visit. Kitchen clean and tidy. All staff helpful and efficient with professional approach.
07.05.11 – 08:30hrs	20	10	8			Busy but seemed to be running smoothly.
12.05.11 – 19:40hrs	9	8	6			Prompt attention. All ok.
14.05.11 – 09:40hrs	6	6	5			Cells and suite being cleaned. Cleaners on site.
17.05.11 – 20:34hrs	9	8	5			Received and dealt with quickly and courteously.
20.05.11 – 09:30hrs	9	9	5			Seen to promptly on arrival. Nurse and cleaners both on duty.
24.05.11 – 09:35hrs	3	3	0			Kitchen checked – clean and tidy. Food in date. Suite being cleaned during visit. All staff helpful and professional. All cells visited clean and tidy.
28.05.11 – 16:54hrs	9	9	8			Staff very helpful. Area clean. Minor issues dealt with at time of visit
01.06.11 – 21:02hrs	3	3	2			Clean and tidy. Well looked after.
05.06.11 – 10:35hrs	26	10	8			Cleaners were in – Everywhere clean and tidy. Staff courteous.

07.06.11 – 11:03hrs	6	6	4			Appeared to be slight reluctance to deal with us as shift was ending in 20 mins. Detention Officer took over after visiting 1 cell. Appeared clean and tidy in custody suite.
10.06.11 – 10:05hrs	6	6	3			Escorting officer very helpful and courteous. Kitchen clean and all food in date. Cleaners in at time of visit.
14.06.11 – 08:55hrs	5	5	4			Centre quiet. Shown round quickly and efficiently.
19.06.11 – 10:02hrs	16	11	5			Promptly attended to.
05.07.11 – 10:25hrs	4	4	3			Staff helpful and polite. Kitchen very clean, all food in date. All showers except one, clean and tidy.
08.07.11 – 08:55hrs	5	5	2			Detention Officer very friendly and helpful. Cleaners in attendance.
16.07.11 – 09:31hrs	18	10	5			Suite tidy and clean. Well looked after during visit. Detention Officer very attentive.
19.07.11 – 09:32hrs	3	3	2			Suite corridors being cleaned at time of visit. Food cupboard checked – all ok.
24.07.11 – 09:55hrs	21	10	5			Well received. Attendant very helpful, suite clean.
25.07.11 – 14:15hrs	15	7	5			All clean and tidy. Speedy visit – staff very quick to deal with us. Requests for drinks dealt with, as was change of cereal in cell 2 (curdled milk)
26.07.11 – 21:05hrs	11	10	8			No comments
01.08.11 – 16:00hrs	4	4	2			Nurse on duty. Suite tidy and clean. Detention Officer very helpful.
05.08.11 – 20:00hrs	3	3	1			All staff professional, helpful and efficient. Suite clean, tidy. Kitchen inspected – clean and fit for purpose. All actions shown dealt with during visit.
08.08.11 – 09:24hrs	18	10	8			Cells being cleaned by cleaners on duty. Escorting Officer professional and courteous
12.08.11 – 13:05hrs	8	8	6			Promptly and courteously dealt with. Area very clean. Very positive comments from detainees. Time on sheet marked as 12:05 – should be 13:05.

15.08.11 – 20:02hrs	12	10	6			No comments.
20.08.11 – 09:00hrs	12	10	6			Suite clean, tidy. Well looked after.
23.08.11 – 14:00hrs	8	8	6			Suite clean, tidy and fit for purpose. All staff professional and efficient. Cell 2 request actioned during visit.
27.08.11 – 09:30hrs	9	9	8			Attended to promptly and courteously. Kitchen tidy. Cleaner was at the custody suite.
31.08.11 – 21:05hrs	7	7	5			Inspected kitchen and two showers. All in good order. Food in date – plenty of reading material available. Generally suite in good shape. Escorting officer very helpful and courteous.
13.09.11 – 14:50hrs	14	10	9			Detention Officer was very helpful.
16.09.11 – 09:50hrs	7	7	3			Cleaning in progress – everywhere clean. Staff very helpful.
22.09.11 – 09:55hrs	5	5	2			Efficiently and courteously escorted around suite. Suite clean and tidy.
23.09.11 – 08:55hrs	9	8	7			Nurse and cleaners present. Seen to quickly on arrival – all very helpful.
27.09.11 – 14:12hrs	6	6	2			Suite quiet, clean and tidy. Kitchens checked and medical staff spoken to. All staff efficient, professional and helpful.
30.09.11 – 13:15hrs	14	9	2			Staff courteous and helpful. Kitchen and showers clean and tidy.
04.10.11 – 21:00hrs	7	7	1			Well looked after. Suite clean and tidy.
08.10.11 – 10:30hrs	13	10	7			Everywhere seemed clean and tidy. Detention Officer very helpful.
10.10.11 – 14:54hrs	4	4	0			Quick entry, treated professionally. Food checked in kitchen – all ok. Suite clean and tidy.
14.10.11 – 13:55hrs	11	10	3			Custody Suite was clean and tidy. Well looked after. We witnessed someone being booked in and the person was very well looked after.
20.10.11 – 17:25hrs	12	10	9			Several non-English speaking people in custody. No Lithuanian and Hungarian text and Punjabi text was in Latin Script in handbook – issues will be deferred to next custody visitors

						meeting. Custody officer very helpful in dealing with requests and queries.
05.11.11 – 10:10hrs	10	10	7			Staff very helpful. Cleaners in situ.
08.11.11 – 12:10hrs	3	3	0			Suite quiet, clean and tidy – fit for purpose. Staff helpful and professional. Facilities inspected – all clean and tidy.
11.11.11 – 16:45hrs	4	4	3			Staff courteous and very helpful. Dealt with very promptly. Showers very clean, clean towels in place and ample amount of soap.
16.11.11 – 19:30hrs	3	3	2			All very quiet. Seen to straight away – no issues.
18.11.11 – 18:55hrs	6	6	4			Staff courteous and seen promptly.
22.11.11 – 17:03hrs	5	5	4			Dealt with very quickly. Custody staff informed and quick to respond to any matters.
25.11.11 – 14:31hrs	16	9	6			Well received and shown around by custody staff. General area seemed to be very clean.
30.11.11 – 14:15hrs	11	10	1			Escorted round efficiently by PC due to Detention Officers undertaking industrial action.
06.12.11 – 09:25hrs	9	9	5			Seen to very quickly and professionally. Cleaners in – smelt nice and clean. Doctor on site.