

SANDYMOOR 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 BY CHIEF INSPECTOR	GENERAL ISSUES RAISED ABOUT THE VISIT AND THE CUSTODY SUITE
	IN	SEL	SEEN			
01.04.11 – 15:05hrs	3	3	0			Suite very quiet – well received.
04.04.11 – 18:00hrs	8	7	7			All areas clean and tidy. Corridors A and C in darkness. Reception area and all others clean. Detainees had evidence of meals being served.
09.04.11 – 09:26hrs	18	10	3			Speedy, efficient entry. Cleaning in progress. All areas warm, clean & tidy, including exercise yard.
13.04.11 – 20:26hrs	3	3	2			New Sergeant introduced himself. Helpful and efficient during visit. Cells clean and warm.
15.04.11 – 12:58hrs	9	9	2			Speedy entry. Well received and escorted. All areas clean and warm.
18.04.11 – 17:00hrs	8	8	5			Swift entry. Efficient escort.
22.04.11 – 10:00hrs	14	8	4			Lights in reception area flickering and three lights not functioning.
25.04.11 – 19:18hrs	4	4	1			Gate entry operational – swift entry to desk. Area clean and tidy. Environment warm and pleasant. Warm reception from staff.
28.04.11 – 16:58hrs	10	10	7			Very swift entry and met at desk. Areas and cells clean.
29.04.11 – 13:52hrs	5	4	3			No comments.
04.05.11 –	6	6	2			Swift entry. All areas clean, tidy, warm.

17:48hrs						Efficient and responsive escort.
06.05.11 – 17:30hrs	3	3	2			No comments.
07.05.11 – 14:55hrs	4	4	0			Swift entry. Kitchen and shower checked and clean and tidy. Plenty of reading material evident.
09.05.11 – 16:05hrs	5	5	4			Well received by staff. Custody suite very clean.
13.05.11 – 20:04hrs	8	8	5			Plenty of staff on duty. Attended to promptly. Most detainees had blankets. All communal areas clean and tidy.
19.05.11 – 16:35hrs	6	6	3			Swift admission, efficiently escorted.
22.05.11 – 10:55hrs	18	13	9			Clean, warm. Detention officer very helpful.
24.05.11 – 18:00hrs	6	6	2	Problems with electronic access -system down, needs manual intervention.	There were problems with the access card system. The fault was reported to Estates and arrangements were made for Vicon (the system operator) to attend and fix it. It did not detract from the welfare of the detainees.	Received well. Cell clean and tidy. Quick access to suite.
28.05.11 – 09:30hrs	17	10	9			Prompt entry. Friendly staff. Everywhere clean.
30.05.11 – 08:33hrs	16	10	4			Swift entry. Suite clean and tidy.
03.06.11 – 09:50hrs	6	6	4			Fast efficient entry and escort. Cleaning taking place during visit. All areas clean and tidy, including kitchen area and showers on A & B wing.
09.06.11 – 20:25hrs	13	10	4			Clean, tidy, friendly efficient staff.
14.06.11 – 15:25hrs	3	3	3			Nothing to report.
17.06.11 – 16:55hrs	10	10	7			Swift entry, efficient escort.
23.06.11 – 13:55hrs	4	4	1			Quick, efficient visit. Cells clean and warm.
24.06.11 – 08:34hrs	7	7	6			Speedy entry and response from staff. All areas very clean and tidy. Suite in general

					very quiet and peaceful.
26.06.11 – 13:26hrs	17	10	5		Suite clean and tidy, fit for purpose. Staff were courteous, efficient and professional.
27.06.11 – 10:35hrs	6	6	3		Swift entry. Efficient escort.
28.06.11 – 09:58hrs	12	10	8		Majority of spaces clean and tidy. Seen promptly. Query on use of Methodone - Custody Sergeant explained detainee would be given a substitute.
01.07.11 – 09:25hrs	11	10	6		Treated courteously and professionally by Detention Officer.
03.07.11 – 09:53hrs	16	10	3		Swift entry. All areas clean and tidy. Cleaning in progress.
05.07.11 – 17:00hrs	8	8	7		No comments.
10.07.11 – 21:05hrs	10	9	4		Speedy entry. Well received.
11.07.11 – 15:45hrs	5	5	2		Swift entry. Courteous escort. All areas clean and tidy.
16.07.11 – 11:55hrs	9	9	4		Quick entry. Staff helpful.
20.07.11 – 22:00hrs	6	6	6		Well received – warm and clean. Helpful and efficient escort.
23.07.11 – 09:50hrs	11	10	2		Very quick entry. Staff very friendly.
25.07.11 – 16:55hrs	8	8	4		Swift entry. Areas clean and tidy.
29.07.11 – 18:00hrs	2	2	2		Welcome on arrival. ID badge checked before entering. Ambient temperature in reception and main custody suite. Observed new notice on wall re first time entrants. Cool in cell 10 compared to rest of area. Showers checked and areas all clean and tidy.
01.08.11 – 17:00hrs	6	6	4		None.
06.08.11 – 08:55hrs	20	10	3		Well received, quick entry. All clean and tidy.
11.08.11 – 10:00hrs	7	7	2		Quick entry. Staff very helpful. All areas clean.

12.08.11 – 10:00hrs	12	10	4			Prompt, friendly entry and escort. Shown demonstration of 'drugloo' and checked parent/child room. Cleaning in progress throughout suite.
16.08.11 – 10:52hrs	5	5	3			Cells clean – Made welcome – Quick efficient visit and escort.
19.08.11 – 17:35hrs	10	10	4			Swift entry into suite. Courteous escort.
22.08.11 – 20:25hrs	8	8	5			Slight delay getting to desk following an earlier death in custody which was explained by Chief Inspector at door. Custody visit proceeded as usual. Escorted very well. All areas clean and tidy.
26.08.11 – 09:55hrs	6	6	4			Swift entry. Cleaning in progress.
01.09.11 – 17:45hrs	7	7	4			Received well. Cell area clean and tidy.
02.09.11 – 09:55hrs	9	9	4			Well received. Cleaning in progress. Efficient escort. Suite clean and tidy, including three processing rooms and kitchen.
08.09.11 – 21:25hrs	5	5	4			Received well. Cell area clean and tidy.
11.09.11 – 10:00hrs	18	10	7			Swift entry. All areas clean and tidy. Courteous escort.
23.09.11 – 09:26hrs	6	6	3			Speedy entry. Well received. Friendly escort. All areas clean and tidy.
30.08.11 – 20:28hrs	8	8	6			Areas seen were clean and tidy. Custody busy and orderly. Escorted efficiently
05.09.11 – 10:00hrs	7	7	6			All areas clean and tidy. Escorted professionally and courteously by Detention Officer.
02.10.11 – 16:12hrs	3	3	3			Custody suite found to be clean and tidy. Staff gave assistance and found to be helpful.
08.09.11 – 14:32hrs	11	10	5			General condition clean and tidy. A number of detainees were complimentary about treatment.
09.09.11 – 13:02hrs	9	9	4			Suite clean and tidy – fit for purpose. All staff professional and helpful. All issues

						resolved during visit.
14.09.11 – 19:25hrs	7	7	4			All areas generally clean and tidy. Checked shower blocks A & B – all ok. Checked kitchen-clean and tidy. Delay to visit due to all staff busy with tasks. Temperature generally ok, bit cook in couple of cells.
18.09.11 – 17:55hrs	12	8	5			Speedy entrance, well received by all staff. Cells clean, temperature felt ok.
22.09.11 – 15:45hrs	10	10	6			Received and escorted well. All detainees were complimentary about the way they had been treated.
28.09.11 – 21:15hrs	5	5	1			Well received.
02.10.11 – 17:00hrs	16	9	5			Suite clean and tidy.
06.10.11 – 17:50hrs	6	6	1			Fast entry. Staff were first class.
09.10.11 – 14:08hrs	10	10	6			Swift entry, efficient escort. Suite warm and tidy throughout.
10.10.11 – 17:59hrs	6	6	5			Speedy entry. Friendly custody staff. Efficient escort. All areas clean and tidy.
16.10.11 – 17:40hrs	14	7	5			All areas clean and tidy – no issues.
17.10.11 – 17:28hrs	6	6	4			Received well and promptly. Cell area clean and tidy.
19.10.11 – 15:00hrs	8	8	3			Very speedy entry. Efficient and friendly escort. All areas clean, tidy, including kitchen and shower areas.
23.10.11 – 17:30hrs	9	9	7			Quick entry. Staff very welcoming. Custody Suite temperature ok.
24.10.11 – 17:03hrs	4	4	2			Swift entry.
29.10.11 – 09:58hrs	10	10	2			Prompt entry. Kitchen tidy. Exercise yard tidy. Showers clean. Whole complex pleasantly warmer than usual.
31.10.11 – 17:50hrs	9	8	4			All areas clean, tidy and warm.
04.11.11 – 16:25hrs	14	10	4			Speedy entry. All cells very clean, showers, kitchen and exercise yard also clean and tidy. All detainees very satisfied with

						conditions and the way in which they had been treated.
09.11.11 – 17:15hrs	11	10	7			Received well. Very efficient and polite. Cell area clean and tidy.
11.11.11 – 17:55hrs	10	10	4			Speedy entry with warm welcome.
17.11.11 – 19:00hrs	13	10	3			Easy access, warm environment. Clean and tidy. Staff friendly. Showers checked wing A & C – all clear and clean.
19.11.11 – 10:28hrs	10	9	6			Speedy entry – cells clean and warm. Friendly and efficient escort.
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 – 15:00hrs	3	3	2			Quick, swift entry. Areas all clean, staff very welcoming.
29.11.11 – 08:24hrs	3	3	0			Swift entry and efficient and helpful escort.
02.12.11 – 15:32hrs	12	10	5			Swift entry and courteous escort.
08.12.11 – 17:18hrs	9	9	3			Swift entry. Cells warm and clean.