

## BLACON 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			
02.04.11 – 12:00hrs	11	5	5			Kitchen area clean and tidy. Very well received by the Sergeant. Very helpful.
05.04.11	6	4	4			Admitted promptly. We were shown around all 4 cells professionally. All areas were clean and tidy.
08.04.11 – 21:25hrs	7	5	3			Admitted promptly. Officer who escorted us was helpful.
14.04.11 – 08:53hrs	9	9	6			Seen promptly. All areas clean and tidy.
15.04.11 – 19:50hrs	0	0	0			No detainees in cells. Checked kitchen and food dates. Checked showers for cleanliness. Checked a number of cells – all neat and tidy. Well received by custody staff.
20.04.11 – 15:00hrs	4	2	1			Admitted promptly, escorted efficiently. Kitchen & store clean and tidy.
23.04.11 – 11:50hrs	7	6	5			Access prompt, friendly and helpful. Clean and tidy cells.
27.04.11 – 21:01hrs	10	7	5			Very busy. Large group of 6 detainees being processed.

01.05.11 – 17:30hrs	8	8	6			Prompt entry and well received. Escorted efficiently by Detention Officer, who gave us good and helpful information during the visit. Inspection of the kitchen – all clean and in order.
05.05.11 – 15.00hrs	3	3	1			Everything clean and tidy. Admitted immediately.
07.05.11 – 20:57hrs	6	6	4		Arrangements being made to contact the original contractor to repair the area.	B wing shower plughole clogged with hair. Still no repair to shower area in A wing. Well received.
09.05.11 – 18:30hrs	1	1	1			All areas clean and tidy.
14.05.11 – 09:25hrs	13	7	4			Cells being cleaned.
17.05.11 – 16:01hrs	6	6	5			Received promptly. All areas clean. Detention Officer knowledgeable and helpful.
20.05.11 – 10:00hrs	7	7	5			Received quickly and courteously. All areas clean and tidy. Custody suite quiet and well ordered. One detainee complimentary as to the standards of detention here.
27.05.11 – 19:28hrs	7	7	3			Received into custody suite quickly. Disregarded by custody sergeants, however, Detention Officer made up for this with his professionalism and assistance in dealing with our visit and requests.
28.05.11 – 09:50hrs	7	7	3			Admitted promptly and escorted efficiently. All areas, including kitchen and shower and store cupboard all clean and tidy.

31.05.11 – 17:38hrs	7	3	3			Well received. Busy and approaching change over. Detention Officer escorted us round before his start time.
05.06.11 – 09:30hrs	18	9	3		Floor damage – see above.	Extremely busy. Seen promptly. Floor still damaged on A wing shower. Kitchen very good, clean and tidy. Clothes store fully stocked.
08.06.11 – 20:02hrs	6	6	3			Received quickly and courteously. All areas seen clean and tidy. Food stocks checked and all in date.
10.06.11 – 10:58hrs	3	3	2			Received quickly. Custody suite quiet and orderly. All areas clean and tidy.
13.06.11 18:15hrs	4	3	2			All areas clean and tidy. Seen promptly.
17.06.11 – 14:00hrs	4	2	0			Staff courteous when we arrived. Everything was clean and tidy.
21.06.11 – 19:25hrs	13	6	1			Cell 19 – Light switch faulty – main rocker not working. Everywhere clean and tidy, including holding bays.
24.06.11 – 19:30hrs	9	9	5		Floor damage – see above.	Well received. All clean and tidy. Very busy. Escorted well by knowledgeable escort. Kitchen ok – food in date. A wing floor in shower still taped.
28.06.11 – 09:30hrs	2	2	2			Admitted promptly, escorted efficiently. All areas clean and tidy. Cleaner in attendance.
03.07.11 – 20:25hrs	7	7	3			Very well received and promptly escorted. Informed of any issues. Staff very cheerful and helpful.
05.07.11 – 09:55hrs	4	4	3			Everywhere clean and tidy. Kitchen all ok. Received quickly and well as normal.

08.07.11 – 08:28hrs	10	10	6			Received promptly. Detention Officer helpful and pleasant. Suite being cleaned. Floor outside “A” wing shower still taped and needs proper repair.
11.07.11 – 09:55hrs	3	3	0			Custody visit well received and shown round swiftly and efficiently.
15.07.11 – 10:30hrs	5	5	2			Well received. All areas clean and tidy.
18.07.11 – 20:30hrs	0	0	0			No detainees. Looked at showers, kitchen and bedding room. All ok.
22.07.11 – 09:10hrs	8	8	3			Cleaner in. All areas in good clean condition. Floor near shower (A wing) still taped up. Well received by custody staff.
28.07.11 – 18:00hrs	4	4	2			All areas clean and tidy.
31.07.11 – 21:05hrs	8	8	4	Shower floor still taped in “A” wing.	See above	Well received and escorted well. Knowledgeable escort. Kitchen checked- clean and tidy. Food in date, store checked – ample stock. All showers clean.
02.08.11 – 20:00hrs	7	7	2			Well received – custody area tidy. Noticed outside shower (block A) 20 dead flies on the floor – doesn’t seem to be any explanation for them.
07.08.11 – 09:55hrs	13	9	7			Admitted promptly, escorted efficiently and courteously. General areas of suite clean and tidy.
09.08.11 – 19:25hrs	13	7	3			Well received although busy at the time. Detention Officer very helpful and attended to all requests.
13.08.11 – 10:02hrs	6	6	5			Received quickly. Generally all clean and tidy. Store room fine, kitchen fine.

					Still tape on floor by shower A wing. Detention Officer very helpful.
15.08.11 – 10:15hrs	9	8	8		All smooth – no issues.
18.08.11 – 19:20hrs	9	9	6		Speedy entry. Very welcoming and outstanding service given by Detention Officer, who followed up all our queries whilst in the suite. 5* service.
19.08.11 – 14:30hrs	3	3	1		Well accepted. Clean and tidy.
23.08.11 – 19:30hrs	6	6	4		Well escorted by Detention Officer. Everywhere clean and tidy. All showers and kitchen clean. A quantity of beans and potato wedges have expiry date of September 2011.
27.08.11 – 18:00hrs	9	7	6		Suite very busy on arrival. All officers engaged with detainees. Kitchen area clean. Food in date. Shower areas clean but shower in A wing still has tape on the floor. Empty cells clean.
02.09.11 – 21:30hrs	4	4	4		Staff were busy but acted promptly to our visit. Escorted very efficiently by Detention Officer. Kitchen clean and tidy and food stuffs in date.
05.09.11 – 10:00hrs	7	7	6		All areas clean and tidy. Escorted professionally and courteously by Detention Officer.
09.09.11 – 09:55hrs	8	5	2		Admitted promptly, escorted efficiently. All areas observed clean and tidy.
15.09.11 – 15:30hrs	4	4	2		All areas clean and tidy. Helpful Detention Officer. Received quickly.

18.09.11 – 14:55hrs	6	6	4			Quickly and well received.
20.09.11 – 10:50hrs	4	4	3			Admitted promptly. Warm welcome from staff.
23.09.11 – 21:45hrs	9	6	2	A wing shower floor still taped up. Tape in good condition.	Chief Inspector advised that floor would be repaired w/c 17.10.11.	Received quickly into suite. Shown around by Detention Officer – very attentive. All clean and tidy in suite. 5 packets of potato wedges/beans expiry date end September 2011.
26.09.11 – 16:50hrs	4	4	2			Well received. Everything clean and tidy. Kitchen, stockroom and cells and shower areas all clean.
02.10.11 – 21:02hrs	8	8	5			Received quickly and courteously. Detention officer attentive and knowledgeable of detainees. All areas seen clean and tidy. All food stocks in date. Estates aware of state of A Block shower floor we were informed.
03.10.11 – 11:00hrs	3	3	1			A wing shower floor still taped but not currently in use. B wing hair in plug hole. Kitchen area clean and tidy.
07.10.11 – 12:00hrs	3	2	2			Escorted efficiently and courteously by Detention Officer who dealt with single request immediately. Although three detainees listed on board, one had been taken to hospital, hence not present to be interviewed. Kitchen and showers all clean and tidy.
12.10.11 – 13:30hrs	5	5	4			Seen promptly. All areas clean and tidy.
14.10.11	7	7	6	All cells cold – blowing cold air through venting under benches. Custody staff said that it goes	Chief Inspector informed. Email sent to Estates asking that the matter be looked into as a	Received into custody straight away. Well escorted by Detention Officer. Requests carried out promptly.

				very cold at night in the suite itself. Sometimes resulting in coats having to be worn	matter of urgency.	Custody area clean and tidy. Tape on floor still near shower in A wing.
18.10.11 – 16:20hrs	12	6	6			All detainees ok – most wanting updates and a few needing to make phone call and wanting reading material. All areas tidy and we were welcomed promptly and professionally.
19.10.11 – 14:58hrs	3	3	1			Received quickly and courteously. Custody suite found to be orderly and very clean except the shower area in B wing. Hair/fluff at drainage point. Kitchen clean and all food in date.
21.10.11 – 11:03hrs	6	6	4			Received quickly and professionally. Escorting officer fully knowledgeable regarding detainees. All areas seen clean and tidy. Shower block B still has fluff/hair trapped in plug hole. This was reported on Wednesday.
27.10.11 – 20:30hrs	9	9	5			Received quickly and courteously escorted professionally. Suite in clean condition and functional except for toilet in cell 7 not flushing. We were informed there is a leak in the cistern cupboard.
28.10.11 – 19:45hrs	7	7	2			Well received – quick service. Escorted well by Custody Sergeant. Generally clean and tidy. Showers and kitchen ok. Food in date.
02.11.11 – 14:00hrs	6	6	3		Shower floor in A Wing now repaired.	Escorted well by Detention Officer. Everywhere clean and tidy.
04.11.11 – 20:30hrs	6	6	1	Lighting in C Wing observed faulty. Usable at present.		Received promptly and politely by Custody Sergeant and Detention

						Officer. Well escorted. Shower room checked. Paint now dry – shower usable. Everywhere clean and tidy.
07.11.11 – 11:25hrs	5	5	3	Cold air still blowing from under bunk, particularly in A Wing.	Chief Inspector advised and agreed to chase Estates for a response. 11.11.11 – Chief Inspector checked heating in cells which were all warm with warm air being blown out of the air vents below the beds in cells in A wing.	Shower floor fixed. All areas clean and tidy, especially the kitchen. Promptly and well received. Efficiently escorted.
11.11.11 – 14:28hrs	1	0	0			Seen promptly. All areas checked and all clean and tidy. Kitchen checked and all meals in date. Clean and tidy.
15.11.11 – 15:30hrs	9	9	6			Very punctual and efficient. Everywhere clean and tidy.
20.11.11	6	6	4			Admitted quickly, escorted efficiently. Custody suite found to be clean and tidy.
21.11.11 – 10:31hrs	12	8	6			Admitted very promptly and showed around suite and video room. All areas observed clean and tidy.
25.11.11 – 11:00hrs	5	5	2			Escorted well. Showers etc all clean. Kitchen clean, food in date.
30.11.11 – 12:13hrs	2	2	1			Very well received and conducted by Custody Sergeant, who took time to show us the Video Enabled Court suite and explained it in detail. Raised concerns about chairs/tables not being fixed, hence potential danger to detainee, staff and equipment.