

CUSTODY INSPECTION 2014 IMPROVEMENT PLAN

SCT Portfolio Owner: ACC B-Division and Crime

Detailed Force Feedback

Improvement Plan Owner: Head of Offender Management

Ref	Area for Improvement	Action Owner	Due Date	Initial Response	Latest Update	Date of Update	Complete Yes/No	RAG Status
Section 2. Background and Key Findings								
Main Recommendations								
2.23	Pre-release risk assessments should be detailed, meaningful and based on an ongoing assessment of detainees' needs while in custody; the custody record should reflect the detainee's position on release and any action that needs to be taken.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place - need to ensure that all custody staff comply and fill it in a comprehensively as possible. This process will be re-briefed out to all custody staff to ensure awareness and compliance.	The pre release risk assessment form is provided and available in ALL suites. The requirement to complete them , where this does not delay the persons release from custody which is mandated by PACE, has been briefed to ALL staff locally. Local Custody Managers will dip sample and check compliance as part of the monthly custody record audit process. Custody record audits take place every month and are conducted by the Custody Managers at each site. On the whole custody records are filled out correctly - where development issues are identified these are addressed directly with the staff member involved as a follow up to the audit process.The audit checklist comprises HMIC expectations criteria and has been redesigned for audits taking place from 23/10/14 to take into account this action point in order for compliance to be demonstrated. The revised version has been circulated on 22/10/14 by Insp. Lydon to all Custody Managers and C/I Mauer. This recommendation will remain open until assurance is provided that Custody Managers are now using the newly issued custody record audit checklist. Next custody record audit is due to take place in November.	22-Oct-14	No	GREEN
2.24	Custody sergeants should ensure detention is appropriate and last for no longer than is necessary.	B Division, Supt Divisional Operations	01-Dec-14	This already occurs - however most delays appear to be caused by a lack of process protocol amongst dealing departments. CID/ISU/CAT and Custody are in the process of reviewing protocol and then forming this into agreed MOUs. This process is currently being undertaken under the ownership each respective departments SMT.	Custody Sgts have been briefed on the role and responsibilities regarding expeditious and diligent investigation of offences and ensuring detention is proportionate. Custody Directorate has sent out a revised bulletin on this issue to all Custody Managers and Learning and development team on 22/10/14.Compliance checks form part of the custody record audit checklist. The electronic audit checklist comprises HMIC expectations criteria and has been redesigned for audits taking place from 23/10/14 to take into account this action point in order for compliance to be demonstrated. The revised version has been circulated on 22/10/14 by Insp. Lydon to all Custody Managers and C/I Mauer. A Custody and detention internal MOU for B Division. is being drafted and consulted on which will cover the investigative aspects and resource allocation within this action. CI Mauer is overseeing the process for delivery Nov 2014.The MOU sits as a standing item on the B Div Custody Managers meeting last held on 15/10/14.	22-Oct-14	No	AMBER
2.25	Procedures for contacting face-to-face interpreters should be reviewed to ensure that they are appropriately vetted individuals and suitably qualified. The interpreters list should be up to date.	B Division, Supt Divisional Operations	01-Dec-14	Lists to be reviewed where applicable updated accordingly to ensure compliance.	The lists at each suite have been reviewed and now comply with the national standards. The lists at each suite have been reviewed and now comply with the national standards. The process and criteria for interpreters has been briefed out again by Custody Directorate and local management. ALL contacts now comply with the registration and vetting requirements of the APP. Custody staff use the national register website which is updated automatically on a national basis. Individual Forces are not the owners of the database. All BTP suites have had any cards/leaflets etc removed that were referred to during the inspection. Where Interpreter services have been used this is checked for compliance on the revised custody record audit checklist issued on 22/10/14 to Custody Managers	22-Oct-14	Yes	GREEN
Section 3. Strategy								
There is a strategic focus on custody that drives the development and application of custody-specific policies and procedures to protect the well-being of detainees.								
Recommendations								
3.17	Staffing levels should be reviewed to ensure that sufficient custody staff are on duty at all times to meet demand.	B Division, Supt Divisional Operations	01-Dec-14	Staffing levels have recently been reviewed and addressed with an intake of new DDO's and posting of Sergeants into custody . This has brought B-Division custody suites up to its current establishment. Staffing levels will be subject to ongoing review by Custody Managers to ensure that resource levels meet the current and forecast needs.	B Division has conducted a review of staffing levels as part of the Custody and detention MOU. Vacancies exist across B Division and new Sgts and DDO staff have been identified. Staffing is now more flexible with the Sectors providing support to each suite that were previously under the old legacy Divisional structure. This has ensured that demand is met and appropriate staff provided at each location. This sits as an agenda item on the B Division Custody meeting for governance and will be reviewed following publication of the MOU in November 2014. This action will remain open until MOU developed- links in with ref 5.13. It should be noted that from the 3 January 2015 Ebury Bridge Custody will close and staff will be redistributed into the custody staffing model. This in turn supports the structure to ensure there are sufficient resources at each location. CI Mauer leads on the staffing model and MOI for B Division.	22-Oct-14	No	GREEN
3.18	Police constables who are used as gaolers should receive training in the role before working in custody.	B Division, Supt Divisional Operations	01-Dec-14	Current PC's used for this role have undertaken training. However there has been times where PC's who are not trained have been used. For these limited occasions it would not be feasible to roll out training - however we could just stipulate that they only carry out basic assistance functions in custody. Moreover we must ensure that untrained PC's are not used alone and only to provide additional assistance to fully trained custody staff.	All staff who conduct gaoler duties are trained appropriately. It is not common practice or standard operating procedure for Constables to be so used. On the occasion that a vulnerable detainee needs constant observations and there are insufficient staff in the suite a constable may be used. This does not occur without the staff member being specifically briefed on the requirement and responsibility. This practice is covered by the APP for Custody and Detention. Compliance is provided locally by the Custody sgt and Custody Manager.	28-Sep-14	Yes	GREEN
3.19	The lack of local authority accommodation for children and young people refused bail at police stations should be resolved at a strategic level with local authority partners.	Head of Offender Management	01-Dec-14	This is a London wide issue and the MPS and CoLP also face this challenge. This needs to be addressed at strategic SCT level.	This is a perennial issue nationally and has been raised at the Strategic PACE Board with the Home Office, national Custody Forum and representations made via the ACPO Custody lead. National engagement is in place through the latter forum with the HO on this issue. Locally, Custody directorate has briefed via the B Div. Custody meeting that all such cases continue to be referred to the LA, and data is captured on the monthly Custody report from each suite. This is in order for the extent of the issue to be assessed and for evidence to be collated that can be taken to the local authorities concerned by Force lead for Custody. A report will be made at the next Strategic Custody Forum.	29-Sep-14	No	AMBER

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Housekeeping Points								
3.20	The BTP police authority should ensure, through liaison with the Mayor's Office for Policing and Crime, that there are regular ICV visits to all BTP custody suites.	Head of Offender Management	01-Dec-14	ICV's regularly visit B-Division custody suites and the current Custody Managers represent BTP and the sub-Divisions at ICV panel meetings.	Opening and closing details of suites and renewed contact with MOPAC office has been established. Local Custody Managers are attending the local ICV panel meetings to provide updates and respond to ICV feedback. ICV panel meetings are held by MOPAC for each London Borough on a quarterly basis. The BTP Local Custody Manager for the suite(s) within that Borough attends the panel meeting. These are chaired and minuted by MOPAC. ICVs visit BTP suites on an unannounced basis which is in accordance with PACE. They complete a record of the visit and submit a copy to the local Custody Manager and to the MOPAC. Any issues or feedback are actioned by the Custody Managers and reported back to MOPAC for recording and minute. A copy of the report is kept on Division; strategic issues requiring a Force perspective are copied to the Custody Directorate at FHQ. Further to this BTP already carryout self assessment inspections in partnership with 'Turning Point Charity' who are service users as part of it Custody assessment process carried out by Centre for Public Innovation and in developing the Offender Management Reform Programme. Offender Management will potentially look to develop this area and establish a working partnership with another Home Office Force. The Preferred partner would be City of London as a relationship is already in place with their Custody Lead in several other areas related to Custody and detention. ICV panels attended on 7 and 27 October by Local managers. The next round of Panel meetings in 2015 have yet to be published by MOPAC.	03-Nov-14	No	GREEN
3.21	Shift handovers should be included in the quality assurance procedure.	B Division, Supt Divisional Operations	01-Dec-14	Shift handovers are already in place. To ensure quality and understanding (risk management etc) Custody Managers now conduct random observations and provide feedback and test understanding where required.	Custody managers now include shift handovers in the audit process.	28-Sep-14	Yes	GREEN
Section 4. Treatment and Conditions								
Detainees are held in a clean and decent environment in which their safety is protected and their multiple and diverse needs are met. (Respect)								
Recommendations								
4.8	Detainees should be taken to the police station nearest to the place of arrest to avoid long escort times to a BTP custody suite.	B Division, Supt Divisional Operations	01-Dec-14	Given the nature of how we as a Force are set up this would not always be beneficial to the DP as their processing may not be expedited as quickly if taken to the nearest custody on a literal basis. However DP's should not be transported an unreasonable distance to a central BTP custody or if they are very violent whilst in transport. This will be re-briefed out locally to Response Chief Inspectors to ensure awareness and compliance.	This has been briefed regarding vulnerable or violent detainees. Custody directorate has responded to HMIC feedback on this specific point since there is no legal requirement for this to be done in each and every case. Therefore, it will not be implemented in every case where a person is detained by BTP for the following reasons; MPS or COLP have limited cell space, there are costs associated for these Forces regarding the full range of services needed for detainees, facilities and resources will dictate where a person is taken on occasions, specialist investigative and support facilities are available at certain BTP suites, different systems in place by other Forces add time to detention that renders any potential benefit gained in shorter travelling less beneficial. PACE and the APP do not mandate this as a requirement.	28-Sep-14	Yes	GREEN
4.9	The cell call bell should be relocated so that detainees with disabilities can use it from a seated position.	B Division, Supt Divisional Operations	01-Dec-14	EZ already has this in one of its cells specifically and all other cells are sufficient low enough to press whilst seated. This will need to be reviewed at strategic levels re best practice v demand. The cost to install and close custody may well outweigh the best practice benefits.	A detainee who is recognised as needing this facility will be taken to an appropriate suite with the facility. Routinely, we would seek to use out of custody disposal for a DP who has significant mobility issues. If the appropriate cell cannot be used due to demand then supervision and mitigation to provide for the needs of the DP will be put in place on a case by case assessment as part of the DP's welfare care plan. No further refurbishment is scheduled or budgeted for at this stage for every cell in every suite.	28-Sep-14	Yes	GREEN
4.10	Women should be asked if they would like to speak to a female officer and this should be facilitated.	B Division, Supt Divisional Operations	01-Dec-14	This will be briefed out to all custody staff by the Custody Managers to ensure awareness where operationally practicable.	This has been briefed out again to ALL custody staff and the requirement to document on the custody record. Compliance is conducted via the custody record audit process carried out by each Custody Manager. Such briefings have been given verbally at each location by the Custody Managers during briefings to staff. Learning and Development have been copied the Action points for inclusion and checking with training materials and lesson planning to ensure a consistent message is delivered. The custody record audit checklist has been amended to include specific reference to this on female DPs custody records to ensure compliance. Update 3 November 2014 - Learning and Development Lead Graham Kerr has reviewed and updated Training Course in light of HMIC Inspection points ready for the next round of new recruitment for DDO's (yet to be agreed) and refresher sessions April/May 2015.	03-Nov-14	Yes	GREEN
Housekeeping Points								
4.11	Girls aged 16 or under should be allocated a female officer with responsibility for their care.	B Division, Supt Divisional Operations	01-Dec-14	This will be briefed out to all custody staff by the Custody Managers to ensure awareness where operationally practicable.	This has been briefed out to all Custody staff, subject to operational resource demands. Most shifts have female staff on site. Sgts are aware of the legal responsibility to have someone available and the DP is to be informed of their right. The custody record audit checklist has been amended to include evidence of compliance and is recorded electronically by each Custody Manager.	22-Oct-14	Yes	GREEN
Section 4. Treatment and Conditions								
Detainees are held in a clean and decent environment in which their safety is protected and their multiple and diverse needs are met. (Safety)								
Recommendations								
4.20	Non-custody staff should not have access to cell keys and visits to cells should be undertaken only by custody staff, or, if necessary, accompanying other staff.	B Division, Supt Divisional Operations	01-Dec-14	This will be briefed out to all custody staff by the Custody Managers to ensure awareness where operationally practicable.	Custody Sgts retain overall control of the keys and the matter of people attending cells without reference to the Custody Sgt and record keeping on the Custody record has been briefed. Compliance via the custody record audit checks by Custody managers. This element will be picked up from the review of detention logs where DPs are visited in their cells carried out at each site by the local custody manager on a monthly basis.	28-Sep-14	Yes	GREEN
4.21	Travel warrants should be available at all the custody suites.	B Division, Supt Divisional Operations	01-Dec-14	This has been resolved and all B-Division custody suites have or are in the process of applying for travel warrants.	Travel warrants are available.	28-Sep-14	Yes	GREEN

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Housekeeping Points								
4.22	Information about support agencies should be available in several languages.	B Division, Supt Divisional Operations	01-Dec-14	Current documentation will be reviewed by Custody Managers and where necessary alternative or translated documentation will be sourced/made available.	Documentation at each site is being reviewed by each Custody manager to be reported at next B Div Custody meeting. Update 3 November 2014 - Support Agencies leaflets are produced by the relevant organisations, which means that they are not always produced in a wide range of languages. Drugs and Alcohol and mental health material produced by NHS is in several commonly occurring languages within London and are the ones in use currently at each site	03-Nov-14	No	AMBER
Section 4. Treatment and Conditions Detainees are held in a clean and decent environment in which their safety is protected and their multiple and diverse needs are met. (Use of Force)								
Housekeeping Points								
4.26	Subject to a risk assessment, detainees should have their handcuffs removed as soon as possible.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place as best practice at all B Division custodies subject to risk assessment. To ensure that this is fully understood (in particular with non-core custody staff) this will be re-briefed out by the Custody Managers.	This has been subject of a briefing on the legal and procedural aspects related to handcuffing. ALL custody staff are aware of the need to assess the proportionality of cuffing and risk assessment. Compliance monitored by local Custody managers audit process.	28-Sep-14	Yes	GREEN
Section 4. Treatment and Conditions Detainees are held in a clean and decent environment in which their safety is protected and their multiple and diverse needs are met. (Physical Conditions)								
Housekeeping Points								
4.31	Recorded cell checks should take place daily across the custody suites.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place and is carried out by each early turn shift and throughout the day as required. Cell checks are documented for audit purposes. Custody Managers also carry out random spot checks to ensure that cleaning and safety standards are complied with.	Process is in place, any issues identified are recorded on the fault log in each suite and/or raised by a call to the appropriate team to be addressed. Due to PFI arrangements it may be raised with BTP maintenance, REACT cleaning services or AMEY immediately and these are normally addressed with 24 hours. Call logs detail the calls, call backs and call closures.	22-Oct-14	Yes	GREEN
4.32	The cell call bell should be explained to detainees when they are located in a cell.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place and documented on the custody records. This also forms part of the Custody Managers audit of custody records and staff who do not comply are given words of advice where required.	Complete.	28-Sep-14	Yes	GREEN
4.33	Emergency practice evacuations should be recorded and a copy kept in the custody suites	B Division, Supt Divisional Operations	01-Dec-14	Each custody has a bespoke emergency and fire plan. Practice evacuations have been conducted and logged. However, owing to new staff being present this will be re-visited and refreshed.	Each suite has a plan. All staff have been trained in its implementation and practice drills conducted. The documentation is made available and stored on site at each building location. Fire evacuation drills take place annually in accordance with APP guidelines. Custody staff are updated during their block refresher training and the fire alarm systems are checked weekly. All training is required on individual ORIGIN training records.	22-Oct-14	Yes	GREEN
Section 4. Treatment and Conditions Detainees are held in a clean and decent environment in which their safety is protected and their multiple and diverse needs are met. (Detainee Care)								
Recommendations								
4.39	Detainees should be offered sufficient food and drink.	B Division, Supt Divisional Operations	01-Dec-14	This is done in all of our custody suites and evidenced in the custody records. The HMIC issue here was with one custody having low calorie food in stock. Now we have a central purchasing system standardising suppliers higher calorie foods/drinks are now being purchased across the whole Division.	Complete.	28-Sep-14	Yes	GREEN
4.40	An appropriate exercise yard should be provided so that detainees, particularly those who are held for more than 24 hours, can be offered exercise.	B Division, Supt Divisional Operations	01-Dec-14	Appropriate secure space for exercise is available for detainees where required. This is evidenced in the custody records accordingly.	This is a unique feature of specific sites. Central London Police station due to the nature of the building does not have any facility for this to be in place. Where a detainee is anticipated to be likely to be kept for extended periods they are taken to an appropriate location that has the facility. Whilst recognised as best practice, there is no legal mandate for this to be offered in every case (Ref Code C Para 8.7 and Note 3A). Compliance via local custody record audits by Custody Managers. This has not been raised prior to the HMIC inspection and thus has not been implemented before. This update is intended to be the future provision now that this has been identified. The fact of exercise is recorded on individuals custody records and detention times are captured and reported on within the monthly custody data sets collated by FHQ. This requirement has also now been included in the custody record audit checklist criteria to provide governance by the Custody Manager.	22-Oct-14	Yes	GREEN
Housekeeping Points								
4.41	Subject to an individual risk assessment, a small supply of toilet paper should be routinely placed in each cell.	B Division, Supt Divisional Operations	01-Dec-14	This will be briefed out to all custody staff by the Custody Managers to ensure awareness where operationally practicable.	Complete. Such briefings have been provided verbally at each location by Custody managers.	28-Sep-14	Yes	GREEN
4.42	All detainees held overnight, or detainees who require it, should be offered a shower, which they can take in private.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place and evidenced in the custody records accordingly. Detainees on remand are offered showers as a matter of course before attending court.	This is recorded on individual custody records for all detainees and is now included in the custody audit checklist to provide evidence of compliance.	22-Oct-14	Yes	GREEN
4.43	There should be a suitable range of reading material for detainees, including young people, non-English speakers and those with limited literacy skills.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place and evidenced in the custody records accordingly. Subject to risk assessment.	Suitable reading material has been procured for each site for detainees use. Each location has been provided with at least two copies of relevant religious text for main faiths in appropriate language that relates to that faith. At least two copies of commonly spoken language amongst our demographic of DPs have been provided, these were provided by local community groups, churches, mosques, synagogues within the policing area. Children's books such as Harry Potter series have been provided at every suite. NB. There are Health and safety considerations in terms of book binding, magazines and Infection control issues that should be considered in the provision of used and new material that is distributed amongst detainee populations.	22-Oct-14	Yes	GREEN

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Section 5. Individual Rights								
Detainees are informed of their individual rights on arrival and can freely exercise those rights while in custody. (Rights relating to detention)								
Recommendations								
5.12	Appropriate adults should be available at all times for young people and vulnerable adults.	B Division, Supt Divisional Operations	01-Dec-14	The appropriate adult service does not provide a 24 hour service. Where applicable custody tries to minimise youth time spent in custody by actively seeking out alternative means to process the detainee i.e. reporting for process, short bail in consultation with YOT.	The current contract for appropriate adult service is being reviewed and the specification changed to meet the 24/7 requirement and to cover 17 yr olds. This is to be updated in November 2014 by B Div Procurement Team (Cynthia Crawford)	28-Sep-14	No	AMBER
Housekeeping Points								
5.13	British Transport Police should ensure that there are no unnecessary delays in progressing detainees' cases because of the investigation protocols.	Head of Offender Management	01-Dec-14	Protocol re detainee process is currently part of the CAT/ISU/CID review being undertaken by SMT. This aims to make the process leaner and more efficient in order to expedite the process. Custody Managers are working on consultation with DCI Forsyth and CI Manager in relation to this matter. In the interim the new bail management principles are being applied and are helping to reduce process time further.	This forms part of the review referred to at 3.17 and will be reported on in the Custody MOU being developed by CI Mauger, November 2014.	28-Sep-14	No	AMBER
5.14	Custody staff should be made aware of the guide on the role and responsibilities of family or friends acting as an appropriate adult.	B Division, Supt Divisional Operations	01-Dec-14	This will be briefed out to all custody staff by the Custody Managers to ensure awareness. Custody Managers are currently in the process of producing a new proforma document which will ensure that non-trained appropriate adults are fully aware of their role and responsibility as an appropriate adult.	All staff briefed on the requirements. Such briefings are given verbally during briefings by the Custody Managers. This requirement has been added to the custody record audit checklist to provide evidence of compliance. A renewed briefing document has been provided electronically and is on the Custody Directorate Intranet page.	22-Oct-14	Yes	GREEN
5.15	Double-handset telephones should be provided in all suites to facilitate telephone interpretation	B Division, Supt Divisional Operations	01-Dec-14	This will be reviewed at the Custody Managers meeting.	This remains an outstanding item on the B Division. This has been added to the custody managers meeting agenda. Some sites have handsets in place but they need to be scoped for the entire custody estate.	28-Sep-14	No	AMBER
5.16	Detainees should be offered a written notice of the up-to-date version of their rights and entitlements.	B Division, Supt Divisional Operations	01-Dec-14	This already takes place at all of B-Division custody suites and staff print them off in the detainees language if needed - this is recorded on the custody record accordingly.	All interpretation requirements are met and documented on custody records. This forms part of the Custody record audits and the monthly custody data reports.	28-Sep-14	Yes	GREEN
Section 5. Individual Rights								
Detainees are informed of their individual rights on arrival and can freely exercise those rights while in custody. (Rights relating to PACE)								
Recommendations								
5.23	Senior police managers should engage with HM Courts and Tribunal Service to ensure that detainees are not held in police custody for longer than necessary.	Head of Offender Management	01-Dec-14	For SCT to review. This is a national issue relating to prison lockouts and availability of court slots. ACPO lead for custody is engaged in a review of the problem nationally and making representations on behalf of Forces to HMCTS. BTP Suites have been asked to monitor the extent of any delays and capture these as evidence to challenge HMCTS on a case by case basis. This is reported via Custody Managers meeting, Strategic Custody Forum and the National Custody Forum.	To date 3 cases have been notified to FHQ (22/10/14). This has been escalated through the Offender Management SMT 22/10/14 and has been set as an action for T/Supt Jones to raise with HMCTS.	22-Oct-14	No	AMBER
Housekeeping Points								
5.24	Posters concerning detainees' right to free legal advice should be prominently displayed in a range of languages in all custody suites.	B Division, Supt Divisional Operations	01-Dec-14	Contact with Media for professional looking posters to be looked at by Custody Managers.	Posters now on display in all suites.	28-Sep-14	Yes	GREEN
5.25	Detainees should be able to have a private telephone consultation with their legal adviser.	B Division, Supt Divisional Operations	01-Dec-14	This will be discussed at the next Custody Managers meeting. Agree to rationale but implementation may be harder to action on a logistical level as it will likely require building work.	This is being progressed locally under the auspices of B Division. Custody Managers meeting and facilities - CI mauger.	28-Sep-14	No	AMBER
5.26	Sufficient up-to-date copies of the PACE codes of practice should be made available at all custody suites.	B Division, Supt Divisional Operations	01-Dec-14	All custody suites have these and additional copies will be purchased if we have any identifiable shortfalls.	All suites now have copies. This is included in the weekly suite checklists that are done and logged at each suite location to ensure that up to date, sufficient and serviceable copies are maintained. PACE updates are monitored as BAU by the Force Legal Adviser and communicated as and when changes are to be carried out (for example Code G changes on Translations) these are communicated electronically and have an audit trail.	22-Oct-14	Yes	GREEN
5.27	PACE reviews should be carried out on time.	B Division, Supt Divisional Operations	01-Dec-14	This occurs routinely save for the occasional operational reason which leads to a delay. We are PACE compliant.	Carried out in accordance with PACE and any delays documented according to law on the Custody records. Compliance via Custody record audits.	28-Sep-14	Yes	GREEN
Section 6. Health Care								
Detainees have access to competent health care professionals who meet their physical health, mental health and substance use needs in a timely way. (Governance)								
Recommendations								
6.9	Safe staffing levels should ensure that all detainees are assessed by properly trained and skilled staff who are familiar with the four suites	B Division, Supt Divisional Operations	01-Dec-14	Rostering have been briefed to ensure this is actioned regarding resource levels. Core staff have been briefed to ensure that new staff are given a tour of the suite and made aware of the emergency plans.	Staff briefed on procedures. Staff unfamiliar with the suite are briefed on handover on the specific measures at each site and the location of any plans. No records of BTP staff working in custody are kept - this is business as usual. New staff receive a formal induction during their training and development period which is recorded on their training records.	22-Oct-14	Yes	GREEN
Housekeeping Points								
6.10	Emergency buzzers in the treatment rooms should be located to ensure staff safety and chairs should be movable.	B Division, Supt Divisional Operations	01-Dec-14	This is already in place at all our custody suites.	No FME room chairs bolted down at any live custody suite. Alarms are provided in each suite medical room.	22-Oct-14	Yes	GREEN
Section 6. Health Care								
Detainees have access to competent health care professionals who meet their physical health, mental health and substance use needs in a timely way. (Patient Care)								
Recommendations								
6.16	Staff, including agency staff, should receive management supervision and training to ensure they understand their duty of care to detainees and their professional responsibility to communicate appropriately with detainees.	Head of Offender Management	01-Dec-14	All staff providing healthcare are appropriately trained to provide care and have received induction training by the provider Tascor. They are supervised according to the clinical governance structure set out in the contract with the provider.	This is done in initial training course and block refresher training as a matter of course for all custody staff and is recorded on ORIGIN. Visitors are given a verbal induction briefing and signed into the Suite as a visitor. Agency staff are employed on a bank status with the healthcare provider. They are therefore TMS staff and have had an initial induction and training course and been signed off by the lead Doctor as fit to perform duties within their remit. All staff have a personal development plan and annual supervision in line with their professional body and the Contract terms and conditions. These are also recorded on the monthly management reports from the provider to BTP under People and Resources.	22-Oct-14	Yes	GREEN
6.17	All detainees at risk of medical emergency, for example undetected head injury, should be assessed by a health care professional.	Head of Offender Management	01-Dec-14	Detainees of this nature are already referred to an FME or taken to hospital as a matter of course in all of our custody suites.	All such DPs are referred to HCP or taken to Hospital. This is evidenced on the custody record and risk assessment sheet. It is also incorporated on the custody record audit checklist completed by custody managers at each site.	22-Oct-14	Yes	GREEN

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Section 6. Health Care								
Detainees have access to competent health care professionals who meet their physical health, mental health and substance use needs in a timely way. (Medicines Management)								
Recommendations								
6.21	Detainees should be able to have their prescribed opiate substitution while in custody.	Head of Offender Management	01-Dec-14	BTP has already responded to HMIC/P on this matter. This action point differs with guidance from the RCP and it is a clinical decision made by the FME on each occasion. The common practice is to provide symptomatic relief due to the safety issues relating to the use of replacement therapies in custodial environments such as police custody.	A clinical decision will be made by the FME on each occasion and symptomatic relief provided for each detainee, which is recorded on the custody record and the welfare care plan. N.B This issue as identified by HMIC is contradictory to National Clinical and Professional Guidance documents in respect of Methadone and similar substances. BTP and its provider follow clinical safety procedures in current usage.	22-Oct-14	Yes	GREEN
Section 6. Health Care								
Detainees have access to competent health care professionals who meet their physical health, mental health and substance use needs in a timely way. (Substance Misuse)								
Recommendations								
6.23	Links with local drug and alcohol services should provide detainees with the opportunity to manage their addictions and receive continuity of care while in custody.	Head of Offender Management	01-Dec-14	Local arrangements are in place to meet these needs , but they are being developed further under the OM Work streams and have been covered in the new NHS Commissioned healthcare service specification covering liaison and diversion routes.	In the short term BTP is currently in discussions to be included in the London Liaison and Diversion Scheme. BTPs long term position is that drug intervention personnel will form part of BTPs service specification. Current service providers contract will be up for renewal August 2015 and this will be address. This is ongoing work and will be further reported on in Dec 2014. Inspector Lydon has been in discussion with Mark Landy , A/Director of North London Forensic Mental Health Service to discuss extending the services of embedded mental health professionals into B Div Custody suites.	22-Oct-14	No	AMBER
Housekeeping Points								
6.24	Alcohol and opiate withdrawal screening tools should be available in all suites.	Head of Offender Management	01-Dec-14	This is something that should be discussed at a strategic/tactical level with OMU. This should be welcomed as a positive path to take as it will assist with crime reduction and offender management.	Ongoing , being scoped and feasibility established under 6.23 above.	28-Sep-14	No	AMBER
Section 6. Health Care								
Detainees have access to competent health care professionals who meet their physical health, mental health and substance use needs in a timely way. (Mental Health)								
Recommendations								
6.30	All custody staff should have mental health awareness training to improve their understanding of the distinction between behavioural traits, for example personality disorders, and mental illness so that they deal with detainees appropriately.	Head of Offender Management	01-Dec-14	Training is provided for Custody staff on Mental Health as part of their initial training package, the annual refresher training and by briefing notes provided by the Force Custody Directorate. Tascor has provided input on the last annual Professionalising Custody Practice training. In addition lessons learnt bulletins are shared locally from a variety of sources such as IPCC, POLKA and Custody networks.	100% of Custody staff have been trained. This is refreshed every year as part of the annual training and certification and is recorded on ORIGIN under Professionalising Custody Practice training.	22-Oct-14	Yes	GREEN