

2022-23 Q3 Custody Issues Raised

Below are some of the highlights and issues raised during visits or by West Yorkshire Independent Custody Visitors. 300 detained people were spoken to or observed during Q3 Oct - Dec 2022.

DATE OF VISIT	SUITE	CATEGORY	ISSUE RAISED & POSITIVE COMMENTS	WEST YORKSHIRE POLICE RESPONSE
05/10/2022	Leeds	Physical equipment	The last ICV report written on 30/09/22 was not in folder so ICV could not follow up any issues. The disposition sheet did not contain custody numbers or ethnicities which has been seen in other stations.	Sent to district custody manager to address
05/10/2022	Leeds	Positive remarks	Escorting Officer was pleasant and helpful and introduced ICVs correctly and promptly attended to DP's needs /requests.	Passed to district
06/10/2022	Huddersfield	Physical equipment	ICVs provided with an 'old style' custody disposition sheet as opposed to the new ICV disposition sheet. On reading previous ICV visit reports, it appears that this has happened on at least 2 previous occasions.	Sent to district custody manager to address
07/10/2022	Halifax	Positive remarks	Staff all helpful and friendly. Cells clean & tidy	Passed to district
07/10/2022	Bradford	Physical equipment	Kitchen area clean but cardboard microwave packaging piled on the floor - needs a specific recycling bin. Religious Provision seen - escorting officer will check whether a Koran needs to be covered.	Sent to district custody manager to address
07/10/2022	Bradford	Positive remarks	Escorting officer very helpful and calmly efficient.	Passed to district
08/10/2022	Wakefield	Positive remarks	Escorting Officer, very helpful & efficient	Passed to district
12/10/2022	Leeds	Resourcing	ICVs waited inside the building for 46 minutes before being taken to the custody area, despite a reminder they were waiting after 19 minutes. DO said they were busy.	Sent to custody manager to address
12/10/2022	Leeds	Resourcing	Cell 2 was Covid Positive (recorded on custody record) but ICVs weren't informed and were allowed to see detained person. It was marked on the whiteboard with a green 'C' for contagious.	Sent to district custody manager to address - raised in ICV meeting 09.11.22
13/10/2022	Halifax	Info Sharing	DP stated that the staff had treated him well but the officer who did his biometrics was overly firm and rude. DP declined to make a complaint.	Sent to district custody manager to address
13/10/2022	Halifax	Positive remarks	Admitted very promptly by DO with a welcoming smile. Staff were helpful and happy to answer questions.	Passed to district
17/10/2022	Wakefield	Positive remarks	DO very efficient, polite and helpful	Passed to district
17/10/2022	Halifax	Physical equipment	Kitchen clean with exception of 1 probe. Probes were unlabelled. One cell out of order due to smelly drain. A new ICV folder would be appreciated as it doesn't close properly.	Sent to district custody manager
17/10/2022	Halifax	Positive remarks	Staff were friendly and helpful as always.	Passed to district
18/10/2022	Huddersfield	Physical equipment	Cell 8 had food debris from 2 meals on the floor of cell.	Passed to district
18/10/2022	Huddersfield	Positive remarks	Escorting officer very helpful and personable towards ICVs and detainees. Thank you	Passed to district
24/10/2022	Wakefield	Positive remarks	Escorting officer very helpful and pleasant with ICVs and detainees.	Passed to district
25/10/2022	Huddersfield	Resourcing	The detainee has not been offered breakfast. Officer said he did not offer b/fast though he knows that food is available.	Sent to district custody manager
25/10/2022	Halifax	Food and drink	Probes were not labelled.	Passed to district
25/10/2022	Halifax	Positive remarks	DO was very helpful in answering all queries. A very good visit.	Passed to district
26/10/2022	Bradford	Food and drink	Kitchen - probes were dirty, as was kitchen floor. One Halal certificate was out of date.	Passed to district
26/10/2022	Bradford	Positive remarks	DO escorting was very helpful and friendly and cleaned the food probes when ICVs pointed it out.	Passed to district
01/11/2022	Huddersfield	Positive remarks	Prompt entry. Escorting officer - friendly and helpful and professional. Custody numbers and ethnicity shown on disposition sheet - very helpful.	Passed to district.
01/11/2022	Halifax	Positive remarks	Escorting officer very helpful and very knowledgeable re the needs of each of the detained persons. Thank you.	Passed to district.
03/11/2022	Wakefield	Positive remarks	Made very welcome by staff today. D.Officer who accompanied ICVs was extremely helpful and very sensitive to DPs needs throughout.	Passed to district.

07/11/2022	Halifax	Positive remarks	Escorting officer professional & gentle manner with detainees and very easy to work with - thank you !	Passed to district.
09/11/2022	Bradford	Food and drink	Generally clean but oven very dirty - debris on bottom	This has now been rectified and reminder sent about regular cleaning.
09/11/2022	Bradford	Positive remarks	Excellent food stock levels. Accompanying officer very helpful and quick to respond to queries. Two trainee DOs with ICVs were keen to learn about the ICV role.	Passed to district.
09/11/2022	Leeds	Resourcing	DP said female officer had been rude otherwise had been well treated.	Passed to district.
09/11/2022	Leeds	Physical equipment	The suite was very warm near the main desk but cold down the corridor near the kitchen. One meal certificate was out of date, two were in date.	See above re the certificates. PFI manager informed re fluctuation temperatures.
09/11/2022	Leeds	Positive remarks	DO was very helpful. A good visit.	Passed to district.
09/11/2022	Leeds	Physical equipment	Reports for October were missing. Reports for Nov and July were in the file.	Passed to district.
12/11/2022	Wakefield	Positive remarks	Escorted by excellent DO. She was knowledgeable, caring and extremely pleasant. She picked up a blanket when passing an empty cell, reacted quickly to requests and gave ICVs a hot drink!	Passed to district.
12/11/2022	Wakefield	Physical equipment	There were sanitary products piled on what appeared to be some kind of dispenser in the cell corridors - is this normal practice?	This is not common practice and I have asked that they do not store them on the corridors. I will send a reminder out to custody managers. Whilst having dispensers on the corridors would be useful unfortunately it is not possible. The HODG for Custody states that corridors and circulation areas should be free from unnecessary protrusions with the explicit exception of cell door handles.
14/11/2022	Halifax	Info Sharing	DP asked that prisoners on recall should be able to keep their watch and religious artefacts - i.e. cross and chain. ICVs said they would pass this on.	Noted by custody services for future consideration.
14/11/2022	Halifax	Positive remarks	Staff were helpful and friendly. Saw distraction box and weighted items. All areas clean, kitchen well stocked.	Passed to district.
17/11/2022	Leeds	Resourcing	Cell 1 was dirty with spilled drinks. Cell 14 - child - custody recorded indicated that DP was not treated as vulnerable. 2 packs of white coffee found to be out of date.	Passed to district with a note to ensure regular stock rotation. If detainee is a child (17 and under) they would automatically be treated as vulnerable.
26/11/2022	Halifax	Positive remarks	Escorting officer fantastic, kind, calm patient and had great communication with detainees	Passed to district.
29/11/2022	Wakefield	Positive remarks	Excellent visit.	Passed to district.
09/12/2022	Leeds	Resourcing	Had a short wait on arrival due to staff shortages. One certificate (Pro-Pak foods) out of date. Probes 'borderline' clean.	Halal certificate now updated. District reminded about waiting times for ICV's.
09/12/2022	Leeds	Positive remarks	DO was extremely helpful and professional and nothing was too much trouble, including starting his shift early due to staff shortages.	Passed to district.
11/12/2022	Huddersfield	Positive remarks	DO very helpful, informative and responded to needs of Detained persons immediately	Passed to district.
14/12/2022	Wakefield	Physical equipment	There appeared to be a lack of distraction activity and access to exercise yard for detainees who had been in detention a long time.	Raised with the district inspector. Thanks for letting me know.
14/12/2022	Wakefield	Positive remarks	Escort staff very helpful and polite.	Passed to district.
17/12/2022	Halifax	Food and drink	Probes appeared dirty. DO cleaned during visit.	Passed to district.
17/12/2022	Halifax	Positive remarks	ICVs were admitted promptly. Kitchen well stocked after a period of being unable to get supplies. DO pleasant, helpful and efficient.	Passed to district.
17/12/2022	Leeds	Food and drink	Halal Cert still out of date. One DP had to be moved from a cell where toilet was full.	Thank you for bringing this to my attention. Halal cert. now sorted.
17/12/2022	Leeds	Positive remarks	Suite very busy but staff levels were excellent. Accompanying officers were very helpful and alert to DPs needs. All staff very welcoming and DPs complimentary about the care they had received.	Passed to district.

17/12/2023	Leeds	Physical equipment	<p>We asked one DP if she wanted some pumps and she said that she wasn't allowed them.</p> <p>The DO explained after we spoke to her that pumps were not allowed in the cells because someone had tore a pair apart and used the thread to self-harm. But they would source some slippers for her.</p>	<p>The information given to the ICV's is correct. There is an issue with the way the pumps are manufactured and they can be taken apart of a piece of string found in the sole. This is national guidance issued by the NPCC and we comply with it. Foam slippers are available.</p>
21/12/2022	Leeds	Positive remarks	<p>Very good visit - 2 x DOs were very helpful and compassionate with DPs.</p>	<p>Passed to district.</p>
23/12/2022	Huddersfield	Physical equipment	<p>Cell 3 had debris on wall - officer advised.</p>	<p>Reminder sent to ensure cells are checked pre and post occupation.</p>
23/12/2022	Huddersfield	Positive remarks	<p>DO Helpful and courteous.</p>	<p>Passed to district.</p>
30/12/2022	Huddersfield	Physical equipment	<p>DP wanted knickers but big enough size not available.</p>	<p>Reminder sent to ensure that various size underwear is readily available.</p>