

Custody Visiting - Reports on Visits to Police Stations Period – 1st October to 31st December 2009

Notes

1. Comments by Custody Visitors highlighted in bold italics are matters that were brought to the immediate attention of the officer in charge.
2. Custody Visitors may contact custody staff at Gainsborough, Sleaford, Stamford, Louth and Mablethorpe police stations before a planned visit to ascertain if there any detainees being held in custody. Visitors have the option of cancelling a visit if there are no detainees present.
3. It is permissible for Custody Visitors to undertake visits on their own if the purpose of those visits is to inspect the condition of custody facilities and not to visit detainees.

STATION & NAMES OF VISITORS	DATE	TIME	No. IN	No. VISITED	REASONS WHY OTHER PERSONS NOT VISITED	COMMENTS OF VISITORS	FORCE RESPONSE
LINCOLN							
Visitor A/Visitor B	4/10/09	1357	15	6	2 x Interview 7 x None Given 13 x Records seen with permission.	<i>F1 now appears to want a person in the UK notified of her detention. D2 expressed a desire to talk to the 'Samaritans' Custody Officer advised. ICV team formed the option that D2 was in a poor state of mind, Custody Officer advised of this fact. Both D2 and M15 have not showered in last 24hrs. Custody Suite extremely busy after Saturday night activities. Nevertheless the ICV team were satisfied that PACE Code of Conduct was being complied with, several detained persons stated they had been well looked after.</i> Well done to the on-duty Custody Staff.	N/A

Visitor A/Visitor B	7/10/09	2156	6	1	2 X Asleep 3 x No reason given 1 x visit ended early due to solicitor. 4 x records seen with permission.	None PACE code of conduct being complied with. At the time of the inspection the Custody Suite was quiet. Suite was clean and well presented. Empty cells, doctor's room, interview room and kitchen examined, all satisfactory. Many thanks to Custody Staff for their assistance.	N/A
Visitor A/Visitor B	10/10/09	1020	11	4	2 x Released 2 x Interview 3 x Refused	M8 had previously declined food, but now requested something to eat. M12 stated not aware of why being held. Custody records showed incapable through drink of understanding his rights. M12 complained of being cold- cell felt cold to ICV Team. ICV team concerned about detained persons state of mind. Custody sergeant informed and decision made to move detained person to CCTV monitored cell (V1). M12 complained about treatment by one female officer in custody suite – stated she was “unsociable” and treated him “like dirt”. Custody records examined and spoke at length to Custody Sergeant. ICV Team found no evidence in records to support allegation. However, ICV team re-visited detained person and reminded him of right to discuss matter with	N/A

						<p>solicitor and that mechanism to lodge formal complaint is to speak to Duty Inspector on release. ICV team noted the detain person in V1 appeared to have deteriorated - ICV team suggested that a medical opinion be sought.</p> <p>None</p>	
Visitor A/Visitor B	13/10/09	2055	8	3	<p>2 x under influence of alcohol 3 x None given</p>	<p>None, the ICV Team were satisfied that the PACE Code of Conduct was being complied with.</p> <p>The majority of detainees stated that they had been well treated whilst in the Custody Suite. A good visit, many thanks to the escorting officer.</p>	N/A
Visitor A/Visitor B	19/10/09	1700	8	6	<p>2 x refused none given</p>	<p>F1 Faulty call indicator at the cell door. M8 referral to, Add Action and blanket required, dealt with. M15 and D2 both asking for medical attention, referred.</p> <p>Well received, escorting Officer courteous and efficient. Language line used for M6.</p>	<p>Custody reported this last Thursday. It is on the caretaker's list to check to see if they can fix it or if we need to get an electrician. It should be sorted by end of next week at the latest.</p>
Visitor A/Visitor B	21/10/09	1658	4	2	<p>2 x refused none given</p>	<p>2 requested duty solicitor. 1 requested blankets, 1 asking for food and drink, all requests met during visit.</p> <p>Custody suite in a clean condition, staff very co-operative making us welcome, kitchen checked found satisfactory.</p>	N/A

Visitor A/Visitor B	29/10/09	2000	8	2	<p>2 x Asleep 1 x With doctor 1 x Mental Health 2 x None given</p>	<p><i>Kitchen far too warm, especially with food being kept in there. Very low on food stock, Sleaford had more food but no detainees. Blood in ceiling in M12. Chewing gum on ceiling in M3. Lime scale in quite a lot of the toilets, very bad lime scale on tap of water heater in kitchen.</i></p> <p>As always very well looked after, staff very pleasant.</p>	<p>Kitchen too warm - reported to Facilities Department some time ago, who have turned off the warm air supply to the kitchen which has helped. Unfortunately there are ongoing heating and air flow issues within custody that Facilities are dealing with. Food is stored appropriately and is not affected by the temperature in that room. Food stocks are replenished weekly. Custody put a weekly order in to admin on a Monday and this is completed by Friday at the latest. Sleaford would have more as it is not used on a daily basis so their stock does not go down. Blood, chewing gum on ceiling and limescale - all cleaning issues that I have referred to the Deputy Admin Manager to discuss with cleaning company Initial. Limescale on tap in kitchen - I have added it to the caretaker list so this should be completed within the next couple of weeks (not a priority job). 10/11/09</p> <p>The engineers worked on the airhandling unit in custody and the temperature in the kitchen etc has now decreased. Facilities at HQ are monitoring it and it is hoped that the problem has been resolved – 2/3/10</p>
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Visitor A/Visitor B	03/11/09	1517	3	3	All Seen	<p><i>M2 Hungry and asking about his heroin medication, advised right to see HCP if not released soon. M12 requested HPC if not released soon, also requested wash facilities. Concern over the projecting screws, screws heads in the vulnerable toilet, shower area, needs urgent attention on this</i></p> <p>Well received all clean, tidy and correct.</p>	Projecting Screws - I tasked the caretaker this afternoon with going down to custody and making safe all the ones mentioned. I will also ask the caretakers to have a good look around all of custody to make sure there are no more. The caretakers do check custody light fittings regularly to make sure the screws there cannot be taken out. 10/11/09
Visitor A/Visitor B	07/11/09	0945	6	1	2 x interview 3 x refused none given	<p><i>There is a screw on a block of wood that needs attention, reported on previous visit on 03/11/2009 in vulnerable area.</i></p> <p>All received well, thanks to all staff concerned.</p>	As 03/11/09 Projecting Screws - I tasked the caretaker this afternoon with going down to custody and making safe all the ones mentioned. I will also ask the caretakers to have a good look around all of custody to make sure there are no more. The caretakers do check custody light fittings regularly to make sure the screws there cannot be taken out. 10/11/09
Visitor A/Visitor B	15/11/09	1405	12	4	1 x Female DP asleep 7 x male refused none given	<p><i>Kitchen room excessively HOT, probe temperature indicated 31°C, All meal packaging states to be stored in cool conditions. Interview room hot, check air conditioning. M13 plastering near sink requires attention.</i></p>	<p>See report dated 16/11/09</p> <p>The engineers worked on the airhandling unit in custody and the temperature in the kitchen etc has now</p>

						<p>M16 & M9 potential ligature points at call points. M1 Floor drain grill requires cleaning and a possible ligature point. Exercise yard requires sweeping.</p> <p>Very well received during busy period. Language line utilised successfully. Custody area generally very clean.</p>	decreased. Facilities at HQ are monitoring it and it is hoped that the problem has been resolved – 2/3/10
Visitor A/Visitor B	16/11/09	1805	4	2	1 x male sleeping 1 x male section 136, detainee agitated.	<p>None,</p> <p>Received very well, care of Custody Assistant, very helpful. Matters arising from previous visit had been promptly dealt with. Language line used very useful service.</p>	N/A
Visitor A/Visitor B	20/11/09	1735	7	4	3 x none given	<p>All matters brought to the custody officers, where dealt with ASAP.</p> <p>Staff very helpful.</p>	N/A
Visitor A/Visitor B	25/11/09	1845	6	5	1 x interview	<p>M7 Immigration held for 5 days, custody suite staff very discontent with duration of detainee. M7 requests medical professional ref: knee. M7 very happy with level of care in suite and attitude of staff. Language line used. Cell M4 has inner pane of glass missing</p> <p>Very will received by attentive staff. Suite in good overall condition</p>	<p>With regards to Cell 4 at Lincoln, as you can read from the attached email correspondence, a replacement glass block, attempts are ongoing to find a suitable replacement. If this proves impossible (due to the original window design 1970's), it will probably mean it will have to be filled with concrete or similar hard non-pickable material.</p> <p>That being said the internal edges (accessible form</p>

							inside the cell) of the exterior glass block have been filled with hard setting non-pick filler, and in my opinion are not a ligature point hazard and thus the cell could be used. That decision is entirely in the hands of the custody officers.
Visitor A/Visitor B	26/11/09	1905	5	5	All seen	<p>F1 136 on constant surveillance. M7 request doctor due to ankle injury and a blanket. M15 requests doctor for tablets. 2 x detainees Russian speakers, language line used.</p> <p>Well received by custody staff. Facilities in good order.</p>	N/A
Visitor A/Visitor B	04/12/09	1200	4	1	2 x interview 1 x refused	<p>2 cells out of use, kitchen still very hot, needs some kind of fan to keep it cooler. Concerns about poor flooring outside M2 & M4 and in M4.</p> <p>Met with usual courtesy and efficiency.</p>	<p>Flooring near M2, M4 and in M4 - cosmetic damage that visually looks bad but is serviceable and safe. It will be monitored but if it deteriorates it will be looked at again.</p> <p>All the comments on the temperature - there is a fault with the system. Facilities are dealing. The latest news from them is:- "Do you recall that I mentioned we had a fault with the heating controller for the AHU2 (custody kitchen etc). Selmecc have managed to find a suitably qualified TAC Controls engineer and hopefully next Tuesday (26th) we may be having a closer look into</p>

							the system.” As you can see from the above it is not a quick solution and will take time to fix. The engineers worked on the airhandling unit in custody and the temperature in the kitchen etc has now decreased. Facilities at HQ are monitoring it and it is hoped that the problem has been resolved – 2/3/10
Visitor A/Visitor B	06/12/09	1730	11	5	1 x interview 1 x released 1 x violent 2 x refused	No overt problems Met with usual courtesy at a busy time.	N/A
Visitor A/Visitor B	13/12/09	2135	12	6	2 x asleep 2 x interview 1 x Non PACE 1 x none given	M15 cuts on forehead been seen by doctor, detainee is a vegan. D1 arrived with bruising side of head also a sore neck. M12 non PACE immigration service, Turkish, detainee asleep. F2 female very upset. M7 used language line Lithuanian waiting for Avon and Somerset Police. M4 Out of use missing brick from window. Exercise yard light does not come on automatically; switch needs to be activated by custody staff. Linen cupboard very tidy. Very well received.	Cell M4 see response given for 26/11/2009. Exercise Yard Light does not come on automatically - this is correct. It does not need to come on automatically. The Custody Staff will put the light on when someone is in the yard as and when required. We double checked with the Inspector and he does not want it to be automatic
Visitor A/Visitor B	15/12/09	1643	7	2	1 x Immigration	M4 still out of use, has been	Cell M4 see response

					4 x none given	<p>for approx 2 weeks. M15 saw doctor 9am doctor adduced not necessary to take medication, but when talking to detainee he felt he needed his medication, informed custodian. Used language line to talk to two Russian detainees, one refused, the other spoke via the language line, neither gave permission to view custody records. M2, M3 the average temperature in custody suite was 20°C in kitchen was 22°C. Custody sergeant also concerned about immigrants length of stay in Custody Suite</p> <p>None</p>	<p>given for 26/11/2009.</p> <p>Temperature issues see response given for 04/12/2009</p> <p>The engineers worked on the airhandling unit in custody and the temperature in the kitchen etc has now decreased. Facilities at HQ are monitoring it and it is hoped that the problem has been resolved – 2/3/10</p>
Visitor A/Visitor B	20/12/09	1400	9	3	<p>1 x hospital 3 x asleep 2 x none given</p>	<p>M1 had pre-used detainees bedding, it has a large slotted grill in floor. M4 still out of use, glass brick missing. F1 has a projecting screw in the grill (vent). Vulnerable shower has screw projecting. Previously noted on 3-11-09. Filler around door of same shower is missing. Bedding cupboard inspected all ok. Finger print room temperature at 24.7°C, Kitchen temperature 32.2°C ventilation?</p> <p>Very well received as always.</p>	<p>F1 - projected screw in the grill vent - on caretakers list to do urgently.</p> <p>M1 floor grill - it has been cleaned. We have checked with Custody Inspector who is happy it is not a possible ligature point or a danger so no further action taken.</p> <p>Vulnerable Shower projected screw, filler around door, V2 call button, Vulnerable toilet door filling in down door and screw washers loose</p>

							<p>- all done</p> <p>Cell M4 see response given for 26/11/2009.</p> <p>Temperature issues see response given for 04/12/2009</p> <p>The engineers worked on the airhandling unit in custody and the temperature in the kitchen etc has now decreased. Facilities at HQ are monitoring it and it is hoped that the problem has been resolved – 2/3/10</p>
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Visitor A/Visitor B	22/12/09	1430	7	3	4 x none given	<p><i>M15 requested reading material, then visit was aborted due to detainee becoming abusive towards ICV. F1 arrived from hospital with head injury. Detainee saw doctor in custody, concerned about welfare of horses, person contacted but unavailable, call remains a "job in work"- Contact made with sister who fed horses.</i></p> <p><i>M4 still out of action, M10 call button requires filling in. M1 floor grill requires cleaning, also possible ligature point. V2 Call button requires filling in, left hand bottom corner. Temperature in Kitchen 26.8°C. Temperature in finger print room 27.1°C. Vulnerable toilet facilities door needs filing in down door and screw washers on wall are loose</i></p> <p>Received well by all custody staff and PC 202.</p>	<p>See response to visited dated 20/12/2009</p> <p>The engineers worked on the airhandling unit in custody and the temperature in the kitchen etc has now decreased. Facilities at HQ are monitoring it and it is hoped that the problem has been resolved – 2/3/10</p>
MABLETHORPE							
SKEGNESS							
Visitor A/ Visitor B	4/10/09	2000	2	1	1 x interview	<p><i>Toilet in Custody area leaking.</i></p> <p>Otherwise everywhere ok, well received</p>	Toilet to be checked by caretaker.

Visitor A/ Visitor B	07/10/09	0800	1	1	All seen	None No issues, everything ok, well received.	N/A
Visitor A/ Visitor B	11/10/09	1707	1	0	In interview at time of visit	None ICV treated with courtesy. All cells clean and tidy.	N/A
Visitor A/ Visitor B	14/10/09	0956	2	2	All seen	Both detainees asked for a drink. Clean, tidy well received.	N/A
Visitor A/ Visitor B	18/10/09	0901	2	2	All Seen	None Well received, no problems mentioned by either detainees, both happy with their treatment by officers	N/A
Visitor A/ Visitor B	22/10/09	1759	1	1	All seen	Detained person requested to confirm legal representative was aware of his presence in custody suite, Custody Officer confirmed Legal Brief was aware. Detained person requested to confirm phone call had been denied. Custody Officer confirmed this denial of phone call had been authorised by the Inspector due to ongoing enquiries. Well received by Custody Staff. Custody Suite found in good order.	N/A
Visitor A/ Visitor B	26/10/09	1032	1	0	Detainee was happy and did not feel it necessary to talk to the ICV's	None Received well and speedily, everywhere in order.	N/A
Visitor A/ Visitor B	29/10/09	1351	0	0	N/A	None	Continue to redecorate

						Promptly and well received, Plenty of new graffiti on the cell doors need attention.	areas disfigured by graffiti and monitor detainees more closely to prevent graffiti. Other options being examined.
Visitor A/ Visitor B	04/11/09	1025	4	4	All Seen	None ICV's treated with courtesy throughout their visit, all detainees seen. Custody area clean and tidy as usual.	N/A
Visitor A/ Visitor B	07/11/09	0954	7	3	2 x Asleep 2 x Alcohol Intoxicated	Detainees not seen due to sleep and drink, observed through hole. Custody staff treated ICV with courtesy as usual. Custody areas all clean and tidy.	N/A
Visitor A/ Visitor B	11/11/09	1500	4	3	1 x interview	None Three detainees happy to converse with ICVs. All areas inspected and found to be clean and ready for purpose.	N/A
Visitor A/ Visitor B	13/11/09	1358	0	0	N/A	None All areas checked and found to be clean and ready for service.	N/A
Visitor A/ Visitor B	18/11/09	2125	4	4	N/A	None All three detainees happy to be interviewed. Accommodation clean and tidy staff very helpful.	N/A

Visitor A/ Visitor B	28/11/09	1756	9	4	5 x none given	None Well received by Custody staff, a very busy time. All detained persons spoken to, satisfied with their treatment whilst in the suite.	N/A
Visitor A/ Visitor B	30/11/09	1822	1	1	All Seen	None Well received by Custody Staff. Spoke to one detainee whilst under constant observation. Custody Suit in good order.	N/A
Visitor A/ Visitor B	05/12/09	1527	1	1	All Seen	None Everything shipshape, detainee satisfied with care and has had a doctors visit.	N/A
Visitor A/ Visitor B	07/12/09	1030	6	6	All Seen	<i>Detainee D3 requested fresh air if possible, checked custody record of M5 all OK.</i> All Detainees accepted the chance for ICV meeting. Empty accommodation ready for use, clean and tidy. Custody staff very helpful.	N/A
Visitor A/ Visitor B	12/12/09	0845	1	0	Asleep	None All areas clean and tidy. Staff very helpful.	N/A
Visitor A/ Visitor B	14/12/09	2050	2	1	1 x intox procedure	None All clean and tidy, staff very helpful.	N/A
Visitor A/ Visitor B	31/12/09	1350	0	0	N/A	<i>Currently booking in a prisoner, handled a difficult customer very fairly.</i>	N/A

						Everything neat and tidy. Treated very well.	
LOUTH							
Visitor A/ Visitor B	20/11/09	1500	0	0	N/A	Male shower, toilet not appearing to operate. M1 cell, items in toilet, smelly not been flushed after use. Custody Officer made aware. Overall Custody area clean and ready for use, Officers very helpful.	N/A
BOSTON							
Visitor A/ Visitor B	5/10/09	2102	3	2	1 x Being booked in	None Three cells not inspected as recently painted and therefore drying. All good at Boston.	N/A
Visitor A/ Visitor B	6/10/09	1702	5	2	3 x None Given	None All in order thanks.	N/A
Visitor A/ Visitor B	11/10/09	1000	5	1	3 x did not speak English, no time to use language line. 1 x none given	Admitted to suite but asked to wait as suite was busy. We waited one hour in an anteroom. Then waited another 10 minutes later on as the suite was busy again. No vegetarian meals available only meat. Only four blanks available to last until Monday morning. One detainee said he had been cold during the night. Custody staff said there was often a problem with	Formal letter sent regarding ICV's waiting time, waiting for Forces response. The meals were delayed in being sent over from Skegness Station due to annual leave but an order had been put in from Boston Custodian on time. With regards to blankets there were blankets avail for the

						blankets at the weekends.	detainees, they were running low however 30 blankets are now in custody so we should have no further problems
Visitor A/ Visitor B	13/10/09	2110	3	3	All seen	No Blankets, no vegetarian meals except Pilau Rice. Custody Suite very clean, staff courteous.	The meals were delayed in being sent over from Skegness Station due to annual leave but an order had been put in from Boston Custodian on time. With regards to blankets there were blankets avail for the prisoners, they were running low however 30 blankets are now in custody so we should have no further problems
Visitor A/ Visitor B	18/10/09	1050	6	6	All seen		N/A
Visitor A/ Visitor B	20/10/09	1815	5	0	1 x interview 1 x being booked in 3 x refused none given	None All clean and tidy	N/A
Visitor A/ Visitor B	27/10/09	1720	2	2	All Seen	General food, drink and blanket requests from detainees. Floor areas are too wet, puddles in some cells. Cleaners need to either dry mop after or rinse mop out better as ICV slipped. Beds are also left too wet after cleaning and need drying off.	Cleaners have been spoken to regarding these issues and should all be ok going forward.
Visitor A/ Visitor B	30/10/09	1715	4	1	3 x none given	None Alls fine	N/A
Visitor A/ Visitor B	05/11/09	1533	3	2	1 x interview	None Custody suite being cleaned.	N/A

						Staff courteous and appreciative of our role.	
Visitor A/ Visitor B	07/11/09	0955	5	2	3 x none given	None Custody suite clean. Staff courteous. One cell out of action due to pipe work, engineer has been called.	N/A
Visitor A/ Visitor B	11/11/09	2100	3	2	1 x none given	None All clean and tidy, staff very helpful	N/A
Visitor A/ Visitor B	15/11/09	1025	5	0	5 x refused none given	None All clean and tidy, staff very helpful	N/A
Visitor A/ Visitor B	18/11/09	1710	2	2	All seen	Floor outside M1 is breaking apart despite only being recently re-layed. Contractors need to be contacted as floor is faulty. Also areas of the floor are not filled properly which may be the cause of it breaking up. All detainees happy with their custody.	We have had Selmec out to look at the problem we have with the drains and the leaks and they have fixed one of the problems, they are convinced this is linked to other issues we have within the Station, one being the heating issue in F1, obviously the flooring is still an issue in the Custody Suite and this will be carried out, but I think we are going to just give it a week or so to confirm that the problem has been sorted before we start other work.
Visitor A/ Visitor B	19/11/09	2052	4	1	2 x refused as everything is ok 1 x none given	F1 still out of use due to overheating. Information on custody board is that admin are dealing with this. Everything is fine.	On 28/01/2010 cell F1 being occupied, I asked if the excessive heat seemed better and apparently the detainee had requested a blanket

							so I am assuming that it is now cooler!!!
Visitor A/ Visitor B	26/11/09	1855	1	0	None given	None We note that F1 is still out of order. Received courteously by custody staff.	N/A
Visitor A/ Visitor B	29/11/09	1020	6	1	4 x not offered 1 x none given	None All clean and tidy. Staff very helpful. Front desk undergoing repairs.	N/A
Visitor A/ Visitor B	04/12/09	1459	1	1	All Seen	None Staff courteous. Custody Suite very clean	N/A
Visitor A/ Visitor B	06/12/09	1100	3	1	2 x none given.	Both detainees viewed and presented well. Custody Suite clean. Staff very courteous.	N/A
Visitor A/ Visitor B	12/12/09	1020	2	1	1 x None given	Medical cabinet open, but door to room locked. One detainee seen one refused. Everywhere clean and tidy. Staff very helpful.	Response 14/12/09: Awaiting new cabinet, the lock was broken due to no key available, but a replacement cabinet is required as G4S have stated that a cupboard is to be used.
Visitor A/ Visitor B	15/12/09	2055	1	0	Non PACE	F2- Foreign body in toilet basin which appears soiled. (custody Staff retrieved) M2- Graffiti on AddAction notice D1- Drain smell is very unpleasant. Doctors room – Unlocked	Cleaners aware also see response to visit dated 12/12/09.

						cabinet. Staff toilet – dirty basin.	
Visitor A/ Visitor B	23/12/09	1607	2	0	2 x none given	None Access to custody records was given for both detainees.	N/A
Visitor A/ Visitor B	28/12/09	1754	4	2	2 x none given	All in order, staff welcoming. None	N/A
Visitor A/ Visitor B	29/12/09	1755	5	1	4 x none given	All clean and tidy Staff very helpful M5 concerned at no interview after 18 hours of detention. Brought to the attention of the duty sergeant.	N/A
SPALDING							
Visitor A/ Visitor B	29/10/09	1002	3	3	All Seen,	All detainees seen however male refused interview, a female Portuguese detainee use of language line, then declined interview. Juvenile being interviewed, parent seen with juvenile. Juvenile well.	N/A
Visitor A/ Visitor B	29/11/09	0925	3	0	1 x interview 2 x none given	Cells and all areas clean and tidy. Kitchen Very clean. Custody staff very polite and helpful. No problems. No issues	N/A
Visitor A/ Visitor B	13/12/09	1200	1	0	None given	Staff very helpful, Empty cells, kitchen, store room checked all tidy and in good order. Kitchen area- 2 x kettles and a toaster has no PASS labels on.	New kettles and toaster purchased. As regards

						<p>Interview room 1 on PASS label on tape recording machine & T.V. Interview room 2 no PASS Label on tape recording machine.</p> <p>Kitchen clean and tidy. Custody Staff polite and helpful.</p>	<p>the tape recording equipment we have arranged with HQ for a PAT test to be done and this is arranged for early Feb. However, we have done our own "unofficial" check and can confirm there are no frayed wires.</p>
GRANTHAM							
Visitor A/ Visitor B	01/10/09	1059	2	1	1 x None given	<p>None</p> <p>Empty cells check- satisfactory.</p>	N/A
Visitor A/ Visitor B	05/10/09	2120	2	0	2 x refused none given	<p>None</p> <p>Selection of cells and doctor room checked – all satisfactory and secure.</p>	N/A
Visitor A/ Visitor B	12/10/09	2105	0	0	N/A	<p>None</p> <p>Everywhere was clean and tidy, no one was here we were well received.</p>	N/A
Visitor A/ Visitor B	15/10/09	1035	0	0	N/A	<p>None</p> <p>No one in here, all very clean and tidy. Well received by staff. Did notice some chilli vegetable meals were very near end of date stamp Oct 2009. Asked by staff for a old water supply of drinking water as their tap water is running too warm or a chilled fridge facility/ water cooler.</p>	N/A
Visitor A/ Visitor B	18/10/09	1120	8	6	2 x none given	<p>None</p>	N/A

						All areas neat and tidy, staff very helpful.	
Visitor A/ Visitor B	23/10/09	1855	1	0	None given	None All areas neat and tidy, custody sergeant very helpful.	N/A
Visitor A/ Visitor B	27/10/09	1100	1	0	Booked in & dentist appointment.	<i>One male detainee being booked in custody area on arrival. Seen, and all procedures being observed. Detainee appeared in good health being taken out for urgent dental appointment.</i> All cells and kitchen areas seen clean and tidy. Custody staff all polite and helpful. Officers engaged in booking in detainee acting politely.	N/A
Visitor A/ Visitor B	06/11/09	1250	3	1	2 x none given	<i>All PAT tested equipment in Kitchen out of date.</i> None	Response from Force: Equipment in Kitchen - I have reported this to Facilities at HQ as they arrange the PAT testing for the Force and they have raised an order for them to come - should be done imminently 30/11/09
Visitor A/ Visitor B	08/11/09	0925	8	3	3 x asleep 1 x refused	None All OK, dishwashing can take up valuable Police time, can they have a Dishwasher please?	N/A
Visitor A/ Visitor B	12/11/09	2142	0	0	N/A	None None	N/A
Visitor A/ Visitor B	13/11/09	1707	1	1	All seen	<i>Temperature of cold water still too hot/wash. Detainees</i>	Response from Force, Cold Water - we have

						<p>find it very unpalatable.</p> <p>No problems with the detainee we spoke to after his interview, station in general was quiet.</p>	<p>the water tested every month by external contractors and part of this test is the temperature. All the recent tests (which we have a record of) show the temperature to be within normal parameters for cold water and so we have to take the view that it is OK. Like a lot of things different people like their water at different temperatures so if some of the detainees like it to be ice cold then I guess they may say it is too warm. Also we have not had any reports from the custodians that the water is too warm which they would do if the prisoners had made such a complaint to them.</p> <p>30/11/09</p>
Visitor A/ Visitor B	18/11/09	0855	2	0	Refused	<p>Two waste bins need emptying in Doctors room. It is to be confirmed whether ICVs inspect Doctors room. To be raised at next meeting.</p> <p>General condition of Custody Suite is very good.</p>	N/A
Visitor A/ Visitor B	22/11/09	0958	2	1	Interview	<p>None</p> <p>None</p>	N/A
Visitor A/ Visitor B	25/11/09	1030	1	1	All seen	<p>Out of Date PATS on electrical equipment in Kitchen. Still not</p>	Response from Force: Equipment in Kitchen - I

						<p>corrected reported Oct 09.</p> <p>Everything tidy, neat and clean. Nothing adverse to comment on.</p>	<p>have reported this to Facilities at HQ as they arrange the PAT testing for the Force and they have raised an order for them to come - should be done imminently 30/11/09</p>
Visitor A/ Visitor B	4/12/09	2100	0	0	N/A	<p>None</p> <p>No DP's at time of visit. Facility inspected and all found to be clean and in order.</p>	N/A
Visitor A/Visitor B	6/12/10	1109	5	4	1x no reason given	<p>All areas neat and tidy. Adequate food in store. DP in cell M1 said he needed certain medicines brought to attention of custody staff.</p> <p>Custody staff complained about slow delivery of stores. Plim soles nearly out of stock. Also requested to be supplied with small dishwasher.</p>	<p>22-4-10 – Admin had not been made aware of slow delivery of stores. Custody let Admin know when they need any items and Admin usually order them straight away. I would guess that it was probably a one-off around the time of the visit.</p> <p>Plimsolls were ordered and we have plenty in stock now.</p> <p>Admin have refused a dishwasher in custody as it is not necessary. Admin have previously advised custody that any requests for equipment should go to Admin direct and not via the custody visitors as that is not part of their role -</p>

							their role is to check on how the prisoners are being looked after.
Visitor A/ Visitor B	11/12/09	1050	5	2	1 x not offered 2 x none given	<i>Detainee in M2 complained he was not given his rights or any information and was roughly treated at time of arrest. He was in bed. He appeared to have an injury to left wrist. Duty Sergeant has knowledge of injury and states that the Doctor was informed at 1025am.</i> All areas clean and tidy. Custody staff polite and helpful.	N/A
Visitor A/ Visitor B	18/12/09	1440	4	2	1 x none given 1 x asleep	<i>2 detainees complained of feeling cold, on examination cold air was coming through grill. Detainees fridge/freezer in kitchen shows PAT test due 08/09.</i> <i>In general custody area is well maintained.</i>	We got estates to check the heating and it was working within parameters. I had already spoken to the custody staff when I got my copy of the report and they said that it was just exceptionally cold on that day and they always give out additional blankets etc if detainees request them. PAT test scheduled for early February 2010.
SLEAFORD							
Visitor A	26/10/09	1235	0	0	N/A	<i>Toilets and all aluminium surfaces need a good clean.</i> Work being carried out on Medical room	The custody has had a deep clean. I believe it is a combination of the stainless steel/aluminium surfaces and hard water

							that is creating the problem. Cleaners have tried all types of cleaners to no avail. The only remedy would be to replace them with a suitable surface which would be rather costly
STAMFORD							