



September 2017

### **Freedom of Information Request Reference N<sup>o</sup>: FOI 006333/17**

I write in connection with your request for information received by the Norfolk and Suffolk Constabulary on the 4<sup>th</sup> September 2017 in which you sought access to the following information:

- 1 Is there a facility outside every prisoners cell which allows for the recording of welfare issues?
- 2 If so what information is recorded? (Such as observation levels, confirmation of food/fluid and medication administration, responsiveness etc).
- 3 Is this an electronic record OR is it a paper based system which later must be transcribed into an IT format?

### **Response to your Request**

The response provided below is correct as of 13<sup>th</sup> September 2017.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

- Q1 All detainees are subject to an initial Risk Assessment on arrival in custody as part of the booking in process and thereafter dynamically, as their period of detention progresses. The Risk Assessment establishes the detainee needs (e.g. whether religious, dietary, medically and so on) and will assist in determining the level of care the detainee may require whilst in police custody.

Our custody system (Athena) is updated by the custody staff throughout the period of detention. Key information is visible at all times on a whiteboard which is wall mounted for custody staff to see. This assists staff to easily identify those who have medical conditions, for example, and other needs. It also assists by informing staff of the timing of reviews carried out throughout their time in custody.

This information, plus information gleaned through the regular cell visits, ensures that any change in the condition of a detainee is picked up very quickly and acted upon.

Each cell has CCTV which means that detainees can also be monitored by staff without having to visit the detainee at times, other than when the visiting regime requires them to do so.

For detainees with allergies, or those on 'rousal's', we also use magnetic signs which are placed on the outside of the cell doors so as to act as a visual notice for custody staff working in that area.

All welfare needs are recorded on the custody record which is also a dynamic record of everything that happens to the detainee whilst in custody.

Q2 The following are recorded:-

- Religious needs
- Dietary needs
- Allergies
- Physical health needs; e.g. does the detainee have any injuries that may require a medical assessment.
- Mental health needs (e.g. if a detainee has mental ill health)
- Medication - including the dosage and frequency of prescribed medication by the custody healthcare provider.
- Details of any community health care plan should one exist
- Referrals to other partner agencies; e.g. mental health, Drug & Alcohol workers, HM Forces charity, etc.
- Observation levels: Level 1 to Level 4
- Details of cell visits including detainee responses, food and drink provided and when these visits took place.
- Whether or not the detainee has any addictions (drugs, alcohol, substance misuse)
- Has the detainee ever tried to harm themselves and if so, when and how.
- If the detainee has never been in police custody before, then this will also be taken into consideration in how we look after them whilst in custody – for example, someone who has never been in police custody may well have a heightened level of anxiety which may require more frequent checks on them to ensure that they are ok.
- Whether they have any dependents (children, animals, adults) – this can also be a source of anxiety for them
- Medical Assessments carried out by registered medical practitioners (Nurses, Paramedics, Doctors) which contain directions and recommendations to the custody officers responsible for the welfare of the detainees.
  
- There are also markers for detainees which might indicate a particular vulnerability (e.g. mental ill health, physical ailments) or Risk (e.g. self harm).
  
- Pre-release risk assessments are also undertaken and form a vital part of the care plan that might be put in place for vulnerable detainees.

Q3 The information referred to in Q1 & 2 is stored electronically on our Athena Custody system.