

ORIGINATOR: CHIEF CONSTABLE

PAPER NO:AP14/72

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL –
24 OCTOBER 2014**

**SUBJECT: JOINT CUSTODY SERVICES, SERVICE DELIVERY AND
PERFORMANCE UPDATE**

SUMMARY:

1. This report provides an update from Joint Custody Services identifying key performance information and any significant operational or organisational issues.
2. There are no significant financial implications to note within this report.

RECOMMENDATION:

1. The Accountability and Performance Panel is asked to note the content of the report.

1. INFORMATION

1.1 A brief description of the role and responsibilities of Custody Services

1.2 The key roles and responsibilities that relate to the custody service are defined by the principles of Safer Detention (Authorised Professional Practice) as follows:

- There is a strategic focus which promotes the safe and decent delivery of custody;
- Detention is appropriate, investigators and custody staff operate' lawfully and in accordance with relevant legislation;
- Detainees are treated with dignity and respect taking account of their diverse needs. Detainees have access to emergency medical care, health and social care services as necessary;
- All areas of the custody suite used by detainees are clean and safe, meeting required standards.

1.3 Norfolk and Suffolk Constabulary have successfully operated the collaborative co-located Police Investigation Centres (PICs) since 2011. Custody takes responsibility for detainees in order to free up front line resources and manage bail effectively.

1.4 Custody and the Custody Investigation Unit (CIU) work closely, with the CIU processing 52% of detainees last year (CPC processed 28%, CID 7% as a comparison indicator).

1.5 Current Performance – as set out in the performance framework

1.6 The Custody model has served both constabularies well and was subject of HMIC praise in 2012.

1.7 Custody Services operates an established performance regime and identifies trends to ensure best practice is captured or action put in place to manage poorer performance. This includes:

- PIC Inspections are carried out by the Head of Custody and Performance Manager on a quarterly basis;
- Performance data on key areas of business is analysed regularly by managers;
- Each of the PIC Inspectors is required to complete their own audit of 10 custody records every month.

1.8 In the twelve month period August 2013 to September 2014 the key headlines are as below:

- Total custody throughput (custody records opened and bail returns) – 38,820 of which 15,125 (41%) relates to Suffolk detainees. This is a 10.7% increase on the previous 12 months where 13,378 detainees in Suffolk were processed from a total of 44,054 (30%). This indicates a positive trend in custody throughput for Suffolk.

- There has been a slight increase in detention time from 10.37 hours to 11.17 hours. This is due to good work in securing an early resolution for the detainee, meaning victims are more likely to get an earlier resolution. This is reflected in fewer persons in Suffolk being bailed with 26.9% during this period against 32.9% in the previous 12 months.
- The use of re-bail has also dropped from 26.4% to 22% showing a continued downward trend as a consequence of improved use of early resolution.
- CIU have achieved a 75% average for positive disposals against the preceding 12 month figure of 64%. This positive improvement is attributed to greater productivity following a better alignment of staff hours to workload.

1.9 Safeguarding and Vulnerable People in Detention

- 1.10 Safeguarding guidance for children and young people in custody has provided tangible actions to ensure that children and young people are dealt with effectively in custody and that safeguarding issues and intervention opportunities are identified and managed.
- 1.11 Procedures are in place for the transfer of juveniles (in custody) that have been remanded overnight for court hearings, to social services accommodation. This ensures juveniles are not kept in custody longer than necessary. A joint protocol has been set up with partners across both counties and is embedded into practice. Audit checks are carried out monthly by custody managers to ensure juvenile custody records conform with the Police and Criminal Evidence (PACE) Act, the codes of practice and Safeguarding. Lessons learned are shared with key partners including the Youth Offender Team to ensure best practice and safeguarding is being followed.
- 1.12 Custody Services have worked with other departments and agencies to produce similar guidelines for dealing with detainees suffering with mental health in custody.
- Of the medical interventions carried out by our service provider, 20% relate to those suspected of suffering from mental ill-health issues (14% with severe mental health problems).
 - Approximately 5% of all detainees have been seen by a Community Psychiatric Nurse (CPN, otherwise known as a Criminal Justice Liaison Nurse (CJLN)) provided by Norfolk & Suffolk NHS Foundation Trust. This service is currently provided weekdays 0900-1700; however, a project being managed by NHS England East Area Team is planning to deliver a 24x7 service under the Liaison & Diversion scheme with effect from April 2015.

1.13 Bail Management

- 1.14 Current practices and procedures have been developed in keeping with the national guidance on bail management. The performance reported above shows a continuous and appropriate improvement in respect of the use of bail.

1.15 Adverse Incident Handling – Process and Procedure

- 1.16 Custody policy and procedure require established 'Safer Detention Forms' to be submitted for all adverse incidents within custody. Adverse incidents are reported to 'Custody Bronze' who would make key recommendations to the Head of Custody for consideration of

feedback, management action, and performance management, requirement for referral or investigation and/or lessons learnt.

1.17 The Change Programme – contribution of savings to the Force’s medium term finance plan.

1.18 The custody review identified a number of options for savings and risk assessed them against the following criteria:

- Compliance with Safer Detention;
- Service to County Policing Command;
- Business delivery.

1.19 These have recently been presented to the Joint Chief Officer Team who have identified a preferred option which will achieve £1.29 million in revenue savings.

1.20 A full business case is under development and will include stakeholder consultation and the drawing up of an implementation plan.

2. FINANCIAL IMPLICATIONS

2.1 There are no financial implications to note.

3. OTHER IMPLICATIONS AND RISKS

3.1 No changes are needed to the PCC Risk Register.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	No
Has the PCC's Chief Finance Officer been consulted?	No – as no financial implications noted
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	No – there are no issues likely to impact on either diversity or human rights implications
Have human resource implications been considered?	Yes – no HR implications identified.
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes – the report makes reference to Objective 4 – 'caring for victims and vulnerable people'
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	No – there are no issues likely to impact on multi-agency governance arrangements.
Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes - bail management has been discussed with the Constabulary Corporate Communications department.
Have all relevant ethical factors been taken into consideration in developing this submission?	Yes