



28th September 2017

Freedom of Information Request Reference N^o: FOI 006333/17

I write in connection with your request for information received by the Norfolk and Suffolk Constabulary on the 4th 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 13th 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.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700