1. About this Procedure

1.1. This Procedure provides instruction to staff to enable them to deal effectively with any adverse incident which occurs involving a detainee whilst they are in custody at a police station within Hampshire and the Isle of Wight.

1.2. An adverse incident is any incident which, if allowed to continue to its ultimate conclusion, would have resulted in the death, serious injury or serious harm to a person.

1.3. A ‘serious injury’ is defined as a fracture, deep cut, deep laceration or an injury causing damage to an internal organ or the impairment of a bodily function.

1.4. In the event of the death of a detainee whilst custody in a police station within Hampshire and the Isle of Wight see 01504 Procedure – Response to Death of a Member of the Public During or Following Police Contact for full instructions as the actions to take.

1.5. This Procedure has been audited against and complies with Authorised Professional Practices (APP – Detention and Custody).

2. Risks/Health & Safety Considerations

2.1. All persons detained at a police station must be subject to an ongoing, continuous risk assessment. This process commences at the time of their arrest/detention and continues on arrival in custody (see 32101 Procedure – Custody: Detainee Reception) and throughout the entire period of their detention.

3. Procedure

3.1. Phase One – First Aid/Medical Assistance

3.1.1. The custody officer is responsible for ensuring that the following steps are taken immediately an adverse incident is identified:

a) Check for vital signs and consider first aid.
b) Consider need for an ambulance and call one if necessary.

c) Allow the detainee to be taken to hospital if required.

d) Consider the need for the detainee to be accompanied by a police officer (this will normally be the case).

e) Authorise a police officer(s) not involved in the incident or directly responsible for the detention of the detainee to accompany them to hospital (do not delay transfer to hospital if it is not possible to find a suitable officer to accompany them).

f) Do not delay transfer to hospital in order to complete PER form or C86 (Return from Hospital form) – see Procedure 32105-Custody: Transfer (to Hospital or Other Custody). These can be completed as soon as practicable and forwarded to the hospital.

g) If transfer to hospital is not required ensure the detainee is seen by either an FME or Custody Nurse (as appropriate).

3.2. Phase Two – Securing and Recording

3.2.1. The duty Inspector will immediately be notified. Dependent upon the seriousness of the actual harm and the intended or likely consequences consideration must be given (by the duty Inspector) to taking the following actions:

a) Identify all potential scenes and secure as appropriate.

b) Photograph the whiteboard.

c) Preserve a copy of the RMS Disposition Board (white board). This may be done by opening the white board, pressing ‘print screen’ (top right computer key board), opening a new ‘Word’ document and ‘paste’. The entire screen shot of the white board may then be saved and printed.

d) Ensure that the incident and any subsequent actions are noted on the custody record. This should include providing the time of those actions and the time the record is made.

e) Ensure that an incident log is created and commence a scene log.

f) Consider relief of custody staff.
3.3. Phase Three – Notifications

3.3.1. Dependent upon the seriousness of the actual harm and the intended or likely consequences the duty Inspector is responsible considering whether the following notifications should be made and, if appropriate, for ensuring that they are made:

- Professional Standards Department are informed, allowing them to consider compliance with the statutory reporting to the Independent Police Complaints Commission.
- The relevant Police Federation/Unison representative is informed, allowing them the opportunity to advise staff involved.
- Consider a Post Incident Manager, to facilitate the investigation, ensure the integrity of process and to ensure that the Principal Officers’ needs, including welfare, are addressed in a manner which does not compromise the investigative process or the rights of the individual.
- A near miss/injury report must be completed. This electronic form can be found on the Constabulary Intranet Home Page under ‘Useful Tools’, titled ‘Reporting Accidents at Work’.

3.4. Reporting Accidents at Work Form

3.4.1. The electronic ‘Accident Management System’ must be used to report any adverse incidents within custody. This is found on the front page of the Force Intranet.

3.4.2. The form comprises of 5 steps and is in the main part self-explanatory. However, the following points are drawn to the attention of those responsible for completing them:

a) At Step 2 ensure that where the location of the incident is required it is recorded as ‘Custody’ and Custody Record number if applicable.

b) At Step 5 ensure that the relevant Custody Inspectors collar number is inserted in the ‘Allocate Incident to Line Manager’ box.

3.4.3. The completed form must be submitted electronically. Once this has been done an e-mail will automatically be forwarded to the relevant Custody Inspector informing them of the incident.
3.4.4. The relevant Custody Inspector will, at the first opportunity, review the incident by accessing the database holding the completed Reporting Accidents at Work and reading the form. The Inspector will add an ‘investigation’ to the form (ensuring that this is timed and dated). If the incident is serious or raises particular concerns the Custody Inspector will make contact with the Central Custody Team, by e-mail, to ensure appropriate action is taken.

3.4.5. The Central Custody Team will monitor the database containing the Accident at Work forms. Each form will be reviewed by this Team and any necessary ‘Investigation’ will be added. Any incident that requires referral to the Professional Standards Department will be so referred by the Central Custody Team.

4. Roles and Responsibilities

4.1. It is the responsibility of the Professional Standards Department to ensure that the Central Custody Team are notified of any lessons that may be learnt from adverse incidents that are referred to them. This information must then be forwarded to all custody staff throughout Hampshire and the Isle of Wight by the Central Custody Team.

4.2. Other roles and individual responsibilities are detailed in 3 above.

5. Administration

5.1. See sections 3 and 4 above for the administration of this Procedure.

6. Monitoring & Evaluation

6.1. Custody Inspectors are responsible for monitoring the application of this Procedure within their area.

6.2. The Professional Standards Department are responsible for monitoring the numbers, nature and investigations into all adverse incidents that occur in custody throughout the Constabulary.
7. **Review**

7.1. This Procedure will be reviewed annually by the Central Custody Team, together with representatives from the Professional Standards Department and Custody Inspector.

8. **Related Procedures, Policies and Information Sources**

8.1. Related Policies

8.1.1. 32100 Policy - Custody

8.2. Related Procedures

8.2.1. 32101 Procedure – Custody: Detainee Reception

8.2.2. 32102 Procedure – Custody: Detainee Care – Post Reception

8.2.3. 32103 Procedure – Custody: Vulnerable Detainee’s

8.2.4. 32105 Procedure – Custody: Detainee Transfer (to Hospital or other Custody)

8.2.5. 01504 Procedure – Response to Death of a Member of the Public During or Following Police Contact

8.3. Information Sources

8.3.1. Authorised Professional Practices ([APP – Detention and Custody](#)).

8.3.2. [AD203 Equality Impact Assessment](#)

**Origin:** Custody