

**Inspection of Court Custody Unit Provision,
Glasgow Sheriff Court and Justice of the Peace Court**

Monday, 19 December 2022



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INTRODUCTION AND BACKGROUND

His Majesty's Chief Inspector of Prisons for Scotland (HMCIPS) is required to inspect the conditions in which prisoners are transported or held across Scotland in order to establish the treatment of, and the conditions for, prisoners and to report publicly on the findings. This includes prisoners, prisoner transport, and Court Custody Units (CCUs).

This report is part of the programme of inspections of CCUs carried out by His Majesty's Inspectorate of Prisons for Scotland (HMIPS). These inspections also contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detention. HMIPS is one of 21 bodies making up the NPM in the UK.

The inspections of CCUs are informed by a set of Standards as set out in our document 'Standards for Inspecting Court Custody Provision in Scotland', published March 2017 which can be found at [HMIPS Standards for Inspecting Court Custody Provision in Scotland](#).

These Standards contribute positively to the effective scrutiny of court custody provision in Scotland and will encourage continuous improvement in the quality of care and custody of people held in court cells.

The Standards provide assurance to Ministers and the public that inspections are conducted in line with a framework that is consistent, and that assessments are made against appropriate criteria. This report is set out to reflect the performance against these Standards.

HMIPS assimilates information resulting in evidence-based findings utilising a number of different techniques. These include:

- obtaining information and documents from the Scottish Courts and Tribunals Service (SCTS) and the court inspected
- shadowing and observing staff as they perform their duties within the CCU
- interviewing custodies and staff on a one-to-one basis
- inspecting a wide range of facilities impacting on both custodies and staff
- reviewing policies, procedures and performance reports

The information gathered facilitates the compilation of a complete analysis of the CCU against the Standards used. A record of the evidence gathered is produced by those undertaking the inspection against each of the Standards inspected.

HMIPS takes a human rights-based approach to ensure that both the standards and the principles of human rights are integrated into policy as well as the day-to-day running of organisations under scrutiny.

This report has been created based around a human rights-based approach known as the Participation, Accountability, Non-discrimination and equality, Empowerment, and Legality (PANEL) principles, set out as follows:

Participation: participation must be active, free, meaningful and give attention to issues of accessibility, including access to information in a form and a language which can be understood.

Accountability: accountability requires effective monitoring of human rights standards as well as effective remedies where human rights breaches occur. Is there evidence of issues raised previously now having been addressed?

Non-discrimination and equality: a human rights-based approach means that all forms of discrimination in the realisation of rights must be prohibited, prevented and eliminated. Are the most vulnerable and at risk identified and supported effectively?

Empowerment: a human rights-based approach means that individuals should know their rights or be made aware of them. Is information readily available and support provided so individuals know their rights and entitlements while in custody?

Legality: a human rights-based approach requires the recognition of rights as legally enforceable entitlements and is linked in to national and international human rights law. Are the processes and procedures adopted in the CCU in line with legal obligations and human rights standards?

These are known as the **PANEL** principles.

OVERVIEW BY HMCIPS

Glasgow Sheriff Court and Justice of the Peace Courts are located at 1 Carlton Place, Glasgow, on the banks of the River Clyde. It is a three-storey building of large cut stone construction and was formally opened on 29 July 1986. The building houses 23 courts.

Glasgow Sherriff Court and Justice of the Peace Courts were busy on the day of the inspection with 91 people in custody, 59 having arrived from Police Scotland custody cells and 32 from Scottish Prison Service (SPS) establishments. Two custodies were aged under 21, one was under 18 and there were 10 female custodies.

Staffing of the CCU is provided under contract to the SPS by GEOAmeY. On the day of inspection there were 33 members of CCU staff on duty with four managers. With the recommended operating number being 43 and three managers there was a resource shortage that may have accounted for some aspects of the care and service provided. Staff were seen to work well as a team, and it should be acknowledged that they were able to maintain good morale whilst working in very challenging conditions.

In 2015 HMIPS first identified the need for privacy doors to be provided in the male toilets situated in the heart of the CCU. These toilets can be seen from the corridor and offer no privacy to users. Following a full inspection in February 2020, HMIPS again made a recommendation for privacy doors to be fitted and followed this up with a letter in November 2021 requesting this recommendation be prioritised. I was disappointed to learn that during this inspection, some seven years after our first recommendation, this had still not been addressed. Please see related photographs in Annex B.

It was good to note that the CCU held female custodies in an area that was separate from the main body of the unit, this was known as the “partitioned area”. I was concerned, however, that this area seemed to be understaffed and lacked an efficient line of communication to ensure the safety of staff and custodies, should an incident occur. In addition, the movement of male custodies through this area to attend court impacted on the privacy and decency of vulnerable female custodies.

Whilst the vast majority of custodies were cared for, I see that several of the recommendations made in this report relate to the risks, vulnerability, wellbeing, welfare, and physical and mental health of custodies. One custody was found to be diabetic and expressed concerns to inspectors that if he had a diabetic episode then no one knew of his condition or how to administer medication. Enquiries revealed that he had not been asked about any medical conditions on arrival at the CCU and no information was held on his Personal Escort Record (PER).

I understand that it can be challenging due to the sheer volume of numbers to ensure that every custody is subjected to the utmost scrutiny, however it is essential that the needs of every custody are identified and met.

I was disappointed to learn that there was still excessive vandalism to the walls and doors of many cells and from the photographs provided in Annex B of this report the need for a deep clean of both cells and the corridors should be considered a priority.

I will look forward to seeing the updates on the recommendations made in this report over the coming months.

In respect of the PANEL principles, inspectors found that in all areas human rights were being actively considered but would like to see a rapid resolution to the following:

Participation: Questions in respect of risk and what to expect upon arrival in the CCU should be available in languages other than English, so that communication is improved, and custodies opinions and welfare are considered.

Accountability: Custodies were being held in a generally unclean environment, graffiti was present in many cells with no evidence of improvement through monitoring or management.

Non-discrimination and Equality: There are no disabled toilets within this CCU. This has been highlighted in previous inspection reports with no clear indications it will be addressed. The designated area including cells and toilets for female prisoners showed that vulnerable custodies were identified and protected.

Wendy Sinclair-Gieben

HM Chief Inspector of Prisons for Scotland

March 2023

Inspection Team

Graeme Neill
Calum McCarthy

Recommendations

Standard	Quality Indicator	Quality Indicator Number	Recommendation	Relevant Agency
1	Personal Escort Records	1.1.2	RECOMMENDATION 1: Identification of each custody is done out with the hearing of other custodies and admitted to the CCU one at a time.	GEOAmey
1	Personal Escort Records	1.1.4	RECOMMENDATION 2: There must be a process in place to deliver the risk assessments, cell allocation, welfare questions and CCU expectations to non-English speaking custodies.	GEOAmey
1	Custody Procedures	1.2.1	RECOMMENDATION 3: Essential information required to be communicated to custodies on arrival at the CCU must be available in languages other than English.	GEOAmey
1	Custody Procedures	1.2.2	RECOMMENDATION 4: Questions regarding the risks, vulnerability, wellbeing, welfare and physical and mental health of every custody must be carried out in a methodical and co-ordinated manner on arrival at the CCU. This must be well documented and acted upon.	GEOAmey
1	Custody Procedures	1.2.3	RECOMMENDATION 5: Staff should be reminded of the importance of asking questions relating to the risks, vulnerability, wellbeing, welfare and physical and mental health of every custody and encouraged to be more robust and inquisitive in their interaction to establish a better understanding of the needs of every custody held in their care.	GEOAmey

1	Custody Procedures	1.2.5	RECOMMENDATION 6: All custodies must be informed on arrival what to expect whilst in the CCU.	GEOAmey
2	Custody Area	2.1.2	RECOMMENDATION 7: Adequate ventilation is introduced to the CCU to ensure the moderation of internal humidity and to reduce the accumulation of moisture, odours, bacteria, dust and carbon dioxide.	SCTS
2	Hygiene	2.2.1	RECOMMENDATION 8: The CCU should be subjected to a deep clean and then a process implemented and maintained for the future.	SCTS
2	Hygiene	2.2.1	RECOMMENDATION 9: Graffiti on the floors, doors, walls and ceilings of the majority of cells was excessive and should be addressed. The current position makes it almost impossible for CCU staff to monitor damage and take action against any custody causing damage.	SCTS
2	Toilets	2.3.1	RECOMMENDATION 10: As a matter of urgency, doors should be fitted to the toilet cubicles to provide a degree of privacy.	SCTS
2	Toilets	2.3.2	RECOMMENDATION 11: As there are no disabled toilets, consideration should be given to cell 53 being converted to a disabled toilet.	SCTS
3	Health and Safety	3.2.4	RECOMMENDATION 12: First aid kits throughout the CCU should be replaced and maintained and a first aid kit added to the partition section.	GEOAmey

4	Movements and Transfers	4.1.1 4.1.2	RECOMMENDATION 13: A solution should be sought to provide a degree of separation and privacy for female custodies being held in the partitioned area whilst male custodies pass through enroute to courts two and three.	GEOAmey SCTS
4	Security	4.4.1	RECOMMENDATION 14: When the “partition section” of the CCU is in use there should be three members of staff present with radio or emergency alarm options.	GEOAmey
4	Searching and Property	4.5.7	RECOMMENDATION 15: All custody property should be stored in lockfast cabinets, and the secure management of all property be the responsibility of an identified member of staff.	GEOAmey SCTS
6	Health	6.1.6	RECOMMENDATION 16: A defibrillator should be located within the CCU.	SCTS

Previous recommendations outstanding

It should be noted that Recommendations 9, 10, 11, 14 and Advisory 2 were made and are still outstanding from the previous HMIPS inspection of Glasgow CCU in February 2020.

Advisories

Standard	Quality Indicator	Quality Indicator Number	Advisory	Relevant Agency
1	Personal Escort Records	1.1.5	ADVISORY 1: Do not add the offer of hot drinks to the PER form until staff are in a position to provide it.	GEOAmey
3	Safety	3.1.3	ADVISORY 2: CCU staff in general should be reminded of the requirements of the SPS Suicide Prevention Strategy.	GEOAmey
3	Contingencies	3.7.1	ADVISORY 3: Contingency plans should have clear review dates.	GEOAmey

4	Visitors	4.3.1	ADVISORY 4: The locking doors either side of the sterile visitor's area are operated as they were intended with only one opening at a time.	GEOAmey
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Good Practice

Standard	Quality Indicator	Quality Indicator Number	Good Practice	Relevant Agency
3	Risk Assessments	All	Good Practice: During the inspection a GEOAmey van crew identified a male and female custody leaving from a Police Station from the same domestic abuse case. They separated them during transit to the CCU. Whilst this should be regarded as the "norm" it was seen as good practice by the van crew.	GEOAmey

INFORMATION ABOUT THE CCU

Description	Name/Number
Name of CCU Manager on duty	Carly Samson
Number of core staff required for CCU	52 + 4
Number of staff working	33 + 4
Number of cells	63 + 14 High Court
Number of cells that are operational	62 + 14 High Court
Number of interview rooms	9
Number of non SPS custodies expected today	59
Number of SPS prisoners expected	32
Number of custody courts running	3
Number of virtual appearances expected	0
SCTS representative/contact	Elaine McLeod

DISTRIBUTION OF PRISONERS/CUSTODIES

Adult Males	<21 Males	<18 Males
78	2	1

Adult Females	<21 Females	<18 Females
10	0	0

STANDARDS, COMMENTARY AND QUALITY INDICATORS

STANDARD 1: LAWFUL AND TRANSPARENT USE OF CUSTODY

The custody service provider (“the provider”) complies with administrative and procedural requirements of the law and takes appropriate action in response to the findings and recommendations of official bodies that exercise supervisory jurisdiction over it.

Commentary

The provider ensures that all custodies are lawfully detained. Each custody’s time in the Court Custody Unit (CCU) is accurately calculated; they are properly classified and allocated to cells appropriately. The provider cooperates fully with agencies that have powers to investigate matters in the custody areas.

	QUALITY INDICATOR 1: Personal Escort Records (PERs)	Not observed	Yes	No
1.1.1	Is each custody positively identified at the time of arrival and are they named on the Personal Escort Record (PER) form?		X	
1.1.2	Does identification take place out of hearing of any other custody?			X
1.1.3	When names and dates of birth are obtained is confirmation made that the custody is due to appear before the court that day?		X	
1.1.4	Is there a process in place to record the requirement and any subsequent provision for translation services?			X
1.1.5	Do PERs include recording custody movements, any significant activities or events, timings including arrival and departure times, when case was concluded, any provision or offer of meals, drinks or healthcare?			X
1.1.6	Are PERs accurately completed and fully updated?		X	
	In summary, are Personal Escort Record (PER) forms accurately populated and all relevant sections completed?			X
	Free text			
	1.1.2: The name of the custody is shouted loudly by reception staff for cell allocation purposes thus sharing that custody’s arrival with other custodies in the CCU. In addition inspectors observed two custodies being processed and searched side by side at the same time.			

	<p>1.1.4: Staff were not able to evidence that they had a process in place to deliver the risk assessments, cell allocation, welfare questions or CCU expectations to non-English speaking custodies.</p> <p>1.1.5: The majority of PERs were inaccurate in relation to the offer of hot drinks. Each PER documented on arrival that the request for hot drinks was made but failed to document it was refused, accepted or provided.</p>
	Recommendations/Advisories/Good Practice
	<p>Recommendation 1: Identification of each custody is done out with the hearing of other custodies and admitted to the CCU one at a time.</p> <p>Recommendation 2: There must be a process in place to deliver the risk assessments, cell allocation, welfare questions and CCU expectations to non-English speaking custodies.</p> <p>Advisory 1: Do not add the offer of hot drinks to the PER form until staff are in a position to provide it.</p>

	QUALITY INDICATOR 2: Custody Procedures	Not observed	Yes	No
1.2.1	Is information given to custodies in a language (and format) that they understand?			X
1.2.2	<p>Was the custody asked questions regarding the following:</p> <ul style="list-style-type: none"> ▪ Racism ▪ Homophobia ▪ Transgender discrimination ▪ Religious discrimination ▪ Bullying ▪ Any cell sharing issues ▪ Risk of suicide or self-harm ▪ Solicitor access, their own or one will be provided 			X
1.2.3	Are medical or special needs, including relevant risk factors identified through information provided from appropriate third parties and were they acted upon?			X
1.2.4	Are any interventions or interactions recorded including searches or risk factors in relation to the custody in the CCU or during transit?		X	
1.2.5	Are custodies given information on what to expect whilst in the CCU?			X

1.2.6	Are CCU staff proactive at taking into account changes of circumstances for new arrivals into custody?		X	
1.2.7	Where relevant, is the GEOAmeY IT system updated and maintained, including the most recent custody photograph?		X	
1.2.8	If where a custody is admitted directly from court, do CCU staff enquire as to whether there are any urgent personal, domestic or legal concerns that require immediate attention and bring these to the attention of the court or prison where necessary?	X		
1.2.9	If a custody was committed to prison and required an interpreter; was the receiving prison notified to enable arrangements to be made to assist in their admission?	X		
	In summary, are all procedures for identifying those in custody fully complied with, are staff proactive in assessing their understanding, needs and whether they require further support in order to understand basic essential information?			X
	Free text			
	<p>1.2.1: All custodies observed by the inspectors spoke English. CCU staff were not able to provide evidence that the essential information required to be communicated to every custody by them could be done in any other language.</p> <p>1.2.2: The process in Glasgow CCU was for these important questions to be asked of the custody by van crews either during the journey or on the approach to the CCU reception area from the van. There was an assumption by reception staff that this was always done and if they were not told otherwise by the van crews it was presumed no risks had been identified. Inspectors followed a number a custodies from the vans to the reception areas and it was clear that the importance of these questions and how they could influence the risk posed to the CCU by each custody was not fully understood by staff. The full list of questions were often not asked, the custody on many occasions clearly did not understand what they were being asked, some were told to read the questions themselves without any checks being done as to their cognitive ability. The inspectors had little faith that these questions were being asked properly and influenced any decisions around risk and safety.</p> <p>1.2.3: Inspectors found a custody who was diabetic and had expressed concern that if he were to have a diabetic emergency CCU staff were unaware of his medical condition and could not administer medication. On checking inspectors could find no record of his medical condition on his PER form and he had not been asked on arrival at the CCU of any current medical concerns or issues.</p>			

	1.2.5: At no point did the inspectors hear any custody being told what to expect whilst being held in the CCU.
	Recommendations/Advisories/Good Practice
	<p>Recommendation 3: Essential information required to be communicated to custodies on arrival at the CCU must be available in languages other than English.</p> <p>Recommendation 4: Questions regarding the risks, vulnerability, wellbeing, welfare and physical and mental health of every custody must be carried out in a methodical and coordinated manner on arrival at the CCU. This must be well documented and acted upon.</p> <p>Recommendation 5: Staff should be reminded of the importance of asking questions relating to the risks, vulnerability, wellbeing, welfare and physical and mental health of every custody and encouraged to be more robust and inquisitive in their interaction to establish a better understanding of the needs of every custody held in their care.</p> <p>Recommendation 6: All custodies must be informed on arrival what to expect whilst in the CCU.</p>

	QUALITY INDICATOR 3: Cell Sharing Risk Assessment (CSRA)	Not observed	Yes	No
1.3.1	Are custodies allocated a cell according to their legal status, classification, vulnerability, medical condition, sensory or physical impairment, risks and needs?			X
1.3.2	Was the approach taken individualised and took into account the preference of the custody where possible?			X
1.3.3	Are those under 21 years of age kept separate from adults?		X	
1.3.4	Are those under 18 years of age kept separate from all other custodies?		X	
1.3.5	Are females kept separate from males?		X	
1.3.6	Are remand or civil custodies held separately from convicted custodies so far as is reasonably practicable?	X		
1.3.7	Are custodies informed of their allocation courteously and able to communicate freely any needs or concerns they may have?		X	

	In summary, was a CSRA carried out on arrival, taking account of individual characteristic (including gender, vulnerability, security risk, state of mental health or personal medical condition) and then allocated to an appropriate cell?			X
	Free text			
	<p>1.3.1 & 1.3.2: Custodies are allocated a cell ahead of their arrival at the CCU based on information received earlier in the day from partner agencies. At no time did the inspectors witness a change to this original cell allocation based on any information received post this decision. As highlighted in recommendation 5 inspectors were not confident that the process to determine risk, health and vulnerability on arrival at the CCU was adequate enough to influence a change of cell allocation.</p>			
	Recommendations/Advisories/Good Practice			
	None.			

STANDARD 2: DECENCY, DIGNITY, RESPECT AND EQUALITY

The custody areas should meet the basic requirements of decency and all custodies within the CCU are treated with dignity and respect, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Commentary

All custody areas should be of adequate size for the number of persons they are used to detain, well maintained, clean and hygienic and have adequate lighting. Each custody should have access to toilets, be provided with necessary toiletries, and offered a nutritious meal. These needs should be met in ways that promote each custody's sense of personal and cultural identity and self-respect.

NOTE: For the avoidance of doubt, the facilities management and the physical security aspects of the Criminal Appeal Courts, High Court of Justiciary, Sheriff and Justice of the Peace Courts throughout Scotland is the responsibility of SCTS. This includes the daily cleaning of court facilities, and the physical maintenance or repair of a court.

	QUALITY INDICATOR 1: Custody Area	Not observed	Yes	No
2.1.1	Are cells of an adequate size for occupancy?		X	
2.1.2	Do cells have appropriate furnishing, adequate lighting, heating and ventilation for fresh air and meet all requirements for Health & Safety?			X
2.1.3	Are accessible and safer cells fit-for-purpose and of sufficient number to be available when required?		X	
2.1.4	Is the maintenance of the CCU achieved through a structured programme where faults or defects are logged and dealt with efficiently?		X	
	In summary, are the custody areas appropriately equipped and constructed for their intended use and maintained to an appropriate standard?		X	
	Free text			
	Point 2: There were no adequate air vents or structures in place to allow the free flow of fresh air through the CCU.			
	Recommendations/Advisories/Good Practice			
	Recommendation 7: Adequate ventilation is introduced to the CCU to ensure the moderation of internal humidity and to reduce the accumulation of moisture, odours, bacteria, dust and carbon dioxide.			

	QUALITY INDICATOR 2: Hygiene	Not observed	Yes	No
2.2.1	Are all parts of the CCU used by custodies kept clean at all times, well maintained and regularly painted?			X
2.2.2	Does the service provider ensure appropriate cleaning records are maintained, audited and made available to support any reported complaint(s) or defects, or for review of maintenance, cleaning or hygiene standards?		X	
2.2.3	Are custodies encouraged to keep the CCU clean and tidy?	X		
2.2.4	Is any graffiti or damage caused challenged, recorded and reported immediately to the appropriate authorities, i.e., SCTS or Police Scotland?		X	
2.2.5	If an SPS prisoner's behaviour requires them to be placed on report does the service provider do this?		X	
2.2.6	Are hygiene regulations and infection control standards observed and do SCTS have a process in place to deal with any incidents?		X	
	In summary, are good levels of cleanliness and hygiene observed throughout the custody areas ensuring procedures for the control of infection and biohazard incidents are followed?			X
	Free text			
	<p>2.2.1: The doors and walls of some cells were badly damaged by graffiti and required painting. Evidence of a cleaning process was provided to inspectors but many of the closed cells and the CCU in general was in need of a deep clean. Photographs found in Annex B of this report shows dirt and debris that clearly indicates that a quality deep clean had not been carried out for some time.</p> <p>Note: Recommendation 9 below was made at the last full inspection by HMIPS in February 2020.</p>			
	Recommendations/Advisories/Good Practice			
	<p>Recommendation 8: The CCU should be subjected to a deep clean and then a process implemented and maintained for the future.</p> <p>Recommendation 9: Graffiti on the floors, doors, walls and ceilings of the majority of cells was excessive and should be addressed. The current position makes it almost impossible for CCU staff to monitor damage and take action against any custody causing damage.</p>			

	QUALITY INDICATOR 3: Toilets	Not observed	Yes	No
2.3.1	Does the service provider ensure that male and female custodies have access to toileting and washing facilities, offering adequate privacy, enabling them to maintain a reasonable standard of personal cleanliness and hygiene?			X
2.3.2	Is there disabled access to toilets?			X
2.3.3	Are soap, toilet paper and hand towels available?		X	
2.3.4	Are personal hygiene products readily available, if not are signs providing information on how to access such products displayed?		X	
2.3.5	Are proper disposal arrangements for sanitary items available. Where possible is there a female CCU member of staff available to deal with such requests?		X	
	In summary, do all custodies have access to suitable toileting facilities on request?			X
	Free text			
	<p>2.3.1: The CCU had one large male toilet that was also used by male custodies with a disability as a disabled toilet due only to having space and access. This consisted of a large room with eight toilet cubicles along one wall, but no doors fitted for privacy. The sinks were positioned opposite the cubicles, further reducing privacy for toilet users. This has been deemed by HMIPS to be unacceptable for a number of years now.</p> <p>2.3.2: It was found that there was no dedicated disabled toilet. It was observed however that the toilet situated at cell 53 could easily be converted to a dedicated disabled toilet by fitting handrails and associated equipment. The one large male toilet was being used at the time of inspection by male custodies with a disability as a disabled toilet as it had space and easy access.</p> <p>Note: Recommendation 10 and 11 below were made at the last full inspection by HMIPS in February 2020.</p>			
	Recommendations/Advisories/Good Practice			
	<p>Recommendation 10: As a matter of urgency, doors should be fitted to the toilet cubicles to provide a degree of privacy.</p> <p>Recommendation 11: As there are no disabled toilets, consideration should be given to cell 53 being converted to a disabled toilet.</p>			

	QUALITY INDICATOR 4: Meals	Not observed	Yes	No
2.4.1	Is there a range of good quality nutritional food available that meets the needs of those with special dietary requirements, including those arising from cultural or religious beliefs?		X	
2.4.2	Are hot drinks (tea and coffee) provided on arrival at the CCU and at each mealtime whilst within the court custody suites?		X	
2.4.3	Do custodies have access to water at least every 2.5 hours or on request, and is this recorded on the PER or the IT system?		X	
2.4.4	Are meals provided to any custody in court or in transit during the afternoon who are considered likely to be returned to prison after 17:00?	X		
2.4.5	When the service provider requires to provide a lunch and an evening meal, is one of them hot?		X	
2.4.6	Is the provision for hand washing/sanitation provided immediately prior to mealtimes?		X	
2.4.7	Are food hygiene rules respected and observed?		X	
	In summary, are all meals provided to custodies well presented, nutritious, varied, conform to dietary, religious, cultural or medical requirements and are served at the appropriate temperature?		X	
	Free text			
	All food is sealed and opened at time of consumption by the custody, it is fresh and kept refrigerated until as close to delivery time as possible.			
	Recommendations/Advisories/Good Practice			
	None.			

STANDARD 3: PERSONAL SAFETY

All reasonable steps are taken to ensure the safety of custodies while in the CCU.

Commentary

All appropriate steps are taken to minimise the levels of harm to which custodies are exposed. Appropriate steps are taken to protect custodies from harm from others or themselves. Where violence or accidents do occur, the circumstances are thoroughly investigated, and appropriate management action taken.

	QUALITY INDICATOR 1: Safety	Not observed	Yes	No
3.1.1	Are any custodies being treated under the Scottish Prison Service (SPS) Suicide Prevention Strategy (Talk to Me) treated with care, compassion and understanding by staff?		X	
3.1.2	Are staff appropriately trained and proactive in recognising and responding to signs that indicate a custody may be at risk of suicide or self-harm?			X
3.1.3	Are all staff aware of the SPS Suicide Prevention Strategy?			X
3.1.4	Do staff deal with each custody on an individual basis?		X	
3.1.5	Are all computer systems, paperwork and PER forms kept up to date in respect of custody safety?		X	
3.1.6	Is information shared between the CCU, Police Scotland, Social Work, health provider and the receiving prison to ensure that the best care is provided for those who are in a risk category?		X	
	In summary, has the provider put in place thorough and compassionate practices to identify and care for those identified as being at risk of suicide or self-harm?			X
	Free text			
	<p>3.1.2: Reference to recommendations five and six under Standard One above will hinder how proactive staff can be regarding recognising and responding to risk of suicide or self-harm.</p> <p>3.1.3: Inspectors were satisfied that CCU managers were aware of the SPS Suicide Strategy and how it influences their care of custodies but when asked a number of CCU staff were not.</p>			

	Recommendations/Advisories/Good Practice
	Advisory 2: CCU staff in general should be reminded of the requirements of the SPS Suicide Strategy.

	QUALITY INDICATOR 2: Health and Safety	Not observed	Yes	No
3.2.1	Are checks (Alpha checks) carried out before custodies arrive and after the CCU is closed?		X	
3.2.2	Are Health and Safety roles allocated in the CCU and staff aware of what these roles are to ensure statutory compliance?		X	
3.2.3	Is all documentation kept up-to-date and do CCU staff meet regularly to discuss Health and Safety matters?		X	
3.2.4	Are regular Health and Safety inspections carried out with actions clearly identified and allocated?			X
	In summary, are the requirements of Health and Safety legislation observed throughout the custody areas and security checks carried out regularly and thoroughly?		X	
	Free text			
	3.2.4: First aid kits presented to the inspectors by staff were empty and no first aid equipment was found to be easily available. There was no first aid kit found within the partition section of the CCU used to hold female custodies.			
	Recommendations/Advisories/Good Practice			
	Recommendation 12: First aid kits throughout the CCU should be replaced and maintained and a first aid kit added to the partition section.			

	QUALITY INDICATOR 3: Risk Assessments	Not observed	Yes	No
3.3.1	Does the CCU have a complete set of risk assessments that are regularly reviewed and updated?		X	
3.3.2	Are the risk assessments accessible to all staff?		X	
3.3.3	Are the cell sharing risk assessment (CSRA) and Handcuff Risk Assessment (HRA) outcomes clearly recorded on the PER?		X	

3.3.4	Does the CCU have in place a system that ensures the appropriate separation of custodies at all times, including during transit for example, where two people are involved in the same domestic abuse case they should not travel in the same transport to court, from a police station or prison?		X	
	In summary, do all activities take place according to recorded safe systems of work which are easily accessible and based on appropriately completed risk assessments?		X	
	Free text			
	None.			
	Recommendations/Advisories/Good Practice			
	Good practice: During the inspection a GEOAmev van crew identified a male and female custody leaving from a Police Station from the same domestic abuse case. They separated them during transit to the CCU. Whilst this should be regarded as the “norm” it was seen as good practice by the van crew.			

	QUALITY INDICATOR 4: Risk Management	Not observed	Yes	No
3.4.1	Do the CCU staff use their interpersonal skills to build and maintain relationships to ensure that any aggression or violence is minimised and do not encourage any escalation of such behaviour?		X	
3.4.2	Where risks are identified do staff react quickly to resolve any issues?	X		
	In summary, does the attitude, behaviour and approach of staff contribute to the lowering of risk of aggression and violence, and are reasonable steps taken to minimise situations that are known to increase such behaviour. Where such situations are unavoidable are appropriate levels of supervision maintained?		X	
	Free text			
	None.			
	Recommendations/Advisories/Good Practice			
	None.			

	QUALITY INDICATOR 5: Vulnerability	Not observed	Yes	No
3.5.1	Do CCU staff take an individualised, considered and compassionate approach when dealing with those identified as being vulnerable or having a heightened risk of harm or abuse from others?		X	
3.5.2	Are CCU staff sensitive to any change in a custody's circumstances and act accordingly to meet any identified risks, for example, when their status has changed from remand to convicted?	X		
3.5.3	Where additional needs are identified, is there a process in place for a custody to be provided with assistance, for example foreign language translation or other communication challenges?		X	
	In summary, is particular care taken of any custody whose appearance, behaviour, background or circumstances leave them at heightened risk of harm or abuse from others?		X	
	Free text			
	Staff were seen to be generally considerate and compassionate to custodies that were identified as vulnerable. However, it should be noted that there was a lack of confidence in staff identifying such custodies on arrival at the CCU as evidenced in previous recommendations such as five and six under Standard One above.			
	Recommendations/Advisories/Good Practice			
	None.			

	QUALITY INDICATOR 6: Investigations	Not observed	Yes	No
3.6.1	Is there is an understanding of what constitutes unacceptable behaviour by CCU staff and is it challenged and that those found responsible dealt with?		X	
3.6.2	Are custodies and staff both encouraged and supported to report incidents, and do they have confidence to do so?		X	
3.6.3	Are any investigations independent, fair and comprehensive with all associated documentation appropriately recorded?	X		

	In summary, are all allegations or incidents of mistreatment, intimidation, hate, bullying, harassment or violence recorded and investigated by a person of sufficient independence with any findings being acted upon by management?		X	
	Free text			
	None.			
	Recommendations/Advisories/Good Practice			
	None.			
	QUALITY INDICATOR 7: Contingencies	Not observed	Yes	No
3.7.1	Is there an up-to-date suite of contingency plans that are readily available to all staff and are tested annually?		X	
3.7.2	Do any plans include how to manage any major or minor incidents of disorder including plans for evacuation, high levels of sickness or absence amongst staff?		X	
3.7.3	Is there a back-up facility in place to ensure any data held on IT systems can be retrieved?		X	
	In summary, is there an appropriate set of readily available contingency plans for managing emergencies and unpredictable events and are staff adequately trained in the roles they adopt in implementing the plans?		X	
	Free text			
	3.7.1: Contingency plans viewed by the inspectors were found to lack review dates to allow them to clearly see how current and relevant they were.			
	Recommendations/Advisories/Good Practice			
	Advisory 3: Contingency plans should have clear review dates.			

STANDARD 4: EFFECTIVE, COURTEOUS AND HUMANE EXERCISE OF AUTHORITY

The implementation of security and supervisory duties is balanced by courteous and humane treatment of custodies in the CCU.

Commentary

Procedures relating to perimeter, entry and exit security, and the personal safety, searching, supervision and escorting of custodies are implemented effectively. The level of security and supervision is proportionate to the risks presented at any given time.

	QUALITY INDICATOR 1: Duties	Not observed	Yes	No
4.1.1	Do CCU staff discharge their duties courteously and in a respectful manner while maintaining an acceptable level of authority?		X	
4.1.2	Do CCU staff work as a team evidencing good communication?		X	
	In summary, do court custody staff discharge supervisory and security duties courteously and in doing so respect the individuals given circumstances?		X	
	Free text			
	None.			
	Recommendations/Advisories/Good Practice			
	None.			

	QUALITY INDICATOR 2: Movements and Transfers	Not observed	Yes	No
4.1.1	Are there clearly defined procedures in place for any movement within the CCU including to the courtroom or release and is such movement implemented effectively and courteously?			X
4.1.2	Are all movements to and from escort vehicles carried out in a safe and controlled manner, with only one custody entering the CCU at a time?			X
4.1.1	Are CCU staff seen to be carrying out assessments to manage those at risk or likely to be detrimental to the good running of the unit?		X	
4.1.2	Are mechanical restraints such as handcuffs and escort chains only used where risk assessments deem them appropriate?		X	

4.1.1	Do all custodies depart the CCU to a place of detention within two hours of receipt of the court documentation (excluding Glasgow Sheriff Court where a 90-minute timescale applies for a custody being escorted to HMP Barlinnie)?		X	
4.1.2	Was the CCU clear of all custodies within 30 minutes of the receipt of the final court documentation for that day?	X		
4.1.1	Do the CCU staff ensure the accurate recording of all discharge, bail or other disposals?		X	
4.1.2	Are instructions from the Court included within the custody or court records and the PER, and any additional release conditions confirmed before the custody is released?		X	
4.1.1	Do the CCU staff ensure that all custodies are liberated/released as soon as practicable and no later than one hour from the completed court documentation?		X	
4.1.2	Were all custodies adequately clothed and provided with food and a drink, fit to travel, have their property, cash and valuables returned to them and be supplied with sufficient funds to travel if required?		X	
	In summary, are the systems and procedures for the movement, transfer and release of custodies implemented effectively and courteously?			
	Free text			
	<p>4.1.1: It was observed by inspectors that male custodies being taken to Courts number two and three passed through the partitioned area used to hold female custodies. On this route there are points where the female toilets can be seen, and females are generally not informed that males will be passing through in close proximity to them.</p> <p>4.1.2: On one occasion two custodies were seen to be brought from the escort vehicle at the same time and processed together at the reception area. This appeared to be an isolated incident and was brought to the attention of managers at the time by inspectors.</p>			
	Recommendations/Advisories/Good Practice			
	Recommendation 13: A solution should be sought to provide a degree of separation and privacy for female custodies being held in the partitioned area whilst male custodies pass through enroute to courts two and three.			

	QUALITY INDICATOR 3: Visitors	Not observed	Yes	No
4.3.1	Is there a structured and systematic approach to physical security that clearly identifies risk and responds to it effectively, including access for visitors to the CCU?			X
4.3.2	Is there adequate accommodation to facilitate such visitors?		X	
4.3.3	When dealing with all people who visit the CCU do staff always behave in courteous and professional manner?		X	
4.3.4	Do staff understand their roles in terms of security?		X	
	In summary, are the systems and procedures for access and egress of visitors to the CCU implemented effectively and courteously. Is there adequate accommodation to facilitate such visitors?		X	
	Free text			
	4.3.1: Visitors to the CCU are required to wait in a sterile area to be permitted access. This area is deemed sterile as it is situated between two locking doors that should be opened individually to safely control access and movements. On numerous occasions the inspectors observed both doors to be open at the same time thereby allowing direct access to the CCU from a public corridor.			
	Recommendations/Advisories/Good Practice			
	Advisory 4: The locking doors either side of the sterile visitor's area are operated as they were intended with only one opening at a time.			

	QUALITY INDICATOR 4: Security	Not observed	Yes	No
4.4.1	Is there a structured and systematic approach to physical security that clearly identifies risk and responds to it effectively, including the access of people, mail, goods and vehicles to the CCU?			X
4.4.2	Where court-based CCTV cameras are fitted, are they used to supervise and monitor the movement of custodies, and are they in good working order?			X
4.4.3	Is recorded material made available for assessment and investigation and stored as per contract guidelines?		X	

	In summary, are the systems and procedures for monitoring the movement and activities of individuals inside the CCU implemented effectively, and accurately recorded on the appropriate system?		X	
	Free text			
	<p>4.4.1: The so-called partition section of the CCU were a group of cells that are used solely for the holding of female custodies during busy periods. It was seen that there were only two members of staff working in this area that was out with the view and hearing of other staff members. Inspectors were concerned for staff safety for the following reasons. Three members of staff should be working in this area as frequently a custody is escorted to court or visits leaving only one behind, in addition there were no radio or alarm options for staff for use in case of emergency. Inspectors were advised by CCU management that there was a telephone in place, but it was clear that should there be an incident requiring restraints or medical assistance this would not be a practical option.</p> <p>4.2.2: There were 80 CCTV cameras covering the CCU. Of that number seven were defective but had only become defective during the previous two weeks, inspectors were shown evidence that repairs were pending with the possibility of a replacement system.</p>			
	Recommendations/Advisories/Good Practice			
	Recommendation 14: When the “partition section” of the CCU is in use there should be three members of staff present with radio or emergency alarm options.			

	QUALITY INDICATOR 5: Searching and Property	Not observed	Yes	No
4.5.1	Are all searches carried out in strict conformity with the relevant legislation?		X	
4.5.2	Are all searches carried out with proper regard for the individual's privacy and dignity, for instance, the custody must never be fully naked at any time and any search must be carried out by staff of the same gender?	X		
4.5.3	Were custodies seen to be thoroughly rubbed down and searched when entering the CCU and any handheld detectors utilised where an Archway Metal Detector is not available?		X	
4.5.4	Is all property checked on entering the CCU?		X	
4.5.5	Do CCU staff ensure that any property, cash and valuables belonging to a custody correctly recorded and accounted for?		X	

4.5.6	Is there a process in place in the event of mishandling of property or loss.	X		
4.5.7	Are facilities lockfast and adequate for storing the amount of property required securely and not accessible other than by CCU staff?			X
4.5.8	Are all custodies personal property, valuables and cash released appropriately?		X	
	In summary, is the law concerning the searching of a custody and their property in the custody areas implemented thoroughly?		X	
	Free text			
	<p>4.5.7: There were a number of lockfast cabinets situated at the rear of the reception area, but they were not big enough to hold and secure the volume of property that passed through the CCU, this meant property was sitting exposed outside of the cabinets. There was also no separate storage for high value items and all property was not positioned in a secure area with a member of staff dedicated to managing or monitoring it.</p>			
	Recommendations/Advisories/Good Practice			
	<p>Recommendation 15: All custody property should be stored in lockfast cabinets, and the secure management of all property be the responsibility of an identified member of staff.</p>			

	QUALITY INDICATOR 6: Use of Force	Not observed	Yes	No
4.6.1	Is the use of force or restraint proportionate to the risk posed and no more than was necessary for the situation?	X		
4.6.2	In the event of a planned or unplanned use of force or restraint, was the procedure followed meticulously, and all accompanying paperwork filled out to a high standard including the PER, was this supervised by a senior member of staff?	X		
4.6.3	If a planned removal took place was it video recorded?	X		
4.6.4	If physical force was applied, was the custody medically examined by a healthcare professional as soon as practicable, no later than within one hour?	X		
4.6.5	Are reviews of all cases involving use of force or restraint regularly undertaken to observe and analyse any trends that may be appearing?	X		

4.6.6	Are CCU management and staff able to talk through the process for the use of force or restraint and how it should be documented?		X	
	In summary, were physical force and restraints only used when necessary, and strictly in accordance with the law and the service provider's' control and restraint guidance?	X		
	Free text			
	None.			
	Recommendations/Advisories/Good Practice			
	None.			

STANDARD 5: RESPECT, AUTONOMY AND PROTECTION AGAINST MISTREATMENT

Staff treat all custodies respectfully. A custody's right to statutory protections and the complaints processes are also respected.

Commentary

Staff engage with custodies respectfully, positively and constructively. Custodies are kept informed about the progress of their court case and are treated humanely and with understanding.

	QUALITY INDICATOR 1: Respect and Rights	Not observed	Yes	No
5.1.1	Do the CCU staff regularly keep the custodies informed of any progress of their court case and the process for liberation or transfer to a prison, including timescales?		X	
5.1.2	When asked at any time were custodies able to confirm that they are aware of the progress of their court case?		X	
5.1.3	Are solicitors meeting rooms adequate and provide confidentiality whilst being easily monitored by staff?		X	
5.1.4	Did all sensitive conversations take place in a location away from the hearing of others. This includes assessing risk at the point of admission to the CCU?		X	
5.1.5	Do staff ensure all custodies rights to confidentiality are in place?			X
	In summary, the use of disrespectful language or behaviour is not tolerated from staff or those in custody, are relationships between staff and custodies respectful?		X	
	Free text			
	5.1.5: See Standard Two Personal Escort Records (PERs) above.			
	Recommendations/Advisories/Good Practice			
	See Recommendation 1.			

	QUALITY INDICATOR 2: – Complaints	Not observed	Yes	No
5.2.1	Are complaint forms readily available for custodies?		X	
5.2.2	Are notices visible explaining how to complain and to whom and is this information readily available to those where English is not their first language?		X	

5.2.3	Does the CCU ensure that there is an effective system to record in writing, respond to and address custody complaints?		X	
5.2.4	Have complaints from the previous 12 months been reviewed?	X		
	In summary, does the complaints process work well?		X	
	Free text			
	None.			
	Recommendations/Advisories/Good Practice			
	None.			

STANDARD 6: HEALTH, WELLBEING AND MEDICAL TREATMENT

All reasonable steps are taken to ensure the health and wellbeing of custodies while in the CCU, and appropriate and timeous medical treatment is available when required.

Commentary

Where it is necessary to do so, custodies should receive treatment that takes account of all relevant NHS standards, guidelines and evidence-based treatments.

	QUALITY INDICATOR 1: – Health	Not observed	Yes	No
6.1.1	Do any custodies reporting illness, a medical complaint or injury have their concerns recorded on their PER (This includes where use of C&R techniques, restraint or physical force have been applied)?			X
6.1.2	Do custodies have access to healthcare or medical treatment where required, within one hour?		X	
6.1.3	If medical care cannot be provided within one hour, do the CCU staff ensure appropriate care is provided until the medical provider attends?		X	
6.1.4	Is there at least one staff member trained in emergency first aid on duty in the CCU at any given time?		X	
6.1.5	Are staff training records held by the service provider?		X	
6.1.6	Has access to the nearest defibrillator been identified?		X	
6.1.7	Is all prescribed medication accurately documented on PER forms and are staff aware of procedures for dispensing?		X	
6.1.8	Is any prescribed medication in the possession of a custody available as per prescription instructions?		X	
6.1.9	Is the CCU appropriately equipped for the prevention and control of infection?		X	
	In summary, is any treatment provided in custody undertaken by an appropriately qualified professional and meets accepted standards and timescales?		X	

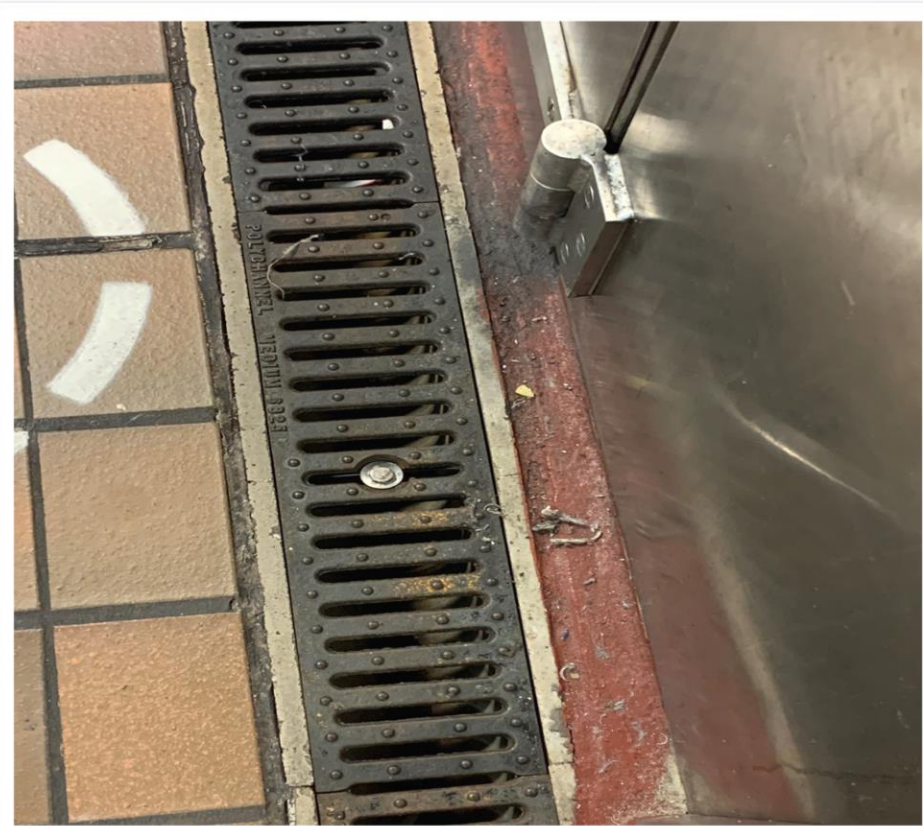
	Free text
	<p>6.1.1: See Standard One Custody Procedures Point 3.</p> <p>6.1.6: Due to the large volume of custodies and the vulnerability of many in respect of poor health, a defibrillator would be recommended to be placed in the CCU.</p>
	Recommendations/Advisories/Good Practice
	<p>See Recommendation 5.</p> <p>Recommendation 16: A defibrillator should be located within the CCU.</p>

ACRONYMS

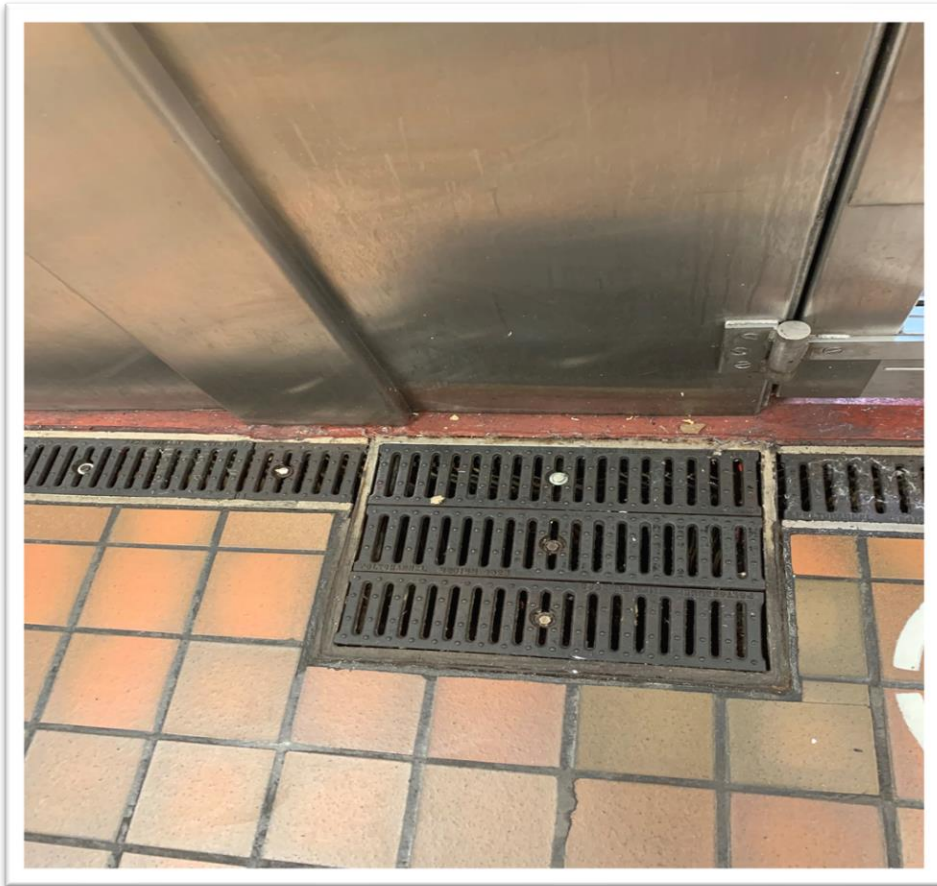
CCTV	Closed Circuit Television
CCU	Court Custody Unit
CCV	Court Custody Van
CSRA	Cell Sharing Risk Assessment
HMIPS	HM Inspectorate of Prisons for Scotland
HRA	Handcuff Risk Assessment
NPM	National Preventive Mechanism
OPCAT	Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
PPE	Personal protective Equipment
PER	Prisoner Escort Record
SCTS	Scottish Courts and Tribunal Service
SPS	Scottish Prison Service



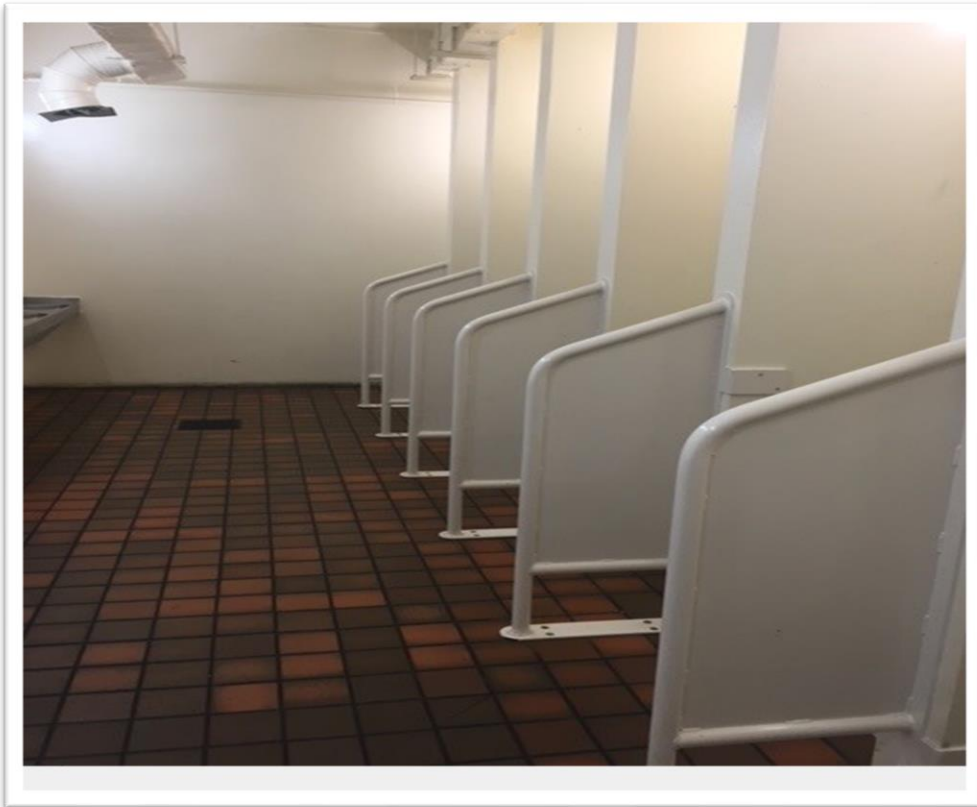
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MALE TOILETS CCU





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