

ACTION PLAN – Report on an inspection visit to court custody facilities.

CLUSTER: Wales

TIMETABLE	DATE
Date of inspection	1-13 July 2024
Report published	02/09/2024
Action plan submitted	31/10/24

Rec. no	Concern	Accepted / Rejected	Response / action taken or planned	Action owner	Update / target date for completion
	Priority Concerns				
1	<p>Some detainees were locked back into cells before their release, which was inappropriate.</p> <p>And in most release interviews, staff did not ask sufficient questions about detainees' personal circumstances to identify and address</p>	Accept	<p>The concern relates to North Wales courts only where off bail detainees were secured into a cell for checks to be conducted. This practice was not the correct process to follow and has now ceased.</p> <p>First line managers have been refreshed on the requirements for Off Bail release checks and it has been communicated to all staff operating in the court custody environment.</p> <p>Management assurance checks have been put in place to assure that staff are adhering to the requirement for DPs to be in an open environment such as the legal visits room whilst the release checks are completed.</p> <p>GeoAmey shall locally identify the best practice in the court cluster surrounding the release process for individuals and provide individualised support for defendant welfare. GeoAmey Regional Manager will ensure that this process is embedded.</p>	GeoAmey	<p>Dec 24</p> <p>Dec 24</p>

	issues such as homelessness or addiction.				
	Key Concerns				
2	Staff did not do enough to shield detainees from public view when they alighted from vehicles, compromising their privacy and dignity	Accept	<p>HMCTS will review where privacy is an issue (Cardiff Crown, Cardiff MC and Merthyr Tydfil having been highlighted), whether there are any suitable adaptations based on solutions provided elsewhere nationally which could be considered where it is safe and proportionate to do so.</p> <p>Briefing to vehicle base staff to make sure that we are parking as close to doors as possible and be mindful of their dignity when alighting and boarding at courts we are unable to deliver straight into the court.</p> <p>Evidence through inspections of courts.</p>	<p>HMCTS FM</p> <p>GeoAmey</p>	<p>Jan 25</p> <p>Dec 24</p>
3	There were too few custody facilities for detainees with disabilities, and provision and suitable adaptations within these facilities was too limited.	Accept	<p>HMCTS Facilities Management will work with Delivery Managers Building Champions at each of the custody sites in Wales to produce a definitive list / guide as to what facilities are available at each site for disabled detainees.</p> <p>HMCTS Facilities Management will use the above the list when obtained to inform any future bids for additions or improvements works to improve the overall provision of disabled facilities for detainees across Wales.</p>	<p>HMCTS- FM</p> <p>HMCTS</p>	Jan 25

			HMCTS (Operations Managers and Head of Legal Operations) will make the above list / guide available to stakeholders (PECS, GeoAmey, Police, Prisons, and the Defence Community) to assist them in knowing where disabled detainees can be accommodated and where the use of video link would be preferable.		
4	Telephone interpreting services were not always used when necessary for communicating with non-English speaking detainees.	Accept	<p>The business took a thorough approach towards the use of Language Line in March 2024 and looked to ensure that all courts had the working equipment. Its usage is a mandatory requirement for non-English speaking prisoners to ensure that prisoners receive the correct support / treatment.</p> <p>Management Information relating to telephone interpreter services is provided by the PECS performance team. This data is reviewed and monitored at contract management boards.</p>	GeoAmey	ongoing
5	Staff were not always briefed about detainee risks and observation checks, including for those deemed to pose the highest risk.	Accept	GeoAmey shall implement Front Line Manager (FLM) meetings highlighting the importance of correct handovers and carrying out sufficient checks whilst in our care. The process has been built into the GeoAmey Front Line Managers 'Tool Kit'; all managers have been given a mandatory action to complete the FLM toolkit. local briefings will be used to share learning and best practice.	GeoAmey	Dec 24

	Checks were not always completed at the required frequency or accurately recorded.		Evidenced will be recorded and reviewed through Regional Manager court visits and GEO track data.		
6	The main agencies responsible for court custody did not do enough to understand and address the reasons why some detainees were held in court custody for longer than necessary.	Accept	<p>HMCTS will improve its collaboration with GeoAmey in terms of daily touchpoint calls / meetings between Delivery or Legal Managers and Cell Supervisors at each site to identify any detainees that need prioritising that day (youths, females, vulnerable detainees). Listing officers will also be mindful of when they are timing cases involving any of the above and give such cases priority.</p> <p>Following the conclusion of hearings, HMCTS will continue to adhere to resulting targets in line with the SOP, for the provision of remand / release results or documents to all stakeholders.</p> <p>HMCTS will continue to examine and discuss all delay data at quarterly PECS stakeholder meetings. Any issues or trends identified at those meetings will be the subject of remedial / problem-solving activity to resolve.</p> <p>GeoAmey will continue to provide key delay data identifying arrivals and departures to/from court, release authority and placement</p>	<p>HMCTS</p> <p>GeoAmey</p>	Ongoing

			<p>orders. This data will be shared with key Stakeholders monthly.</p> <p>PECS have developed enhanced reporting relating to overall performance at court which is delivered to HMCTS senior managers. This includes delays from arrival at court to 1st appearance in the dock and subsequently the final dock appearance to discharge from court. GeoAmey, PECS and HMCTS shall routinely review the data to identify areas of improvement.</p>	PECS	
7	In many courts, cells were not sufficiently clean with ingrained dirt on floors and unpleasant stains on the walls.	Accept	<p>Monthly Check & Test visits to custody suites by Delivery Managers will continue to ensure cleanliness standards are maintained and concerns flagged.</p> <p>These will be augmented by weekly check-ins between Building Champions and Cell Supervisors to flag any pressing concerns.</p> <p>Cleaning Communications Books will be used to flag issues daily to cleaning supervisors.</p>	HMCTS FM, HMCTS, GeoAmey	Ongoing
8	The cells at Swansea magistrates' court were too small.	Partially accept.	Improvements to increase the size / capacity of individual cells at Swansea MC would involve a huge project to effectively restructure the court building. This is not feasible at present, but HMCTS Estates will revisit should a large amount of funding become available in the future.	HMCTS- FM	Ongoing

	<p>The male toilet at Swansea Crown court was significantly lacking in privacy.</p> <p>Other toilets were in poor condition or lacked dispensers for toilet paper, soap, and towels</p>		<p>HMCTS Estates will undertake a survey / examination of the male WC at Swansea Crown Court and look at solutions for increasing privacy.</p> <p>Areas that lack toilet paper, soaps and towels dispensers will be addressed at the earliest opportunity.</p>		<p>Jan 25</p> <p>Dec 24</p>
9	Staff training in resuscitation skills was not frequent enough to maintain confidence and competence.	reject	GeoAmey are delivering to their regulatory requirements, that is mandatory with the governing body. This consists of a 3-year training programme.	GeoAmey	Completed- Sept 14

Recommendations	
Accepted	7
Accepted Subject to Resources/Partially Accepted	1
Rejected	1
Total	9