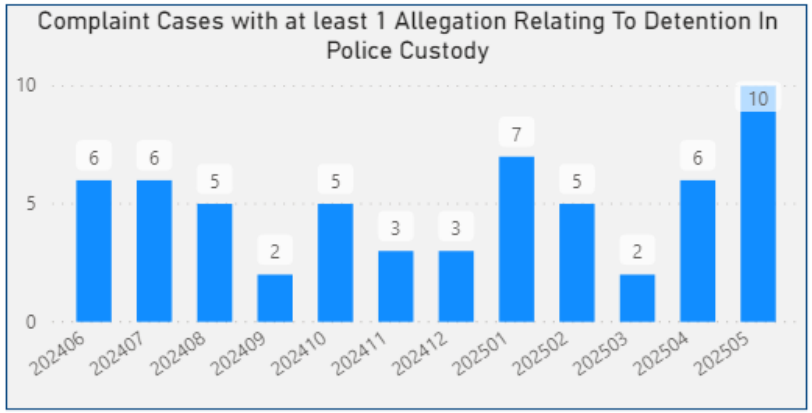
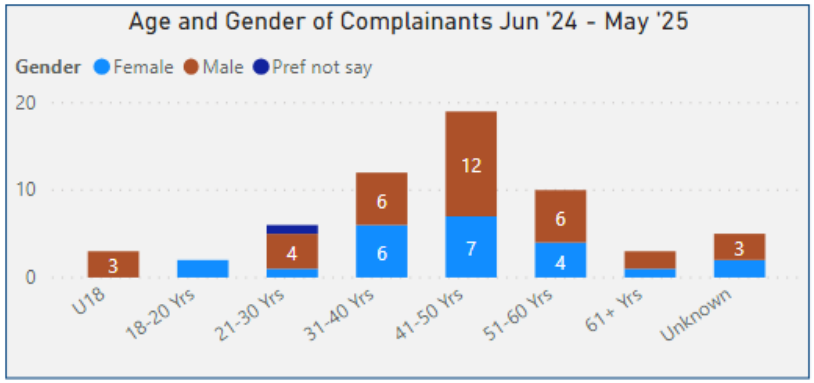
Detention in Police Custody Complaints 01/06/2024 – 31/05/2025

Agenda Item 06(i)





Station	Cases
Workington	23
Carlisle	17
Kendal	12
Barrow	6
Not Recorded	2
Penrith	1
Whitehaven	1

- **Workington and Carlisle Custody seeing the majority of complaints, with each seeing between 28-39%**

.	Number
White British	38
Unknown	14
Not Stated	2
Any Other White Background	1
Black African	1
Black Caribbean	1
Mixed White and Asian	1
White Gypsy or Irish Traveller	1
White Irish	1

- **60.0% of complainants are male**
- **51.7% are aged between 31-50.**
- **63.3% are White British (Self-defined)**

Gender	No of complaints	%
Male	36	60.00%
Female	23	38.33%
Pref not say	1	1.67%
Total	**60**	**100.00%**

Detention in Police Custody
Female Complainants
01/06/2024 – 31/05/2025

- **40% of complainants are female, but only 20.2% of detainees are female,**

Female complainants:

- 23 complaints by females
- 4 of those are females complaining on behalf of a male
- 19 other complaints:

Resolved	The complainant is unhappy with the treatment of her daughter whilst held in custody, she states her daughter has medical issues and was refused medication or updates and was held for an excessive period of time.
Resolved	The complainant is unhappy that she was arrested for a low level, low value theft and was then kept in custody for 15 hours, which she states is totally unacceptable.
The Service Provided was Acceptable	The complainant states that whilst in custody she was search in front of a room full of men when she had asked for some privacy and states this was invasive.
Not Determined if the Service was Acceptable	The complainant is unhappy with her treatment in custody. She states that following having her clothing removed she was not provided with a replacement adult nappy which she needs to use due to a spinal injury. The complainant states that she was told by an officer that requesting a solicitor would cause delays and extend her detention significantly, she was then told all of the solicitors were busy and therefore she proceeded without legal representation. She is unhappy that this has occurred and has since sought legal advice regards this matter and the injuries she incurred as a result of her detention.
Not Determined if the Service was Acceptable	Complainant states that whilst she was in custody that the custody staff failed to take into account concerns about her children and her responsibilities as main carer for her father. Further she was informed that solicitors don't work on bank holiday weekends and therefore she would not be able to see a solicitor, she has since been informed that this is not the case. Additionally, the HCP stated in her assessment that she was fit for interview but complainant was informed that she would not be interviewed due to her intoxication, she questions this disparity. Complainant states she complied with all processes in custody including the collection of blood samples despite her phobia of needles but questions entries on the custody record which indicate she had eaten when in fact she refused food. Further that she was not even provided with a blanket., she makes particular mention of XXXXXXating she had little or no empathy with her regards her concerns for her children., In addition, whilst in custody, complainant made representations about her dog and was informed that officers were going to search her house, she states her ring doorbell indicates this didn't happen but questions why it was being considered. The complainant states that she requested a second sample of blood be taken in custody which was her right, for independent analysis. However when requesting the sample, XXXXXn stated she has destroyed this by throwing it in the sharps box. XXXXXX challenged this stating that XXXX could not do this, her response was "I can and I have". The complainant questions why her sample was not retained and provided to her upon request.
Resolved	The complainant states that she needed to use the toilet whilst in the cell in custody but a camera was directly on it. She also added that she was not provided with adequate food and drinks whilst detained both against Police Custody Expectations HMICFRS 2022. The complainant states that whilst in custody, the police have failed in her duty of care by not providing her with her anxiety medication whilst detained.
Live	The complainant states that she was not provided with proper care whilst in custody following her arrest, she was not proivded with a suicide suit and was left naked in the cell with only a blanket to cover herself.
The Service Provided Was Not Acceptable (Referral to RPRP)	The complainant states that they were arrested on the 05.07.24 and weredetained in a police cell for over 3 hours and were not visited or spoken too by anyone during that time, other than having their fingerprints and photograph taken.
The Service Provided Was Not Acceptable	Complainant complains her frail elderly mother was unnecessarily detained in police custody for approximately 12 hours. She is dissatisfied her mother received no appropriate medical or welfare intervention and there was no appropriate adult present. When her mother was released from custody, without charge she was shaken, humiliated and traumatised.

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Not Determined if the Service was Acceptable	Complainant is dissatisfied with the length of time she was detained, that she has disabilities and was unable to have medication due to being questionned.
Not Resolved - NFA	The complainant states that she has had her hearing aids removed whilst in custody and states that she believes the police have acted illegally by doing so.
The Service Provided was Acceptable	Complainant states she was led through the custody facility with her breasts exposed as she was unable to hold her dressing gown together. She is unhappy that this occurred. Whilst in custody on 16/7/24 the complainant states she was finger printed in the presence of the appropriate adult and signed as requested to do so. However the record indicates she has not signed anything.
Live	The complainant states that following her arrest she was unwell in Mental Health Crisis, she states that she was not ssen by a Dr for the 12 hours she was in custody. She adds that as a result after her release from custody, she has taken an overdose.
Resolved	Complainant complains she was taken to Workington police station in her nightwear, that she struggles with mobility, found it difficult to get into the police van and her daughter told them she had recently lost her husband, was on medication and vulnerable. That despite this she was transported to the station and placed in a cell, still wearing the belt to her dressing gown, which could have posed a risk had she been suicidal. Complainant is dissatsifed, whilst in custody at Workington police station, officers claimed her daughter was aware of her arrest so she was not allowed to make a phone call.
Resolved	The complainant states that she refused to give her details in custody until her handcuffs were removed, she states that she was then humiliated by being stripped of her clothing a left in the cell with a suicide suit.
Resolved	Complainant's mother complains on her behalf. They complain whilst in custody at Workington police station arrested female was told they would contact her brother to let him know her whereabouts, and she believed this had happened, but no-one did. This left the family not knowing her where she was. Arrestee was scared and is a vulnerable female.
Resolved	The complainant states that she required medication whilst in custody and that this was not given too her for 2 hours after it was required and she had to ask 3 times for it. She also states that she asked for medical help but did not receive any. The complainant states that she was held in custdy for 20 hours, she states that during this time she was not offered any food.
Resolved	The complainant states that she has requested to be able to contact her mother to arrange childcare, she was initially told she could but then the request was refused. She is unhappy that she couldn't arrange childcare. That she was allowed to sit in blood-soaked pants and made to walk on her hurt foot which has resulted in her breaking it. The complainant is unhappy that the HCP in custody was a male, she requested to be seen by a female due to previous history of sexual assault. The complainant is unhappy that an old wound re-opened on arrest and was bleeding, she requested bandages and a new tracksuit to clear up the blood, this was intially refused. She then states that she was provided with tracksuit bottoms after 45 mins in her pants and asking multiple times. The
Resolved	Complainant informs of police violence and being strip searched and requests subject access request.