

Joanne Caffrey Expert Witness

Tel: 07528 800 720

Joanne_caffrey@sky.com

CV Summary: Safer Custody & Use of Force in UK and Ireland custody sectors and education. Includes police, prison, mental health, care, SIA and secure and mainstream education sectors.

I was a police officer for nearly 24 years, 17 of these as a sergeant. I specialised in the Safer Handling of Detained Persons / Safer Custody, and the use of force. I served 7 years as a custody sergeant dealing with male and female detainees, police detainees under PACE and convicted prisoners under Prison Rules and prison PSIs and PSOs during Operation Container, and trained police officers in prison rules.

Not only did I complete 7 years of front-line police custody duties for use of force and safer custody, but I progressed to 10 years of emergency planning, safer custody and use of force (principles and practices theory) training delivery and consultancy, assessment of staff, risk assessing custody environments, and major incident management of prisoners between prisons and police custody. I was force planning lead for Operation Container for the housing of prisoners from prison within the police estate, and trained to Tactical Support Group (TSG) standards (prison service 'Tornado' equivalent). I performed front line duties as part of a tactical support group in the use of shields and fire insemiation.

I taught police officers about Prison Rules, PSIs and PSOs and worked on Operation Container as both a custody officer and a force supervisor and trainer.

My safer custody experience covers from point of stop and search/arrest in the public domain, through to police custody, court custody, prison custody and all the transportation between by private contractors.

Safer Custody is a national holistic strategy for providing a common framework of understanding and governance concerning any detained person within the Criminal Justice System, regardless of which agent is currently caring for the person. From point of stop and search/arrest, through police, court and prison custody, and all associated private contractors providing transport services between the agencies.

Safer Custody topics include:

- Use of force and use of restraints
- Custody staff and training requirements
- Custody paperwork
- Risk assessments of detainees
- Risk assessments of cells, buildings and activities
- Information sources e.g. PNC, PER
- Transportation & fleet management
- Management and supervision of detainees – visits, rousing, cell searches
- Equality and person centred care
- Healthcare and medication requirements
- Safe storage and management of medication
- Clinical/ medical settings and staff within custody
- Cell occupancy and cell risk sharing assessments
- Hygiene – bedding, toilets, clothing and cleaning
- Out of cells – showers, socialisation, exercise, interviews
- Food safety – choking assessments and food safety
- Dependencies – alcohol, drugs
- Mental ill health – assessments, medical needs, adaptations, use of force risks, acute behaviour disturbance, excited delirium, schizophrenia, depression etc
- Managing head injuries

- Positional asphyxia
- Infections and communicable diseases
- Technology – CCTV, audio recording
- Multi-disciplinary safeguarding processes
- Custody contingency planning
- Sector specific national guidance – prison Service PSIs & PSOs, Police PACE & Codes of Practice.

The secure custody sector includes:

- the prisons and young offender institutions (YOIs),
- police custody,
- secure transport services,
- court custody,
- immigration,
- child secure accommodation,
- mental health,
- customs custody,
- and military detention.

The UK's three custody areas are England & Wales, Scotland and Northern Ireland.

The three custody areas have their own governance structures, and their own policies and procedures, but they all comply with the European Custody Standards, including:

- The CPT Standards 2015, which are the European Committee for the Prevention of Torture and Inhumane or Degrading Treatment or Punishment 2015;
- United Nations Mandela Rules (2015);
- United Nations Optional Protocol to the Convention against Torture and other Cruel, Inhumane and Degrading Treatment or Punishment (OPCAT);

- UK's National Preventative Mechanism (NPM)

Practices, policies and procedures, along with inspection standards, may be within separate governance structures, but are compliant with each other, and are replicated in many aspects, throughout the different custody areas.

OPCAT was adopted by the UK from 2002, and enforced from 2006. The NPM is an independent national preventive mechanism to conduct inspections of all places of detention and closed environments, and has 21 organisations as members. The UK custody sectors also agree to international inspections by the United Nations subcommittee on prevention of torture. This is known as the SPT. The membership of the SPT is made up of 25 independent people from countries which have acceded to the OPCAT.

I am familiar with the assessment paperwork of the NPM membership. The NPM membership includes:

- Her Majesty's Inspectorate of Prisons for Scotland (HMIPS)
- Her Majesty's Inspectorate of Prisons (HMP)
- Her Majesty's Inspectorate of Constabulary and Fire & Rescue
- Her Majesty's Inspectorate of Constabulary in Scotland
- Care Inspectorate
- Care Quality Commission
- Care Inspectorate Wales
- The Children's Commissioner England

- Criminal Justice Inspectorate Northern Ireland
- Healthcare Inspectorate Wales
- Independent Custody Visiting Association
- Independent Custody Visiting Scotland
- Independent Monitoring Board
- Independent Monitoring Board (Northern Ireland)
- Independent Reviewer Terrorism Legislation
- Lay Observers
- Mental Welfare Commission for Scotland
- Northern Ireland Policing Board independent Custody Visitor Scheme
- Ofsted (Office for Standards in Education, Children's services and Skills)
- The Regulation and Quality Improvement Authority
- Scottish Human Rights Commission

I achieved national awards for my custody training programmes and associated work in this area which included the 2012 British Association of Women in Policing, Excellence in Performance, Award and 2018 Federation of Forensic & Expert Witness Award.

I received internal awards such as Assistant Chief Constable and Deputy Chief Constable awards.

During my police service I also trained as an intoxilyser trainer, completing the train the trainer course at National Police Training, Harrogate. During my service, as a custody sergeant, I conducted many evidential breath tests, and trained others to conduct them. I am familiar with the MGDD process. I have experience of providing expert witness reports concerning the evidential breath test procedure and hospital blood procedures. During my time as a custody sergeant it was the sergeant's responsibility to conduct all breathalyser and blood procedures. This changed to allow constables to conduct the procedures following the introduction of 'safer custody' when the sergeant was removed from the investigative process.

Since leaving the Police in 2013 I established my own training company focusing on safeguarding during challenging behavior and physical intervention. I am able to deliver training and consultancy on a range of topics concerning the management of challenging behaviour, and safer custody. These topics include:

- Conflict management, breakaway, self defence, close quarter combat, physical intervention, physical restraint
- Risk assessment, health & safety, manual handling
- Use of restraint equipment e.g. handcuffs, soft cuffs, restraint belts
- Safeguarding & child protection
- Complex medical and behaviour needs
- BTEC 3 days disengagement and physical intervention training for clinical settings, for use on vulnerable adults and children
- BTEC level 2 SIA module
- BTEC Level 2 conflict management
- BTEC level 2 handcuffing & soft restraints
- BTEC level 2 breakaway and self defence
- NFPS level 2 education sector challenging behaviour

- NFPS level 2 elderly services challenging behaviour
- Managing challenging behaviour – OCN Credit 4 learning
- Managing the use of force – OCN Credit 4 learning
- Managing Safeguarding – OCN Credit 4 Learning & CPD
- Managing Medication – OCN Credit 4 learning & CPD
- Tactical Communications & Mediation – OCN Credit 4 Learning & CPD
- Mental Health First Aid – OCN Credit 4 learning & CPD
- Stop, search & confiscate – OCN Credit 4 learning
- Managing safer custody – OCN Credit 4 learning
- Managing Suicide & Self Harm – OCN Credit 4 learning
- Managing Deprivation of Liberty – OCN Credit 4 learning & CPD
- Restraint Specific First Aid – OCN Credit 4 learning
- Managing Head Injuries – OCN Credit 4 Learning
- Managing Sensory Integration – OCN Credit 4 learning
- Managing Ligature Risks – OCN Credit 4 Learning
- Suicide Prevention Awareness (Education sector) CPD accredited
- Suicide Prevention Awareness (Custody sector) CPD accredited

I have achieved accreditation of a variety of courses for safer custody, managing suicide and self-harm, non-violent tactical communications, use of force and managing head injuries from physical interventions.

My company works throughout the UK and we currently work with over 200 schools regarding challenging behaviour, complex needs and/or physical intervention.

I have delivered a one-day custody awareness training day to the IPCC (Independent Police Complaints Commission) for approx. 30 of their staff regarding investigation of police custody complaints for searching of detainees and levels of observations.

I am a member, since 2019, of the IOPC (Independent Office for Police Conduct) virtual panel for custody 'Learning the lessons' publications. This does not affect my impartiality.

I have experience acting as an Expert Witness for prison and police custody, mental health, and education cases – suicide, self-harm, staff injuries, prisoner injuries, use of restraint equipment and use of force, points of law and safeguarding.

I have experience acting as an Expert Witness for use of force cases concerning police, prisons, schools, mental health units, SIA staff, and care settings.

I have experience working with discipline, civil, criminal and coroner cases and have provided evidence at court. I have been engaged by both the claimant and the defendant. I have also provided initial opinions via email or telephone conferences to both claimant and defendant legal teams.

I have experience working as an Expert Witness for the IOPC (Independent Office for Police Conduct) with a police custody case.

I have been engaged by the Northern Ireland Police Ombudsman.

I have worked with the BBC news, BBC Radio 4 and Radio 5 Live Investigation teams concerning investigations on challenging behaviour and use of force.

I completed the Bond Solon / Cardiff University Law School Expert Witness training over 2014 and 2015, registering as an Expert from 2016.

I have been involved, to varying degrees, with approx. 180 cases concerning safer custody, the use of force in police, prison, SIA, schools and mental health sectors, or station/hospital procedures. These include deaths and injuries.

I have published papers and e-books concerning points of law and practice involving the use of force.

These include the titles:

- The management of challenging behavior and use of force: the effects of stress and associated risks
- The safer management of head and brain injuries
- The management of people who bite, scratch, spit or pull hair
- The safer use of calming and seclusion rooms / areas
- Managing mental health and behaviour
- The safer management and administration of medication to service users
- Understanding foreseeable risk
- The management of ligature risks - Preventing death by hanging

I acted as a volunteer Director for the London based company 'Freedom From Abuse CIC' for 2018-2019.

My Qualifications, awards and CPD include:

2012 to 2021 annual refreshers for all of my physical intervention and use of force trainer courses

2020: TrainerQuals level 3 Infection control trainer

2020: TrainerQuals level 3 Mental Capacity Act & Deprivation of Liberty (DOLS) trainer

2020: TrainerQuals level 3 Diabetes trainer

2020: TrainerQuals level 3 Safeguarding children trainer

2020: CPD UK membership.

2019: Specialist training provider award

2019: TrainerQuals level 3 Medication trainer

2019: TrainerQuals level 3 Mental health trainer

2019: Allergen awareness CPD

2019: COSHH iirsm

2019: PPE CPD

2019: TrainerQuals level 3 Epilepsy trainer

2018: Forensic & Expert Witness. 2018 Expert Witness Award for legal services for safer custody

2016 – date: OCN Credit 4 Learning Licensed Centre to deliver a variety of accredited courses concerning the use of force, challenging behaviour, suicide prevention, ligature risk management etc.

2014 & 2015: Expert Witness training with Bond Solon Legal Training

2014: Civil Procedure Rules Training

2014: NSPCC safeguarding train the trainer

2014: BTEC level 3 Safe & effective use of emergency response equipment trainer (requalify annually)

2014: BTEC level 3 Safe & effective use of restraint equipment trainer (requalify annually)

2014: Close Quarter Combat trainer

2013 – date: Health & safety instructor

2013-date: Fire safety instructor

2013 -date: Manual handling instructor

2013-date: Anaphylaxis instructor

2012: BTEC level 3 Self Defence Instructor (requalify annually)

2012: BTEC level 3 Conflict Management Instructor (requalify annually)

2012: BTEC level 3 Physical Restraint Instructor (requalify annually)

2012 to date National Federation for Personal Safety (NFPS) Licensed centre

2012 – date: First aid and defibrillator instructor

2012: Winner. British Association of Women in Policing ‘Excellence in Performance’ Award. Included evidence for The Safer Detention & Handling of Detained Persons in Custody

2011: OCR level 4 PTLLS (Preparing to Teach in the Lifelong Learning Sector)
2011: Runner up National Business Continuity Awards for innovative training design & delivery for major incident management in policing
2010: Assistant Chief Constable Award for The Safer Detention & Handling of Detained Persons in Custody
2009: UK Training Awards winner for Professionalising Investigation (PIP)
2008: National (England) Training Awards winner for Professionalising Investigation (PIP)
2007: IOSH Managing Safely for Policing Services
1994: Home Office police law trainer

Examples of cases I have provided my services for include:

Coroner court case concerning the death of a person in a mental health unit during a restraint;
Coroner court cases concerning deaths during police stop and search procedures;
Coroner court cases concerning choking deaths – police and the child sectors;
Coroner court cases concerning deaths in custody;
Coroner court case concerning mental ill health and missing persons procedures;
Civil cases concerning police custody relating to head injuries and intoxication;
Civil case concerning police response to a missing person, mental health and intoxication;
Civil case concerning police release on bail and subsequent offences;
Civil cases involving ligature deaths in prison custody;
Civil cases concerning staff and prisoner assaults in prison custody;
Civil cases concerning the use of force against children in schools;
Civil cases concerning staff injured in schools during use of force incidents;

Civil cases concerning SIA staff use of force;

Criminal cases involving the use of force by SIA staff including manslaughter, GBH and ABH;

Criminal case involving ABH accusations against a prison officer;

Criminal case involving GBH complaint in police custody against an officer;

Criminal case against custody sergeant for ABH

Criminal case involving the biting of a prison officer and 'potting' by prisoners;

Criminal cases concerning assaults against emergency service staff, in mental health units and police patrol incidents;

Criminal cases concerning the stress effects and how this influences behaviours during restraint;

Police discipline case against officers accused of unnecessary use of force;

Civil cases concerning issues around staff training/lack of staff training for custody roles;

Human Rights case concerning police bail, mental ill health and murder;

Criminal cases, and an appeal, concerning the evidential breath test procedure at police custody;

Criminal cases and court of appeal case concerning excess alcohol/drugs – including fail to provide.

IOPC and Police Ombudsman Northern Ireland investigations.

I have been engaged by legal teams representing complainants, defendants, coroner and the IOPC.

Legal teams representing the Prison Officer Associations and the Police Federation.

Since September 2020 I have been registered with the National Crime Agency as an Expert Advisor for major crime investigative support.

From December 2020 I have released an 8 hours on-line, level 2, certified course: Suicide Prevention Awareness Programme Module: Managing Ligature Risks. This can be found at:

<https://totaltrainltdschool.thinkific.com/courses/suicide-prevention-managing-ligature-risks-in-the-secure-sector>

This is designed for all secure settings including police, prison, immigration, secure transport, secure children accommodation, mental health units, hospitals, customs and military custody.

From December 2020 I have released a 6 hours on-line, level 2, de-escalation and conflict management course which can be found at: <https://totaltrainltdschool.thinkific.com/courses/de-escalation-and-conflict-management>

This is designed for staff working within education, care, or the secure custody sector.

Concerning drink/drug driving and procedures:

Drink/Drug drive procedures are part of the custody portfolio due to the station procedures. All pre arrest contact is part of the 'safer custody' portfolio. The legislation under the Road Traffic Act is under the roads policing portfolio, but overlaps with the custody portfolio. I am not an 'expert' on the road policing portfolio issues, but I am on custody & safer custody procedure issues.

When I was operational all station and hospital procedures were conducted by a sergeant, so every constable request was conducted by the sergeant. This meant when I was on duty I handled all station and hospital procedures for my policing division.

There was hardly a day without a station procedure being conducted. I have easily completed in excess of 1000 evidential procedures. I have completed many roadside procedures over my career.

During my police service I also trained as an intoxilyser trainer, completing the train the trainer course at National Police Training, Harrogate. I trained other custody sergeants how to use the intoxilyser and conduct station evidential procedures, including all the MGDD forms.

Following the adoption of 'safer custody' by 2006, the sergeant was removed from the investigative process to keep them impartial and focused upon the care and detention of the detainee.

I taught constables the roadside procedures.

By 2006 I was teaching custody staff (sergeants and detention officers) the safer custody aspects of dealing with drink & drug driver cases, and about the supervision of constables at the station conducting such procedures.

I remained involved in custody procedure training and policy until 2013, when I left policing. I have published an article in the Expert Witness magazine concerning drink and drug driving (November 2021).

Contact details:

Joanne Caffrey, Total Train Ltd. UK & Ireland

Email: joanne_caffrey@sky.com

Mobile: 07528 800 720