"'Good' Police Custody Study: Theorizing the 'Is' and the 'Ought'" - Staff survey

You are being asked to participate in this survey because you work on a regular basis within this police custody suite.

This survey is being undertaken by researchers from the University of Sheffield as part of an independent national study of 'good' police custody practices. The study is funded by the Economic Social Research Council. Please see the research information sheet provided for further details.

1. To continue with the survey, please read and agree with the following statements:

Tick all that apply.

- [ ] I confirm that I have read and understand the information sheet provided to me which explains the above research project and I have had the opportunity to ask questions about the project.
- [ ] I understand that my participation is voluntary and that I am free to withdraw at any point during the survey without giving a reason and without negative consequences.
- [ ] I understand that my responses will be anonymous and will be kept strictly confidential in that names of individuals and custody suites will not be made apparent in the research.
- [ ] I agree for the anonymised data collected from me to be used in future research.
- [ ] I agree to take part in the above research project.
- [ ] Option 6

The following statements relate to the physical conditions of this custody suite.

Please indicate the extent to which you agree or disagree with the following statements:

2. It is easy for anyone to overhear personal information about detainees as they are being booked in

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

3. There is space in here for everyone to do their job effectively

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

4. Overall, the physical conditions in this custody suite are poor

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

5. I feel like I am working underground in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

6. The design and layout of this custody suite allows me to do my job to the best of my ability

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

7. The custody suite is a bright and light place to work

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements relate to the decision making process of staff in this custody suite.

Please indicate the extent to which you agree or disagree with the following statements:

8. The decisions I make about detainees in this custody suite are, first and foremost, determined by police rules and procedures

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

9. I feel empowered to use my own judgement when making decisions about detainees in this suite (e.g. about detainees keeping their own clothes on in the cells)

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

10. The decisions I make about detainees are, first and foremost, guided by my common sense and experience

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

11. Staff in this suite have plenty of leeway in the decisions they make about detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements relate to how you feel about working in this police custody suite.

Please indicate the extent to which you agree or disagree with the following statements:

12. I see each new detention as a new and interesting challenge

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

13. This police custody suite is an exciting place to work

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

14. This custody suite is a safe and controlled environment

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

15. My job in this custody suite is a job for life

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

Please rate the items below in terms of how much stress they cause you when working in this custody suite, with 1 being 'Very Low' and 5 being 'Very High'

16. The volume of detainees causes me stress on a day-to-day basis

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

17. Managers not understanding the difficulties of working in this police custody suite is a source of stress

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

18. The surveillance and monitoring of my work by external organisations (e.g. IPCC, HMIP, HMIC) causes me stress

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

19. The threat of physical abuse from detainees causes me stress

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

20. The constant demands made of me by detainees is stressful

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

21. The limited opportunities for me to take breaks whilst on shift causes me stress in this custody suite

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

22. The lack of staff working in this suite is a source of stress for me

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

23. The verbal abuse from detainees causes me stress

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

24. Police custody work not being valued by my police force causes me to feel stressed

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

25. The severity and complexity of detainees' needs causes stress to staff

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

26. Staff not being kept fully informed about changes in this police custody suite (e.g. to shift patterns, policies or procedures) is a source of staff stress

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

27. The loud levels of noise in the custody suite causes stress to staff

Mark only one oval.

	1	2	3	4	5	
Very Low	◯	◯	◯	◯	◯	Very High

The following statements relate to how staff in here treat detainees

Please indicate the extent to which you agree or disagree with the following statements:

28. Staff in here do as much as they can to provide detainees with information about their case

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

29. Staff in this suite treat people according to their individual needs

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

30. In this custody suite, staff are careful to ensure detainees understand their PACE rights

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

31. Staff in here do as much as they can to provide detainees with reading materials

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

32. I always treat detainees in here with kindness

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

33. Staff in here do as much as they can to make detainees feel safe

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

34. Staff in this suite do everything possible to ensure detainees access their key PACE rights and entitlements

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

35. I tend to treat all detainees the same as one another

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

36. Each detainee in this custody suite is a person of value

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

37. Staff in here do as much as they can to help detainees make contact with family or friends outside of this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

38. All staff are concerned about the welfare of detainees in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

39. The staff in this suite work in a prompt and efficient manner

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

40. I always look after detainees in this custody suite with humanity

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

41. There is a tendency for work to become routinized and process-driven in ths custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

42. Staff in this suite treat all detainees fairly, regardless of their background e.g. age/gender/ethnicity etc.

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements relate to how you feel about the various accountability measures that are in place in this custody suite.

Please indicate the extent to which you agree or disagree with the following statements:

43. CCTV cameras are a valuable tool in this suite to safeguard staff (e.g. from a false allegation)

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

44. The private sector and the police have intrinsically different goals when it comes to police custody work

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

45. The presence of CCTV in this suite places important additional limits on staff decision making behaviour

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

46. Private security companies have the capacity to work closely with the police in police custody suites

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

47. Legal rules and procedures are strictly adhered to in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

48. CCTV cameras are a valuable tool in this suite to monitor staff performance

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

49. When detainees make a complaint, these are always taken seriously

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

50. There is a clear process for handling complaints made by detainees in here

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

51. The nature of the Detention Officer's role in this custody suite makes it difficult to know who is at fault when things go wrong

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

52. CCTV cameras are a valuable tool in this suite to safeguard detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

53. Private sector involvement in custody means that detainees' needs are overlooked in favour of private sector targets

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements are about the everyday contact you have with the detainees and other custody workers in this custody suite and what qualities you think you need to work in the police custody environment.

Please indicate the extent to which you agree or disagree with the following statements:

54. I think that detainees tend to withold the truth whilst in this police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

55. Staff in this custody suite make decisions about detainees which are based on the facts, not their personal biases or opinions

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

56. I feel that there is a 'them and us' culture between Detention Officers and Sergeants in here

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

57. Most detainees that I deal within this custody suite are decent people

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

58. I do not let it bother me when detainees are abusive to me

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

59. I can rely on my colleagues in this custody suite to back me up if I need assistance, no matter what

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

60. Humour in this custody suite helps to keep up staff morale

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

61. Staff in this custody suite sometimes refer to the detainees using derogatory terms

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

62. A 'can do' attitude is an important quality for staff who work in this suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

63. Having a laugh in this suite is sometimes at the expense of detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

64. Partnership working is a way of getting things done in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

65. All detainees in here are innocent until proven guilty

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

66. I am always able to empathise with detainees in this suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

67. Humour can be a way of getting detainees through some of the necessary processes e.g risk assessments

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements are about perceptions of authority and the use of staff powers in this custody suite.

Please indicate the extent to which you agree or disagree with the followign statements:

68. Staff can be trusted to make decisions that are right for people in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Degree

69. Detainees know how to work 'the system' in police custody in order to get what they want

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

70. The staff in here usually act in ways that are consistent with detainees' ideas about what is right and wrong

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

71. Detainees do what the police ask them to do in this suite as they can see it is in their best interests

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

72. Forcibly removing detainees to the cells is always a measure of last resort in this suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

73. Staff in this suite treat all detainees fairly, regardless of what they are alleged to have done

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

74. Control and restraint procedures are a valuable tool for securing detainee compliance in here

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

75. In this police custody suite, the police are in charge and so all detainees comply in the end

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

76. The staff in this custody suite treat detainees with respect

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

77. Control and restraint procedures are always used appropriately in here

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

78. I would go the extra mile to help detainees in this suite, if they show me respect

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

79. There is plenty of scope for unfair decisions to be corrected in the custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

80. If detainees do what is asked of them in this suite, then they are sometimes given an extra drink or meal

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

81. In this custody suite, I treat detainees as I would wish to be treated myself

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

82. Staff in this suite always talk politely to detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements relate to the varying roles and responsibilties of the different staff in this custody suite.

Please indicate the extent to which you agree or disagree with the following statements:

83. Detention Officers regularly take on duties in this custody suite which are beyond their job description

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

84. Independent custody visitors add little to this police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

85. Custody officers in this suite are mainly responsible for assisting with the prosecutorial process

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

86. Custody officers are ultimately responsible for detainees in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

87. Legal advisors undermine the work of the police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

88. The responsibilities of Detention Officers are clear to staff in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

89. Appropriate Adults add little to this police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

90. The responsibilities of custody officers are clear to staff in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

91. Mental health workers add little to this police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

92. There are clear and effective line management arrangements for all staff in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

93. It is clear to me which staff are responsible for doing what in this suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

94. Drug workers add little to this police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

95. Over the last few years, the role of Detention Officers in this suite has expanded beyond that which I am comfortable with

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

96. Detention Offiers in this custody suite are mainly responsible for the welfare of detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disgree

97. Medical practitioners add little to this police custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

98. It is clear to me who is responsible for detainees in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

99. Arresting officers sometimes disrupt the running of this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements relate to the purposes of police custody.

Please indicate the extent to which you agree or disagree with the following statements:

100. The main purpose of police custody is to provide a place of safe custody, which focuses on the welfare of detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

101. Sometimes there is a conflict between the needs of the police investigation and the welfare of the detainee

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

102. The main purpose of police custody is to assist with the investigation of alleged offending by detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

103. The main purpose of police custody is to provide a place of safe custody, which minimises risks to detainees

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

104. The main purpose of police custody is to reform detainees (so that they do not come back into police custody again)

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

105. Part of my role in here is to balance the welfare needs of detainees against the needs of the police investigation

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

106. The main purpose of police custody is to provide a place of safe custody, which minimises risks to staff

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

The following statements relate to how risk is managed in this custody suite.

Please indicate the extent to which you agree or disagree with the following statements:

107. Risk assessments are the most important way of mitigating risk in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

108. Risk permeates all aspects of decision making by staff in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

109. It is clear who conducts risk assessments in this custody suite

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

110. Staff in this suite do everything possible to avoid the detention of vulnerable detainees (e.g. by refusing their detention)

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

111. Risk assessments are mostly used in this suite to ensure that detainees receive the help they need

Mark only one oval.

	1	2	3	4	5	
Strongly Agree	◯	◯	◯	◯	◯	Strongly Disagree

Demographic information

If you do not wish to provide information in response to any of the questions in this section, please leave blank or mark 'prefer not to say'

112. What is your gender

Tick all that apply.

- [ ] Male
- [ ] Female
- [ ] Other
- [ ] If 'Other', please specify
- [ ] Prefer not to say

113. What is your age (in years)?

_____