

275. **Mr Marsden:** That is slightly more intrusive.
276. **Ms Pincus:** They used to go through your hair, lift up your hair. They don't do that now. I think it is probably as thorough as it needs to be.
277. **Mr Marsden:** That is every time you have been in?
278. **Ms Pincus:** Every time, yes.
279. **Mr Marsden:** That is interesting.
280. **Ms Lampard:** For all visitors, yes.
281. **Ms Pincus:** Even going to the drop-in in the morning. The same thing happens for representatives and solicitors. They also go through it. We took someone in once and they got to the stage of the search, and, as you know, you sometimes have a spare button in a pocket of a coat. They had one of those, and they were sent back to put the button in the locker, so it is quite thorough.
282. **Ms Lampard:** When was that, quite recently?
283. **Ms Pincus:** No. That was about three-and-a-half years ago.
284. **Ms Lampard:** Okay, and the other thing I wanted to ask you about is the presence of officers in the visits hall. How many officers are there usually in the visits hall?
285. **Ms Pincus:** Usually there are two sitting at the desk.
286. **Ms Lampard:** Do they patrol the room regularly?
287. **Mr Wilson:** It varies, doesn't it?
288. **Ms Pincus:** Yes.
289. **Mr Wilson:** They might sometimes have two or one people just sitting down at the desk and it varies.
290. **Ms Pincus:** They have to walk around generally to let people in and to let people out, so they are patrolling by default, but I wouldn't say it is oppressive at all.
291. **Ms Lampard:** It is not oppressive? Does it feel well managed and safe in the sense of are there volatile scenes of people behaving in a volatile manner?
292. **Ms Pincus:** Not usually. It does feel safe. Very, very occasionally the officers will try to keep people apart. Someone visiting their loved one will want to hold hands, it can make people distressed and sometimes people can get angry.
293. **Ms Lampard:** Do they not let them hold hands?
294. **Ms Pincus:** I have known on occasion for it not be allowed, but I know that they do not want people to pass drugs in the visits room, and apparently that has happened. Therefore, I can understand why they are edgy.
295. **Ms Lampard:** The other issue is staffing levels generally. Do people talk to you about that?
296. **Ms Pincus:** They do. The officers talk to us about it. They are very, very understaffed and obviously that can make staff quite fearful and that doesn't help them to react calmly to situations.
297. **Ms Lampard:** Do detainees talk to you about that ever?
298. **Ms Pincus:** No, they don't, but staff talk to us about it and very often there are delays getting into the Centre because there aren't enough staff to open the visits room or there might be one person on when there should be two people