

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

STRATEGIC ASSURANCE BOARD

PAPER MARKED

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Report of	OFFICE OF POLICE AND CRIME COMMISSIONER
Subject	INDEPENDENT CUSTODY VISITING SCHEME ANNUAL REPORT 2017/18
Date	WEDNESDAY 9 MAY 2018 - 1.00 P.M.
Author	DHARMISTA DAVE, VOLUNTEER MANAGER

1. Purpose of Report

The purpose of this report is to provide the annual report of the Independent Custody Visiting (ICV) Scheme to the Strategic Assurance Board covering the period 1 April 2017 to 31 March 2018.

2. Recommendation

The content of the report is discussed and noted.

3. Background

Custody visiting in Leicestershire commenced in 1983 as a voluntary scheme following a recommendation from the Scarman report into the Brixton disorders in 1981. Section 51 (1) to the Police Reform Act 2002 placed independent custody visiting as a statutory function. The Home Office subsequently produced a Code of Practice on the delivery of schemes and National Standards were introduced by the Independent Custody Visiting Association (ICVA).

The Leicestershire Scheme was accredited with the Investing in Volunteers (IiV) award in October 2012, being one of only 3 schemes nationally to receive the award at the time. In October 2015 the Leicestershire scheme was reaccredited by National Council for Voluntary Organisations (NCVO) and is the only scheme in the region to hold this award.

In Leicestershire 27 Independent Custody Visitors (ICVs) visit 3 primary custody suites, being Euston Street, Keyham Lane and Beaumont Leys.

4. Visits undertaken 1 April 2017 to 31 March 2018

Independent Custody Visitors have the target to visit each primary custody suite, a minimum of one visit per week.

During 2017/18 a total of 152 visits were made as follows:-

Beaumont Leys	50 Visits
Keyham Lane	49 Visits
Euston Street	53 Visits

Euston Street and Beaumont Leys received one visit per week. Keyham Lane custody suite was closed for 3 weeks of the year from January to February 2018 due to refurbishment and therefore no visits were undertaken at this time.

5. Access to the custody suite

Of the 152 visits undertaken during 2017/18 immediate access to the custody suite was provided on 131 occasions, 19 visits incurred a wait of 6-15 minutes and only 1 visit incurred a wait of 16+ minutes. For those visits that did incur a wait for access, explanations were provided to the visitors at the time and in the main, the explanation was that the custody suite was busy and at the time a member of staff was not available to escort the visitors. On the one occasion when the visitors' access was delayed by 16+ minutes, the custody staff were dealing with a violent detainee at the front desk therefore access to the custody suite was delayed for the visitors' safety. On occasions where delays were incurred custody visitors were allowed immediate access to the custody suite and were allowed to view proceedings whilst waiting for a member of staff to be available.

6. Detainees seen, not seen or who refused a visit by Custody Visitors

During 2017/18 the total number of detainees through custody was 13,856

The total number of detainees in custody at the time of custody visits was 1092.

Of these:-

- 480 (44%) were offered a visit from Independent Custody Visitors.
- 567 (52%) detainees were not available to be visited, for a variety of reasons e.g. in interview, in hospital, out of cell, or asleep.
- 43 (4%) were not offered a visit for a variety of reasons e.g. advised by custody staff not to visit due to aggressive behaviour, intoxicated or other health concerns.
- 460 (96%) of those offered a visit agreed to be seen.
- 20 (4%) of those offered a visit refused to be seen.

7. Day and Time of Visits

To ensure a varied coverage of visits each week is divided into 35 timeslots for each custody suite. Over the year, apart from one time slot at Euston Street custody suite, visits were undertaken across all times of the day and days of the week. Unfortunately one slot was missed at Euston Street. A varied spread of visits is crucial to ensure that visits do not become predictable and occur at regular and set times. The performance during 2017/18 has been the best performance to date for coverage.

Beaumont Leys

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	2	2	1	2	1	8
Tuesday	1	1	1	2	1	6
Wednesday	1	3	1	3	1	9
Thursday	1	1	1	2	2	7
Friday	1	2	2	3	1	9
Saturday	1	1	2	1	1	6
Sunday	1	1	1	1	1	5
Totals	8	11	9	14	8	50

Euston Street

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	2	1	1	2	2	8
Tuesday	1	1	2	3	1	8
Wednesday	1	2	1	3	3	10
Thursday	1	1	2	2	2	8
Friday	2	2	1	2	1	8
Saturday	1	1	1	2	1	6
Sunday	0	1	1	2	1	5
Totals	8	9	9	16	11	53

Keyham Lane

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	2	1	4	2	10
Tuesday	1	1	2	1	1	6
Wednesday	1	1	1	2	3	8
Thursday	1	1	1	2	1	6
Friday	2	2	1	1	1	7
Saturday	1	2	2	1	1	7
Sunday	1	1	1	1	1	5
Totals	8	10	9	12	10	49

8. Issues raised by detainees and force response

The majority of the issues were reported from the custody visits were minor and two major issues were reported. A list of all issues raised in 2017/2018 can be found in *Appendix 2* of this report.

Major issues reported

- **Beaumont Leys:**
Detainee handed over a ligature to the ICVs which was made out of the edging of a towel
OUTCOME - The incident was recorded as an adverse incident and investigated. The ligature was not used as the detainee was unable to find a ligature point within the cell. The Inspector recommended that Custody Staff were advised regarding the removal of towels from detainees once used. There were no indications that the detainee was suicidal or had suicidal thoughts prior to the discovery of the ligature. He had seen a Health Care Professional four times prior to the ligature being discovered and saw one twice following the discovery.
- **Euston Street:**
Custody visitors spotted a nail on Cell 31's blanket which had been missed on search. Detention Officer removed item.
OUTCOME - Addressed at the time and followed up to ensure lessons learnt. All Response Staff and Custody Staff were emailed regarding the importance of thorough searching when arresting a suspect and when detainee arrived in custody. Staff also advised to ensure the search wand was utilised in custody.

An overview of issues reported on more than one occasion

- **Beaumont Leys:**
Visitors had noted on three separate occasions a number of drinking cups needed removing from cells.
OUTCOME - Noted, resolved and reminder sent out. This was reinforced at G4S training. Such items were removed periodically. The removal of cups would not automatically happen when detainees were asleep to save disturbance into their rest period. Items were often removed on request, or if they carried a risk, were unsanitary or when the detainee left custody. The force advised that it was expected that there would be some empty cups etc. in cells during a person's detention.
- **Keyham Lane:**
Drain blocked in exercise yard noted on two separate occasions.
OUTCOME - Force confirmed the drain was blocked with small debris from recent rain fall. Estates informed to unblock and clean yard floor to avoid reoccurrence. Drain blocked noted once again in February 2018, checked and cleared by Detention Officer – may have been blocked during closure.
- **Keyham Lane:**
Unpleasant drains smell noted on two separate occasions.
OUTCOME - Contractors have since been out 3 times. Now been out and found that rats had eaten through sewage vent pipes into loft space. All replaced. Additional odour control being installed.
- **Euston Street:**

Leak in exercise yard noted on two separate occasions.
OUTCOME - A drip from the guttering has been identified reported to estates and has now been repaired.

- Euston Street:
 Yellow phone outside the custody suite out of order, noted on two separate occasions.
OUTCOME - A temporary phone was placed in reception when the phone was out of order. The phone has now been fixed and is in full working order.

Requests made at time of custody visit

As a region, Leicestershire, Northamptonshire, Nottinghamshire, Lincolnshire and Derbyshire use the grid below to log requests made at the time of custody visits. Leicestershire's Scheme Administrator is the representative for all scheme administrators within the East Midlands region at the East Midlands Strategic Custody Group and provides a quarterly report of requests made by detainees, within all custody suites in the region.

From conversations with detainees held in police custody the following requests were received at Leicestershire custody suites. All requests were reported to the Custody Sergeant with the majority being dealt with at the time of the visit:

ISSUES RAISED	BEAUMONT LEYS		EUSTON STREET		KEYHAM LANE	
	NUMBER OF TIMES RAISED		NUMBER OF TIMES RAISED	% OF DETAINEES WITH ISSUE	NUMBER OF TIMES RAISED	% OF DETAINEES WITH ISSUE
Access to PACE	0	0%	0	0%	0	0%
Appropriate Adult requested / Awaited	2	1%	1	1%	2	1%
Blanket requested / awaited	7	5%	8	4%	7	5%
Clothing / Footwear requested / awaited	1	1%	2	1%	0	0%
Condition of cell dirty	0	0%	0	0%	0	0%
Drink requested	1	1%	11	6%	8	6%
Exercise requested	4	3%	1	1%	0	0%
Female Hygiene pack requested	0	0%	0	0%	0	0%
Food requested	5	4%	8	4%	5	4%
Have someone notified	9	6%	3	2%	1	1%
Legal Advice / Solicitor	3	2%	8	4%	1	1%
Medication Requested	3	2%	4	2%	6	4%
Mental Health concerns raised by detainee	2	1%	1	1%	3	2%
Nurse Requested	4	3%	9	5%	5	4%
Phone Call Requested	5	4%	6	3%	10	7%
Reading Material - Requested	3	2%	6	3%	0	0%
Religious Materials/needs - Requested	1	1%	1	1%	0	0%
Shower - Requested	0	0%	1	1%	0	0%
Temperature of Cell - too cold	0	0%	0	0%	1	1%
Toilet Paper - requested	0	0%	2	1%	0	0%
Update on case requested	3	0%	3	1%	2	1%
Detainee claims Use of Force	0	0%	0	0%	0	0%
Total No. of Visits Made	50		53		49	
Total No. of detainees Interviewed	141		179		140	
Total Number of Issues Raised	53		75		51	

9. Current custody visitors

At the start of April 2017 there were 29 ICVs. During the year two ICVs left. One left after 19 years of service due to no longer having the time to volunteer and one left after 18 years of service due to family commitments. Both ICVs were provided with the opportunity to meet with the PCC and receive a long service award for their commitment to the scheme. The current number of ICVs is now 27.

Feedback from exit questionnaires was received as follows:

Comment	Response
So sad to be leaving but due to family commitments, I made the decision to leave. I enjoyed 18 years of service. I feel due to health and safety, there should be an upper age limit of 76 to be a custody visitor.	There is no upper age limit for ICVs and there is no reason to be. It would be discriminatory to reject people just because of age and hence the Home Office Code of Practice and National Standards do not recommend this. A risk assessment for the role is in place and is updated annually.
Relationship with Co-ordinator, OPCC and fellow custody visitors has been excellent, one team approach is better.	Feedback passed onto coordinator team and ICVs. The transition from three teams (one team for each custody suite), to one team of independent custody visitors that visit all three custody suites occurred two years ago and had been successfully implemented.
Very good training. Highlights different areas and gives broader experience. The quantity of training is right and at the right level.	As well as induction training, refresher training is available to all independent custody visitors to ensure their knowledge is up to date and other training sessions are provided to broaden their knowledge. Last year a Suicide Awareness training session was provided and was well received by the custody visitors.
Grateful to the Deputy Coordinators that helped out and thank you to all the staff.	Feedback passed onto the Deputy Co-ordinators and staff.

No negative comments have been received by custody visitors leaving the scheme.

10. Meeting with Co-ordinators

The Volunteer Manager met with Co-ordinators and the Force Custody Inspector on 1 June, 31 August, 29 November 2017 and 1 March 2018. The main items discussed and outcomes were:

- ICV Translation Sheets:
They include set questions of rights and entitlements in 22 different languages and can be used to check that the rights and entitlements of Non-English speaking detainees at custody suites are being met. They are used by three schemes within the East Midlands, being Derbyshire, Nottinghamshire and

Northamptonshire. The Leicestershire scheme agreed implementation in January 2018.

- Changes in legislation:
Mental Health Act 2017 amendments.
ICVs were updated on the changes and received a training session from the Volunteer Manager at an ICV team meeting.
- Female sanitary protection in custody. Agreed that independent custody visitors could ask detainees if they would like to speak to their allocated female officer/staff.
- Introduction of spitguards:
Independent Custody Visitors were updated on the rollout of spitguards. Spitguards covered the nose and mouth area of detainees that spat at police officers or staff.

11. Developments during 2017/2018

- PCC Lord Willy Bach observed an independent custody visit on Volunteers' Week in June 2017 and appreciated all police volunteers. The full Leicester Mercury article on Lord Bach's custody visit can be found on *Appendix 1* of the report.
- PCC Lord Willy Bach is now an appointed External Director on the board of directors for Independent Custody Visiting Association (ICVA). It is hugely beneficial to the Leicestershire ICV scheme to have the PCC on the board and assist with implementing improvements to custody visiting nationally.
- ICVA introduced and supported schemes to deliver bitesize training sessions. A recent bitesize training delivered by the Volunteer Manager was the changes to the Mental Health Act 2017.
- ICV Translation sheets were introduced in January 2018 as a tool to assist ICVs in communicating with Non-English speaking detainees.
- ICV Risk assessment was reviewed and updated.
- A data log of total number ICV volunteer hours was introduced. The total number of hours ICVs have spent on custody visits during 2017/2018 was approximately 280hours. This equated to an average of 1hour 51mins per visit (including travel time to and from the custody suite).

12. Future Development

ICV Custody App

Leicestershire ICV scheme is in the process of implementing an electronic ICV Visit Report Form – "ICV Custody App" for use on a tablet device at custody suites. The purpose of this 'webform' is to provide a platform for electronic recording of custody visits. The webform will be accessible via a tablet device available at the 3 primary custody suites, Beaumont Leys, Euston Street and Keyham Lane. The software will be supplied by a company called Police Commissioner Solutions. Early discussions with the procurement team are taking place to seek advice on Single Source Dispensation (SSD).

The approximate timescale for implementation is as follows:-
 Training to take place September 2018
 Parallel testing phase from October to December 2018
 Go live date in January 2019

Purpose and aim of the ICV Custody App

The ICV Custody App has the ability to record all aspects arising from a custody visit. The introduction will increase efficiency and be used as an effective way of processing and managing Independent Custody Visits. The app will provide secure access via a force approved tablet device to both ICVs and admin personnel, including the ability to manage custody reporting, rota management and generate comprehensive reports based on the data collected. Regional colleagues in Derbyshire, Nottinghamshire and Northamptonshire have implemented the ICV Custody App and have provided excellent feedback. Lincolnshire also considering implementation.

Recruitment

An independent custody visitor recruitment campaign will commence in September 2018 to recruit 10 independent custody visitors. The last recruitment campaign for custody visitors was in June 2015 and 9 independent custody visitors were appointed. This will help to provide resilience with covering custody visits and with targeted advertising to improve upon the diversity of the team of independent custody visitors.

13. Regional Collaboration

Scheme Administrators in the East Midlands have met on the following dates; 4 April, 22 August, 7 November 2017 and 8 February 2018. The meetings provided an opportunity to share good practice. Items addressed included:

- Risk Assessment Documents
- Recruitment Materials
- Key Performance Indicators – monitored around frequency and coverage of visits, access to custody area and number of detainees visited.
- ICV Regional Training
- Independent Custody Visiting Association (ICVA) updates
- East Midlands Custody Strategic Board updates
- ICV Custody App

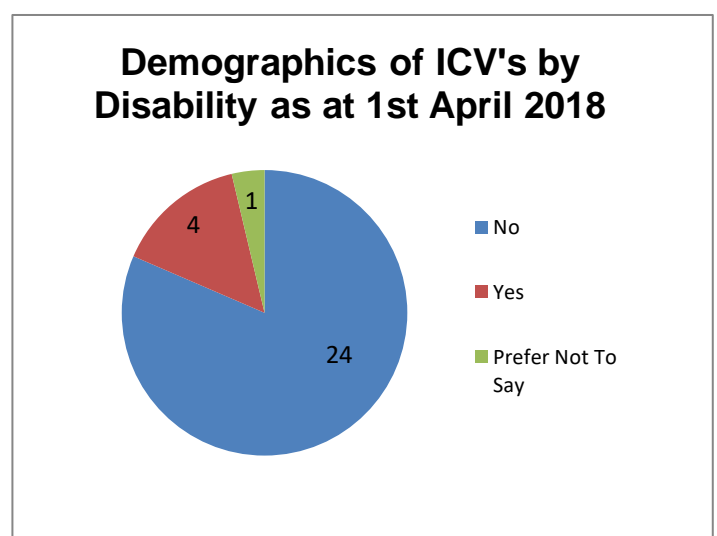
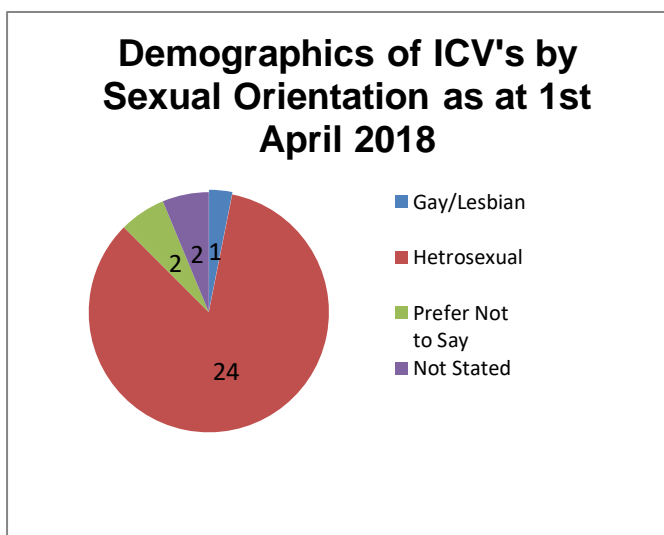
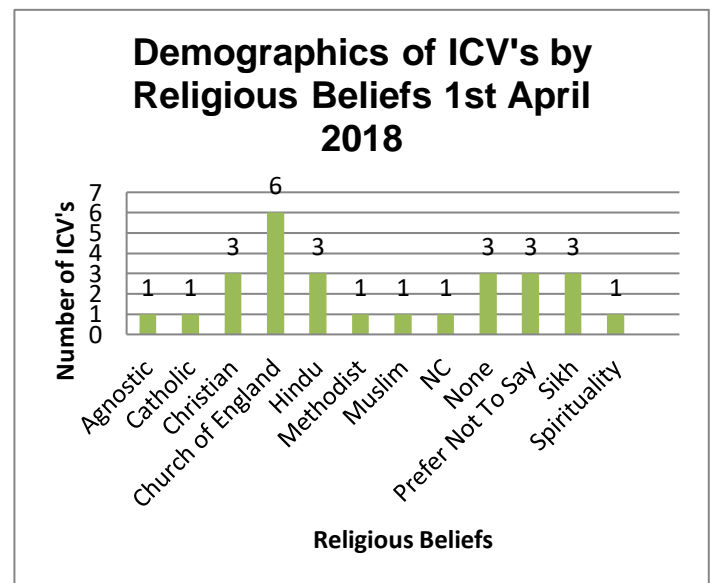
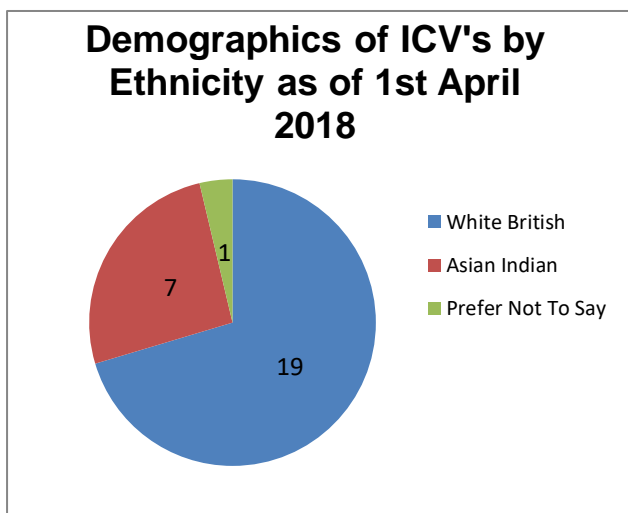
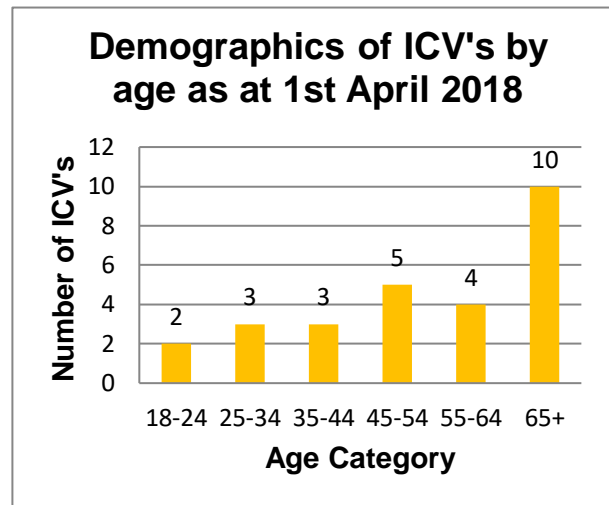
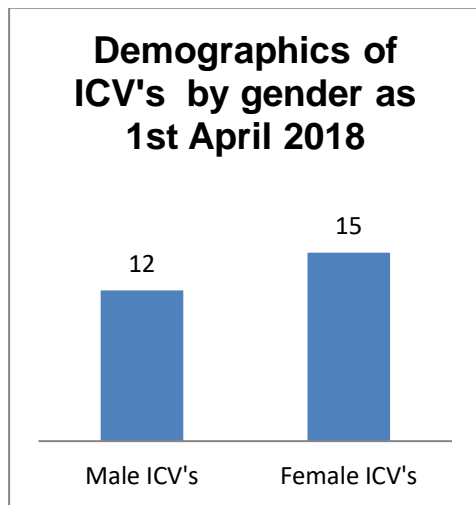
Performance

			6am-12noon	12noon-6pm	6pm-6am				
Leicestershire	No. Scheduled visits	No. Actual visits	No of Weekday a.m. visits*	No of Weekday p.m. visits*	No of Weekday Eve visits *	No of Weekend Visits	% of Weekday visits	% of Weekend visits	% of suites visited once a week
April to June 2017	38	38	7	13	13	5	87%	13%	100%
July to Sept 2017	38	38	10	10	13	5	87%	13%	100%
Oct to Dec 2017	40	40	16	5	8	11	73%	27%	100%
Jan to March 2018	36	36	8	7	9	12	67%	33%	100%
TOTAL	152	152	41	35	43	33	78%	22%	100%

A performance expert from the region advises on performance indicators and attends the regional scheme administrators meeting.

14. Equality monitoring data as at 1 April 2018

There are 27 current independent custody visitors. The demographics of the custody visitors are:-



15. Positive feedback from ICVs to Custody

Feedback from Independent Custody Visitors throughout the year has included a number of complimentary comments as a result of their visits, examples of which are as follows:-

“All detainees very positive about their treatment”

“Request immediately followed-up”

“Staff helpful”

“Gave credit to police for looking after him – G4S”

“Observed a very sympathetic booking in”

16. Conclusion

It has been an excellent year for visits with a total of 152 visits compared to 145 visits last year. There was 100% coverage of time slots at Beaumont Leys and Keyham Lane and 97% coverage of time slots at Euston Street custody suite. Meetings with Co-ordinators and custody Inspector Phil Tompkins have been extremely constructive and have given the OPCC a chance to discuss future developments set out in this paper. Lord Bach being on the Independent Custody Visiting Association Board of Directors is an effective mechanism for Leicestershire to lead upon national improvements to custody visiting.

Implications

Financial: None

Legal: It is a statutory requirement to have a Custody Visiting Scheme in place under Schedule 16, part 3, paragraph 299 (i) of the Police Reform & Social Responsibility Act 2011.

Equality Impact Assessment: The ICV scheme is constantly monitored to ensure those involved in the scheme are representative of the local community.

Risks and Impact: Link to Police and Crime Plan: The maintenance of the ICV Scheme is a statutory requirement of the PCC Role.

Appendix 1

Leicester Mercury article on Lord Bach’s custody visit.

Appendix 2

List of issues raised 2017/2018 and Force Response.

Person to Contact

Mrs Dharmista Dave, Volunteer Manager
Telephone: 0116 229 8703
Email: Dharmista.Dave@leics.pcc.pnn.gov.uk

■ Crime commissioner hails the work of independent custody visitors

Lord Bach salutes police volunteers

Police and crime commissioner Lord (Willy) Bach has paid tribute to the force's army of volunteers.

Lord Bach paid a surprise visit to the Euston Road police station custody suite, in Freeman's Common, Leicester, with independent custody visitor Justin Hammond.

Speaking as the country marked National Volunteers Week, he said the commitment and dedication of those who gave their time to help the police was inspiring.

"Volunteers bring so many benefits to policing in so many different ways," he said.

"From Special Constables to independent custody visitors (ICVs), from the young people

BY STAFF REPORTER

on my Youth Commission or serving as Police Cadets, to the many volunteer support staff who share their skills, they all give their time to make us safer and boost the resilience of the service provided to the public.

"The week gives us a chance

Volunteers bring so many benefits to policing in so many different ways This week gives us a chance to thank them for their commitment

Lord Bach

to thank them for their commitment."

The ICV scheme is led by the police and crime commissioner and has 29 members.

The visitors, who are all independent, make unannounced visits to police stations across Leicestershire and Rutland to check on the treatment of detainees, the conditions in which they are held and that their rights and entitlements are being observed.

"There is no better scrutiny system than one where members of the public themselves carry out the appraisal," said Lord Bach.

"Our ICVs provide an impartial and independent check to reassure us all those detained in custody are looked after

properly, in decent conditions and in accordance with all their legal rights and entitlements.

"Most of the feedback we receive following visits is very positive and where any small issues are identified by our detainees, these are dealt with and resolved very swiftly.

"But these visits also offer a protection mechanism for both the prisoner and the custody officers.

"If a complaint has been made we can help discover if it is genuine or not, saving time and stress for all concerned."

Anyone interested in becoming an ICV or becoming a police volunteer should visit the commissioner's website:

leics.pcc.police.uk/fakePart



'THERE IS NO BETTER SCRUTINY SYSTEM': Lord Bach with independent custody visitor Justin Hammond

■ COMING UP: CITY FASHION STUDENTS HAVE THEIR COLLECTIONS SHOWN ON A LONDON CATWALK PAGES 30-31

**INDEPENDENT CUSTODY VISITING
SCHEME
LIST OF ISSUES RAISED AND
POSITIVE COMMENTS**

APPENDIX 2

1 APRIL 2017 TO 31 MARCH 2018

BEAUMONT LEYS

Issues

Visit No	Date of Visit	Custody Visitor Concerns	Action/Response from force
B025/17	29/05/17	Nothing to eat - DP said not offered. Action taken: Informed custody staff. No food offered but staff will offer now.	Detainee was brought into custody at 7pm prev. evening having assaulted an officer and was both animated and drunk. He continued to be such amid occasionally sleeping throughout the night including being racially abusive to custody staff. He was visited and roused regularly and made no representations during the period up to the ICV visit other than contacting his wife and solicitor. His detention was reviewed by the Inspector and again no representations made. He was on his rest period to sober up and the ICV visit would have preceded normal visitation for offer of meal for those not attending court that morning. However after the visit meal and drink was offered and he declined. I consider the actions of custody staff appropriate.
B060/17	23/08/17	Microwave needs a minor clean	Inspected 01/09. It is suitably clean.
B069/17	14/09/17	Excess cups need removing. Custody officer advised.	Noted resolved and reminder sent out. This will be reinforced at next G4S training.
B069/17	14/09/17	One DP unable to contact family member despite numerous tries	They kept trying . Could not get hold of mother TAAS deal as appropriate adult.

APPENDIX 2

B078/17	08/10/17	Food probes need cleaning	Probes checked and cleaned
B107/17	12/12/17	Detainee handed over a ligature to the ICVs which was made out of the edging of a towel	<p>The incident has been recorded as an adverse incident and is being looked at. It was not used as the detainee could not find a ligature point within the cell (Which is positive)</p> <p>I have recommended that Custody Staff are advised regarding the removal of towels from detainees once used.</p> <p>There were no indications that the detainee was suicidal or had suicidal thoughts prior to the discovery of the ligature. He had seen a Health Care Professional 4 times prior to the ligature being discovered and saw one twice following the discovery.</p>
B126/17	28/01/18	Quite a lot of cups etc in cells. One cell had 7 cups and 1 pot noddle	Reminder resent to Staff including Inspectors to ensure dirty pots are removed periodically
B130/17	08/02/2018	Issues with heating, they are monitoring cell temperature, air flow in cells not working, terrible smell from drains, health issue??	Cell Temperatures are monitored continually to ensure they are not too cold. This has been problematic with the weather recently to establish continuous temperatures when days have been warmer one day then cooler the next and the heating centrally located. There has been no requirement to close the suite due to cell temperatures.
B150/17	15/03/2018	Was not well, unfit to be seen. Medical issues with DP in cell 1 at 20:48, please look into custody ref: C18***** for reassurance.	Detainee was awaiting transfer to hospital which took place at 21.08 hours. He recovered from any illnesses (Not caused in Custody)

EUSTON STREET**Issues**

Visit No	Date of Visit	Custody Visitor Concerns	Action/Response from force
E011/17	01/05/17	Puddle of water outside cells 13 and 17. Little pieces of putty missing around call switch button in exercise yard near cells 13 and 15 G101.	Floor is now dry. Unclear if as a result of cleaning or came from cells? . Switch and putty already identified and repaired.
E030/17	10/06/17	Out of date meals in kitchen on side – clearly marked out of date, exercise yard G-088 could do with a sweep	Meals disposed of (were out for disposal). Yard cleaned.
E046/17	21/07/17	Spotted nail on Cell 31's blanket which had been missed on search. Detention Officer removed item.	Addressed at time. Follow up to ensure lessons learned initiated.
E052/17	03/08/17	Exercise yards seen, some sweeping required in one yard	Noted. Checked, swept since.
E058/17	16/08/17	The CDO that escorted us around the suite, stood directly behind us holding the cell door open. In addition, he engaged the detainees in conversation when we were trying to have our discussion with them.	Feedback to DO provided. It is important that this matter is raised by ICV's at the time and recorded on the log please.
E071/17	16/09/17	Juvenile refusing food and drink	<p>He arrived at 0510hrs having just allegedly committed an offence in the city. He then slept till 1318hrs when an appropriate adult arrived, and was interviewed. He repeatedly declined food and drink even with the appropriate adult there who tried to persuade him. He was released shortly after seen by the ICV and had already been seen by the mental health team. Should there have been concerns re fitness to detain and interview then an HCP would have been asked to see him. No reps were made by the appropriate adult to this end.</p> <p>EMCJS Policies and Procedures document which reflects PACE and APP 6.20.4 for Food and Drink</p>

			Custody officers should monitor detainees' food and fluid consumption to ensure that their welfare is maintained. Officers conducting visits and providing meals should inform the custody officer immediately if any detainee appears to be eating or drinking so little that it may affect their wellbeing. A HCP should see the detainee in these circumstances and concerns should form part of the handover between custody officers.
E111/17	20/12/2017	No waste basket in reception	There is a rubbish bin just outside of the main doors to reception – As this is not a staffed reception area waste baskets are not normally left in this area. The rubbish bin just outside the door should be used.
E113/17	27/12/2017	Exercise yard call button missing putty, little sharp edge. Food temperature probe dirty and stuck inside of cardboard box	This was reported to Custody Admin following the ICV Visit by the Duty Custody Sergeant – Estates have been contacted to attend and address. Staff have been advised not to store the probe in this way and ensure it is cleaned after each use.
E118/17	04/01/2018	Slight leak in exercise yard. The damp area/leak is stained and has been there for some time, as it is stained green by some type of moss and there was the trail of green in one of the corners. Could it be caused by a blocked gutter	We have had a look – there does seem to be a drip from the guttering and we have reported it to estates – We will also look if anything can be done with the green markings on the walls again not sure if anything can be done.
E121/17	16/01/2018	Exercise yard 1 bad leak in corner, water covering floor	This is the same issue as reported on the 4 th January. It is a drip from the guttering and we have reported it to estates. Awaiting Contractors to attend when they have finished completing the work currently ongoing at Keyham Lane
E131/17	11/02/2018	Yellow phone out of order, has been reported. ICV phoned 0116 2483544 not picked up, officer came through door, he informed custody.	Disappointing that the number to custody was not answered in a timely manner although it is noted on the form that the suite was very busy. The phone has been reported and engineers have attended but did not have the spare part to repair.

			A temporary phone has been placed in reception but is not ideal as it is not secured to the wall.
E132/17	12/02/2018	Phone in reception broken. Unlabelled white bottle in kitchen, might have been washing up liquid but not labelled.	The phone has been reported and engineers have attended but did not have the spare part to repair. A temporary phone has been placed in reception but is not ideal as it is not secured to the wall. The bottle is indeed washing up liquid and should have been labelled as such by now.
E134/17	23/02/2018	Exercise yard out of action for 10 day approx. Cell 14 has a raised screw, out of action.	The exercise yard is out of action due to a special type of screw being required which has to be ordered. This is similar to the issue with Cell 14.
E138/17	03/03/2018	Water being turned off for 30mins due to leak, custody closed temporarily. Has the leak been sorted?	Leak due to cold weather and a burst pipe outside of the Custody Suite (Tap to close off was in the roof space) – This has been repaired
E153/17	28/03/2018	Part way round we informed the sergeant that ICVs self-introduce now and he was also not aware of the translation sheets.	The Sergeant has been spoken to by his Line Manager. The Sergeant is new to role and has had limited input / experience with ICV's in relation to the mechanics of conducting a visit with ICV's He was also not aware of the translation sheets document that has been circulated as he was not in role when that was circulated. The Sergeant's Inspector assures me the Sergeants attitude was as a result of him being new to custody and lack of knowledge As a result of this the intention from me will be to circulate the translation sheet guidance again and circulate a really brief email on the mechanics of an ICV visit to all.

KEYHAM LANE**Issues**

Visit No	Date of Visit	Custody Visitor Concerns	Action/Response from force
K017/17	18/05/17	Arrived at station 20:05, awaiting on phone to speak to suite, admitted at 20:23.	Activity in suite reviewed. Custody officer and detention officer engaged with booking in prisoners and other prisoner management so unable to answer phone. The front desk was not open on this occasion but if the front desk is open and staffed the enquiry desk officer pops down and makes face to face contact <u>if they can</u> and tells custody you are there. Obviously this can't happen at Euston Street.
K001/17	04/04/17	Female was on medication and wasn't given the medication in the morning, was still awaiting the medication when the ICVs visited the DP which was at 16:05.	Detainee seen at appropriate times by HCP and provided with meds in custody .Only med she was outstanding was methadone which she was told on HCP log would be obtained for her if she was likely to be in for rest of day. Once clear this was the case officer obtained it and as HCP required to administer this occurred at 1650hrs. .
K029/17	14/06/17	Drains smell in custody	Ongoing issue with drains here . County drains have attended on a number of occasions / Estates dept. still dealing. OPCC have asked Custody Insp for an update re the outcome once dealt with by Estates. Custody Insp updated that drains issue resolved on 22/06/17.
K036/17	19/06/17	In exercise yard observed 9 polystyrene cups.	Cleared
K038/17	30/06/17	Drains smell continues, unbearable when outside in exercise yard	Contractors have since been out 3 times. Now been out and found that rats had eaten through sewage vent pipes into loft space. All replaced. Additional odour control being installed as well.
K039/17	05/07/17	DP held up, problems getting to court due to	Leicestershire do not have a DDA court so

		health reasons, special ambulance awaited	remanded prisoners who cannot ascend steps at court have to go to one of these elsewhere.. Geoamey provided a special transport and Dp booked into next available DDA court which was at Birmingham..
K053/17	10/08/17	Yard drain blocked as area still wet	Confirmed blocked with small debris from recent rain fall. 16/08 - Estates informed to unblock and clean yard floor to avoid reoccurrence.
K070/17	17/09/17	Low stock on pot noodles	DO'S advised
K070/17	17/09/17	Front desk screens not working	DO's screen – not often used but now reported as a fault.
K086/17	22/10/17	C17***** and C17***** mental health - Look into. C17***** DP said he had been on medication but record shows clear mention of health issues which needs to be addressed.	Both saw Mental Health workers in Custody. C17***** saw Medical Professionals 3 times while in custody and wanted to take his own unlabelled medication which cannot be administered by DO's and a Medical Professional was called who dispensed medication to the detainee (Not his own unlabelled medication)
K088/17	28/10/17	G137 (room with blankets) cannot close fire door due to blanket storage being too big.	I do not believe this is a true fire door and that a fire door is required in this location. This will need further investigation now that detainee blanket cages have changed.
K133/17	18/02/18	Exercise yard checked, drain blocked. ICV noted bruising on wrist of female DP.	22/02/18 – Drain checked and cleared by Detention Officer – May have been blocked during closure – Will need to recheck when it has rained. Custody record viewed for DP. There is no indication that bruises were caused by Police – No handcuffs used. Following ICV visit the detainee saw a nurse regarding her wrists and injuries documented as part of the criminal investigation. Detainee had previously seen a nurse and not raised any injuries.

K137/17	03/03/18	Exercise yard tidy but cold with snow, would be very cold for detainees who wanted to exercise. If detainees asked to use the exercise yard during the freezing temperatures, were they given access to the yard?	Yes they would have been and would have been monitored – As with all Exercise Yards there is a call button should they wish to come in if they are cold
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Positive Comments for all three suites

<u>Date of Visit</u>	<u>Custody Suite</u>	<u>Custody visitors comments</u>
04/04/2017	Keyham Lane	Kitchen clean and tidy, stock in good order, station very clean noted 4 times.
25/04/2017	Keyham Lane	All detainees very positive about their treatment
05/06/2017	Keyham Lane	Staff very helpful noted 5 times
10/08/2017	Keyham Lane	Good supply of blankets
03/11/2017	Keyham Lane	Good reception by custody staff
27/11/2017	Keyham Lane	Empty cells checked, no problems
23/04/2017	Euston Street	Staff helpful – noted 15 times to date. Suite clean and tidy
20/05/2017	Euston Street	Observed a very sympathetic booking in
30/05/2017	Euston Street	Empty cells clean, chute clean
06/06/2017	Euston Street	Exercise yard checked no issues, kitchen checked, clean and stocked noted twice. Suite was calm and clean, noted twice
31/10/2017	Euston Street	Very busy but helpful
24/11/2017	Euston Street	Gave credit to police for looking after him – G4S
04/02/2018	Euston Street	Staff very helpful, despite a very busy suite. Several detainees commented that they have been well looked after.
23/04/2017	Beaumont Leys	Staff helpful noted 9 times
28/04/2017	Beaumont Leys	Shown updates to cells (toilets and dim lights etc). Kitchen checked and in good order
19/05/2017	Beaumont Leys	Kitchen and yard checked, made to feel welcome even though busy noted twice
25/05/2017	Beaumont Leys	Kitchen and exercise yard clean, exercise yard well ventilated. Empty cells viewed, very clean
21/06/2017	Beaumont Leys	Calm atmosphere noted twice, made to feel welcome.
03/11/2017	Beaumont Leys	Kitchen clean and food well stocked and in date. Noted twice
06/11/2017	Beaumont Leys	Request immediately followed-up, very helpful although very busy sorting out detainees going to court
25/11/2017	Beaumont Leys	Empty cells clean
16/02/2018	Beaumont Leys	Staff very accommodating

Other queries

<p>29/09/2017</p>	<p>Female hygiene packs provision at custody suites</p>	<p>Sanitary consumables are available at all Leicestershire Police custody suites. Sanitary consumables are either tampon, sanitary towel and a disposable paper bag for sanitary wear for disposal purposes. We also have disposable pants too (3 sizes). Sanitary wear can be issued by <u>any</u> member of staff. All females in custody are allocated a female officer (that will be a detention officer if on duty) if not it will be an officer from elsewhere in the force but is allocated. This means the detainee can ask to speak with the allocated female officer if requested. All female detainees are informed at the time of booking in, that they are able to speak with a female officer (detention officer/police officer) at any time during their stay. We do not ask the direct question if a person is on their menstrual cycle as often custody suites can be very busy and not very personal. If it is necessary for a female detainee to be on a CCTV constant this is carried out by a female.</p> <p>Nobody views screens to cells unless doing an observation H & S check of person. Lastly I am looking into providing a slightly wider range of products that female detainees may find more suitable for them. Once stock has arrived I will ask our custody staff to be more active around how provision is offered giving detainee more options to choose and put emphasis on the hand washing facilities at our older stations.</p>
<p>15/11/2017</p>	<p>Can the font size on custody records for ICVs be increased as the font size is very small. Is this something that custody staff can facilitate</p>	<p>Without closing all programs and changing all of the settings on a Sergeants or Detention Officers and rebooting the computer it is not possible to change the font size on the custody records. The computer operator would then need to replicate this when the ICV has finished.</p> <p>What is available at each suite (within the Customer Care items) is a magnifying reading pane which could be requested.</p> <p>This is a plastic magnifying screen for detainees use but I see no reason why any of the ICV's cannot use it. Can I suggest that ICVs that would like the font size increased when viewing custody records to request the magnifying reading pane.</p>