

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

POLICE AND CRIME PANEL

PAPER MARKED

Report of	OFFICE OF POLICE AND CRIME COMMISSIONER
Subject	INDEPENDENT CUSTODY VISITING SCHEME ANNUAL REPORT 2018/19
Date	MONDAY 20 MAY 2019 - 2.00 p.m.
Author	ANGELA PERRY, EXECUTIVE DIRECTOR

Purpose of Report

1. The purpose of this report is to provide members with the annual report of the Independent Custody Visiting Scheme 2018/19. The report covers the period 1 April 2018 to 31 March 2019.

Recommendation

2. Members are recommended to discuss and note the contents of the report.

Background

3. Custody visiting in Leicestershire commenced in 1983 as a voluntary scheme following a recommendation from the Scarman report into the Brixton disorders in 1981. One of Lord Scarman's recommendations was that a system be introduced whereby local community members could make independent, unannounced visits to police stations for the purpose of inspecting procedures relating to the detention of persons in police custody. The purpose of this recommendation was to counter growing mistrust of the police at that time and to increase their accountability. Subsequently Section 51 (1) to the Police Reform Act 2002 placed independent custody visiting on a statutory basis with responsibility for schemes lying with local policing bodies. Subsequently the Home Office produced a Code of Practice on the delivery of schemes and National Standards were introduced by the Independent Custody Visiting Association (ICVA).

Organisation of the Scheme in Leicestershire

4. The Police and Crime Commissioner is responsible for the Scheme and receives regular reports on the performance and outcomes from custody visits. The Scheme is overseen by the Executive Director with daily management undertaken by the Volunteer Manager. A volunteer Co-ordinator and two volunteer deputies support the Volunteer Manager.
5. There are currently 29 volunteer custody visitors in the Scheme. All are recruited from the local community through a recruitment process which includes an

application form and an interview. All volunteers are vetted and complete a six-month probationary period during which time all induction training is provided. A copy of the induction training programme is included at APPENDIX 'A' to this report.

6. Leicestershire Police has 3 custody suites located as follows:-

Beaumont Leys	-	14 cells
Euston Street	-	36 cells (18 cells in operation mid-week)
Keyham Lane	-	17 cells

Visits undertaken 1 April 2018 to 31 March 2019

7. Independent Custody Visitors have the locally agreed target to visit each custody suite, a minimum of one visit per week.
8. During 2018/19 a total of 156 visits were made as follows:-

Beaumont Leys	52 Visits
Keyham Lane	52 Visits
Euston Street	52 Visits

9. This has been excellent performance and the first year that no missed visits have been recorded.

Access to the custody suite

10. For each visit undertaken a record is kept of the time that Custody Visitors attended at the police station and the time they received admittance to the Custody Suite. Of the 156 visits undertaken during 2018/19 immediate access to the custody suite was provided on 145 occasions, 10 visits incurred a wait of 6-15 minutes and 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 were down to suites being very busy with some detainees requiring half hourly cell visits, detainees waiting to be booked in or a serious issue occurring in the custody suite at the time of the visit. There has also been one occasion where there was a 9 minute delay due to Contact Management Department (CMD) staff not understanding the ICV role when the call was placed for access to the custody suite. This issue has been rectified and a briefing has been delivered to CMD staff on the ICV role and their required access to Custody Suites.

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

11. During 2018/19 the total number of detainees in police custody was 13,646, with the total number of detainees being in custody at the time of a custody visit being 1031.

Of these:-

- 492 (48%) were offered a visit from Independent Custody Visitors.
- 617 (60%) detainees were not available to be visited, for a variety of reasons e.g. in interview, in hospital, out of cell, or asleep.

- 492 (48%) 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.
- 340 (69%) of those offered a visit agreed to be seen.
- 28 (6%) of those offered a visit refused to be seen.

Day and Time of Visits

12. To ensure a varied coverage of visits each week is divided into 35 timeslots for each custody suite. Over the year visits have been undertaken across all times of the day and days of the week. A varied spread of visits is crucial to ensure that visits do not become predictable and occur at regular or set times. The performance during 2018/19 has been the best performance to date for coverage, with no missed visits through the year.

Beaumont Leys

Week 52 Ending 31/03/2019	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	2	1	7
Tuesday	1	1	1	1	2	6
Wednesday	1	2	2	2	1	8
Thursday	1	1	2	2	1	7
Friday	2	3	3	2	1	11
Saturday	1	2	2	1	1	7
Sunday	1	2	1	1	1	6
Totals	8	13	12	11	8	52

Euston Street

Week 52 Ending 31/03/2019	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	2	2	2	3	10
Tuesday	1	1	2	2	1	7
Wednesday	2	2	1	2	1	8
Thursday	2	1	2	2	1	8
Friday	1	1	3	2	1	8
Saturday	1	2	1	1	1	6
Sunday	1	1	1	1	1	5
Totals	9	10	12	12	9	52

Keyham Lane

Week 52 Ending 31/03/2019	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	1	2	3	2	9
Tuesday	1	2	1	3	2	9
Wednesday	1	2	2	1	1	7
Thursday	1	2	2	3	1	9
Friday	1	1	1	1	3	7
Saturday	1	1	1	1	1	5
Sunday	1	2	1	1	1	6
Totals	7	11	10	13	11	52

Requests and Issues raised by detainees

13. 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 fulfilled at the time of the visit:

<u>Issues Raised</u>	<u>Custody Suite</u>		
	<u>Beaumont Leys</u>	<u>Euston Street</u>	<u>Keyham Lane</u>
Appropriate Adult requested/awaited	2	2	2
Blanket requested/awaited	8	5	2
Communication Issues: Language Support Requested/Awaited	8	8	4
Unsanitary Condition of Cell	0	3	0
Drink Requested/awaited	6	9	2
Exercise requested/awaited	1	2	0
Female hygiene pack not offered	1	0	0
Food requested/awaited	6	10	7
Have someone notified	4	5	4
Legal Advice/Solicitor requested/awaited	7	8	4
Medication requested/awaited	3	5	3
Nurse requested/awaited	2	8	6
Phone call requested/awaited	1	9	3
Religious material requested/awaited	0	1	0
Shower requested/awaited	2	3	1
Toilet paper requested/not received	0	1	0
Update on case requested	4	10	7
Detainee claims use of force	0	0	0
TOTAL NUMBER OF VISITS MADE	52	52	52
TOTAL NUMBER OF DETAINEES SPOKEN TO	128	159	110
TOTAL NUMBER OF ISSUES RAISED	55	89	45

Major issues reported by detainees

- Beaumont Leys:
 Detainee very upset, crying, requested feminine hygiene pad. Was provided with female pack on arrival however it wasn't strong enough as she suffered from incontinence and required something thicker.
OUTCOME – ICV suggested this needs to be addressed as female officer was asked if incontinence pads were available, and she responded with no, they were not available. Feedback has been taken into consideration and custody staff have reviewed their products. They now have an increased range of sanitary products available at all custody suites, including products for incontinence.
- Beaumont Leys:
 Detainee felt that treatment was inhumane.
OUTCOME – Inspector confirmed that detainee has been fed and provided drinks, has had a shower, access to the exercise yard and access to medical professionals various times whilst in custody. The detainee was also worried about baby however Custody Staff ensured that the detainee's baby is safe and well and staying with the detainee's mother. Further, Custody Staff also spoke with the detainee's mother and updated the detainee how the child slept overnight.
- Euston Street:
 Meal did not say 'halal' on packet and so detainee was concerned.
OUTCOME – Custody Staff informed detainee it was 'halal'. Halal food is usually labelled.
- Keyham Lane:
 Detainee asked 'again' about solicitor and had mental health issues.
OUTCOME – the detainee was represented by a solicitor. A nurse attended and detainee was seen by a Health Care Professional, as well as having an Appropriate Adult to support.

Health and Safety Issues Raised

- Beaumont Leys:
 ICV tripped on step outside – yellow paint strip fading
OUTCOME – reported as a near miss and advised by Inspector and informed Health and Safety advisor to review markings.
- Euston Street:
 Staff mentioned panic alarm. If no police officers available in the stations, then no one will respond when the panic alarm is activated.
OUTCOME – Staff have been directed to wear personal radios and to activate the emergency button on the radio which would go through to the control room and officers would be directed from there to attend.
- All Suites:
 Certain Interpreter Language Sheets not available
OUTCOME – several language sheets have been requested. Volunteer Manager has added to Interpreter sheet collection (Bengali, Turkish, Kurdish Sorani, Punjabi and others). Document Library updated and Gujarati awaiting translation.
- Keyham Lane:

Drain blocked, noted on 3 separate occasions. The drain has now been fixed and no complaints since this has been brought up occasionally.

OUTCOME – Ensuring drains are clear is now being included in the force premises officers visits regime.

Current custody visitors

14. At the start of April 2018, there were 27 ICVs registered with the Scheme. During the year 4 ICVs left for various reasons. Two left after 14 years of service and one after 8 years of service due to work commitments and other increasing demands on their time. One volunteer unfortunately left due to ill health after 18 years of service and one left after 2 years of service because she felt it was the ‘right time’ and felt frustrated that ICVs were not able to view the custody records for some detainees. Feedback from exit questionnaires was received as follows:

Comments made on exit interview forms	Response
<p>Wide variation on how individual custody visits undertake their visits with some visitors looking into finer details at the suite.</p> <p>Frustrated about not being able to view custody records for some detainees i.e. detainees that are asleep</p>	<p>Induction training is provided to ensure that all ICVs have up to date knowledge and standard practices are adopted. Further training sessions, and refresher sessions are also provided to reinforce previous training and to broaden knowledge.</p> <p>ICVs are able to view custody records of detainees asleep. If they are incapable, the presumption must be in favour of allowing ICVs to examine it. This has been communicated to all ICVs and custody staff and is the adopted practice.</p>
<p>Training is very good, and good when it’s varied. Helps mixing ICVs from others in the region for training.</p> <p>Nice being one big team, shared learning.</p> <p>Helps to have a tour of the custody suite during induction training.</p>	<p>We hold training events where ICVs have the opportunity to mix with others from the region, for example ICV Regional Advanced Training. They also have opportunities to do this at the annual ICVA Conference.</p> <p>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 3 years ago and had been successfully implemented.</p> <p>We have implemented a session into our ICV Induction training where ICVs visit Euston Street and can see what the custody suite looks like. Two current ICVs undertake role play to put the role into perspective and bring it to life.</p>

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15. No negative comments regarding the management of the scheme, or the training provided, have been received by custody visitors leaving the scheme.

Meetings

16. The Volunteer Manager meets on a quarterly basis with Volunteer Co-ordinators and the Force Custody Inspector. These meetings took place on 31 May 2018, 29 August 2018, 26 November 2018 and 7 March 2019. The main items discussed were outcomes from custody visits and the Force responses.
17. Quarterly team meetings also take place. These took place on 25th June 2018, 4th September, 2018, 11th December 2018 and 7th March 2019. Meetings provide the opportunity for all ICVs to discuss issues that arise, changes to the rota of visits, receive feedback from the visits undertaken and undertake further training exercises. These are chaired by the Volunteer Co-ordinator and attended by the Volunteer Manager and Chief Inspector from Criminal Justice.
18. Regular reports on the Scheme are provided to the Strategic Assurance Board to update the Commissioner. The Volunteer Manager will also update the Commissioner on an ad hoc basis as and when issues arise.

Developments during 2018/2019

Independent Custody Visiting Association

19. The Police and Crime Commissioner has been appointed to the Independent Custody Visiting Association Management Board. Leicestershire is a member of the Association. The Association provide leadership to Schemes helping to define their aims and ensuring that Schemes remain up to date in policing reforms. They also provide advice, guidance and training materials. A bi-annual magazine is also forwarded to all custody visitors sharing best practice and informing of national developments. The Association hold an annual national conference for all ICV's and also an annual conference for Volunteer Managers. They also work closely with the Home Office from whom they receive funding.

Electronic Visit Reporting

20. During the past year work was been undertaken to introduce electronic visit reporting. Currently all ICV visits are recorded on a paper report form but the move to electronically recording the outcome of visits will increase efficiency as well as bringing other functions that will aid the custody visitor in arranging visits with colleagues and the Volunteer Manager with producing performance data. Training has been ongoing during the past few months with the electronic reporting going live on 2 April 2019. The application is available through a tablet device which is available in each custody suite. The electronic reporting will provide up to date information to admin personnel, including the ability to manage custody reporting, rota management and generate comprehensive reports based on the data

collected. Whilst this new process has only recently commenced early signs are that things are working well and no serious issues have been reported.

Recruitment

21. A recruitment campaign for new ICVs was undertaken in September 2018 as a result of which 6 new Independent Custody Visitors were appointed. Targeted advertising was undertaken to ensure the diversity of the team reflects the local community. The current number of custody visitors is now 29.
22. A review of independent custody visitor numbers will take place in September 2020 and a recruitment campaign undertaken at that time if required. Approximately 30 ICVs is seen as being appropriate to provide the required level of resilience to ensure visits taken place.

National Awards

Investing in Volunteers

23. The Leicestershire Scheme was accredited with the Investing in Volunteers (IiV) award by the National Council for Voluntary Organisations (NCVO) in October 2012, being one of only 3 schemes nationally to receive the award at that time. This award was re-accredited in October 2015 and again for a third time in October 2018. Leicestershire Independent Custody Visiting Scheme is the only scheme in the region to hold this award.

Independent Custody Visiting Association – Accreditation

24. The Independent Custody Visiting National Association also has a programme in place to credit schemes at Platinum, Gold, Silver, Bronze and Compliance levels. Certain criteria have to be met and peer assessors are assigned. Leicestershire have recently achieved the Gold award.

Regional Collaboration

25. Volunteer Managers from Schemes within the East Midlands meet on a quarterly basis. The group discuss:
 - 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
26. The meetings provide an opportunity to share good practice with each other and discuss any new developments in the scheme.
27. The Volunteer Manager from Leicestershire represents the regional members at the East Midlands Criminal Justice Strategic Custody Group. The group meet on a quarterly basis.

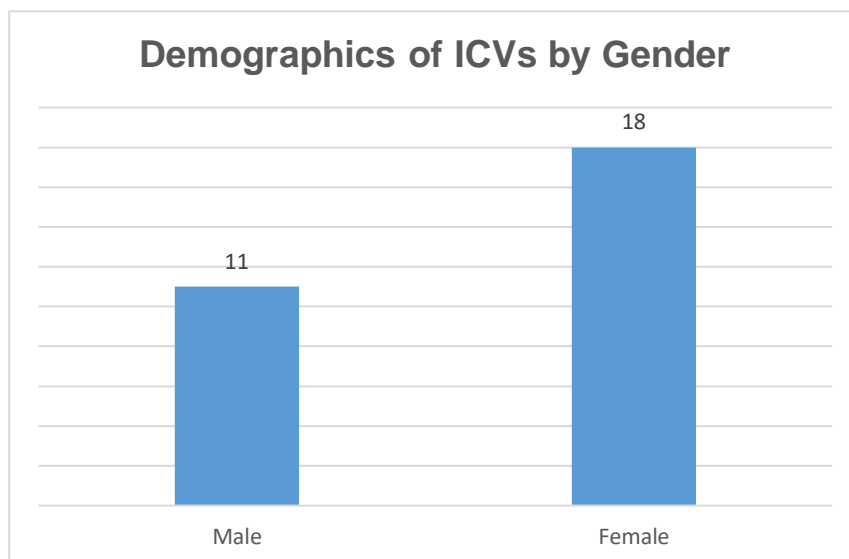
28. At the regional meetings performance of schemes are considered. A performance analyst from the region advises on performance indicators and attends the regional scheme meetings. Performance is recorded quarterly as below:

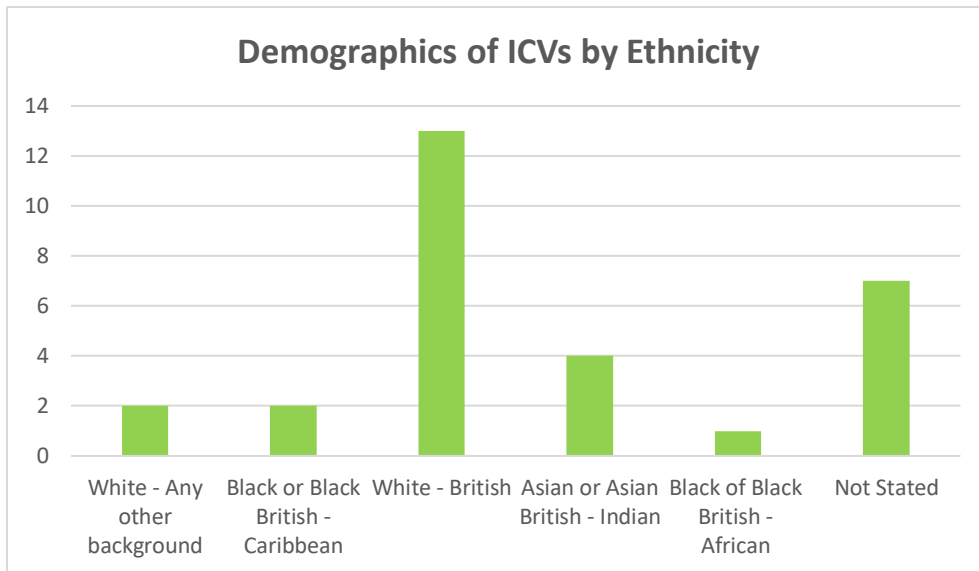
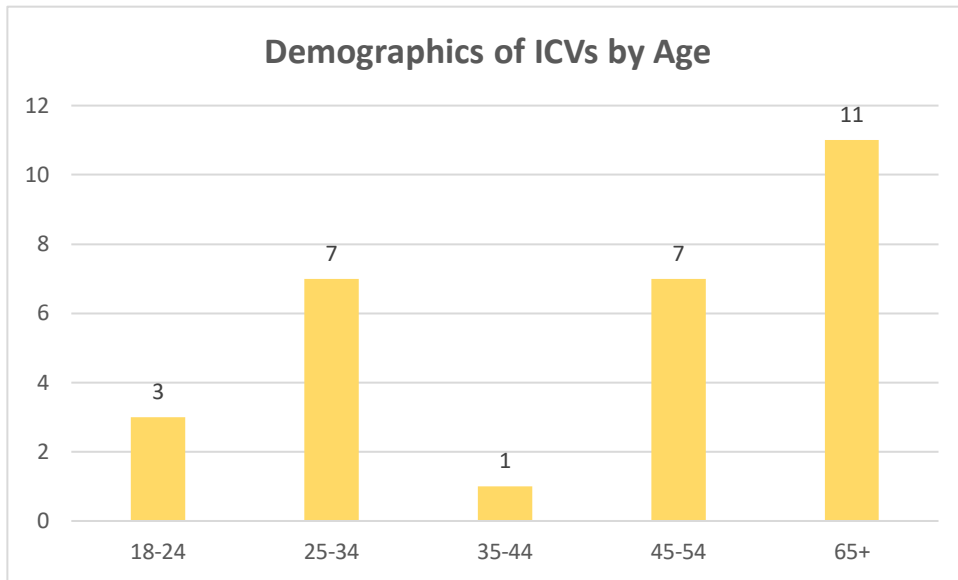
Region	Immediate Access (1 - 5 mins)	Access Delay of 6 - 15 Mins	Access Delay of 15+ Mins	Access Denied/ Visit aborted	No offered visit	No. refused visit	No. interviewed	No. Not Seen (other)	% seen from offered visit
Derbyshire*	-	-	-	-	-	-	-	-	-
Leicestershire	144	10	2	0	492	28	340	617	94%
Lincolnshire	-	-	-	-	-	-	-	-	-
Northamptonshire	90	0	1	3	358	35	323	242	90%
Nottinghamshire	151	29	5	20	681	65	567	206	83%

*Derbyshire and Lincolnshire unable to provide figures at this time.

Equality monitoring data as at 1 April 2019

29. There are 29 current independent custody visitors. The demographics of the custody visitors as of 1st April 2019 are:-





Positive feedback from ICVs to Custody

30. Feedback from Independent Custody Visitors during the year has included a number of complimentary comments as a result of their visits, examples are as follows:

“Staff very helpful despite dealing with detainees going to court”

“Well received”

“Detainee happy with treatment”

“Everything running smoothly and very professional and polite”

“Female officer available if needed”

Conclusion

31. It has been a busy and an outstanding year for the Independent Custody Visiting Scheme winning two national awards, recruiting six new members to the scheme and the launch of the new Independent Custody Visiting electronic reporting.
32. It has also been an incredible year for visits with a total of 156 visits compared to 152 last year. There has been a 100% coverage of time slots at all suites, the best performance in visits to date. Meetings with Co-ordinators and Chief Inspector for Criminal Justice have been extremely informative and productive, and have provided the OPCC with the opportunity to discuss issues arising and developments such as the electronic reporting.
33. Lord Bach being on the Independent Custody Visiting Association Board of Directors has also proved to be an effective mechanism for Leicestershire to lead upon national improvements to custody visiting.

Implications

Financial: None
Legal: It is a statutory requirement under Section 51 of the Police Reform Act 2002 for Police and Crime Commissioners to have a Custody Visiting Scheme in place

Equality Impact Assessment: The ICV scheme is constantly monitored to ensure those involved in the scheme are representative of the local community. Equality impact assessment is undertaken prior to recruitment to ensure that any under-represented communities are targeted.

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

Appendix 1

Induction Training Timetable

Appendix 2

List of issues raised in 2018/2019 and Force Response

Person to Contact

Angela Perry, Executive Director
Telephone: 0116 229 8982 Email: angela.perry@leics.pcc.pnn.gov.uk

Independent Custody Visiting Scheme
Induction Training Timetable – 2019

<p><u>Tuesday 12 February 2019</u> Main Conference Room Police Headquarters Enderby 6 – 9 p.m.</p>	<p><u>Induction Training – Session 1</u></p> <ul style="list-style-type: none"> • <i>Background to custody visiting</i> • <i>Scheme from the eyes of an ICV</i> • <i>Data Protection</i> • <i>Health and Safety</i> • <i>Police Complaints Procedure</i> • <i>Police Protective Equipment</i>
<p><u>Saturday 16 February 2019</u> Police Headquarters L&D Classroom 4 All day event</p>	<p><u>Induction Training - Session 2 (Soft skills training)</u></p> <ul style="list-style-type: none"> • <i>How to be a skilled communicator, body language and cultural implications</i> • <i>How to challenge appropriately and give constructive feedback</i> • <i>How to be a good team player</i> • <i>Assertiveness</i> • <i>Critical friend</i> • <i>Problem solving approaches</i>
<p><u>Monday 25 February 2019</u> Main Conference Room Police Headquarters Enderby 6.30 – 8.30 p.m.</p>	<p><u>Induction Training – Session 3</u></p> <ul style="list-style-type: none"> • <i>The role of the Custody Sergeant and Detention Officer</i> • <i>Code C of the Police and Criminal Evidence Act (PACE)</i> • <i>Custody records</i> • <i>Understand the Human Rights Articles and why they are important to the work of the ICV</i>
<p><u>Saturday 2 March 2019</u> Main Conference Room Police Headquarters 10 – 4.00 p.m.</p>	<p><u>Induction Training – Session 4</u></p> <ul style="list-style-type: none"> • <i>Understand the role of the ICV</i> • <i>Talk confidently about professional behaviour for a custody visitor</i> • <i>Understand on a practical level how a visit works and what the processes are</i> • <i>Have a good overview of how to raise an issue with both the police the OPCC volunteer Manager</i> • <i>Awareness of the Mental health Act 1983 S136 legislation and Children Concordat and its application to the role of the Custody Visitor</i> • <i>Electronic recording of custody visits – Custody App Training</i>
<p><u>Monday 4 March 2019</u> Euston Street Custody Suite 6.30 – 7.30 p.m.</p>	<p><u>Induction Training – Session 5</u></p> <ul style="list-style-type: none"> • <i>See inside a custody cell</i> • <i>Have an understand of the facilities available for detainees at custody suites such as washing facilities, exercise yard</i> • <i>Role play with two current ICVs – the booking in process and process of conducting an independent custody visit and cell visit</i>
<p><u>Tuesday 12 March 2019</u> Police Headquarters Enderby 6.15 – 8.30pm</p>	<p><u>Induction Training – Session 6</u></p> <ul style="list-style-type: none"> • <i>Understand equalities and bias and how to be aware of this in practice</i> • <i>Raise awareness of diversity issues</i> • <i>Understand the ways in which individuals can support those with dementia and how this may arise win the course of a custody visit (Dementia friends)</i>

**INDEPENDENT CUSTODY VISITING
SCHEME
LIST OF ISSUES RAISED**

1 APRIL 2018 TO 31 MARCH 2019

BEAUMONT LEYS

Issues

Visit No	Date of Visit	Custody Visitor Concerns	Action/Response from force
B008/18	14/04/2018	Power outage, phones not working and extension lines did not work. Did estates identify the cause of power outage?	This relates to the planned FHQ Power Shut Down that was well publicised across the force area. Contingencies were in place to keep custody up and running with various systems being off line. If the yellow phone was not working due to this it will be noted and raised if there is due to be a further shut down. There were a number of items that are controlled by FHQ such as photocopiers it seemed as though it was everything that was networked
B011/18	24/04/2018	C18***** not happy with his treatment. Please look into.	Nothing untoward with Custody Record – No complaints made to the Inspector reviewing his detention. Was interviewed shortly after visit and released within 3 hours of visit.
B011/18	24/04/2018	C18***** please look into, very upset, crying requested feminine pad. She had been given a feminine pack but it wasn't strong enough as she suffered from incontinence and required something thicker. I think this needs to be addressed as I asked the female sergeant on duty if any incontinence pads were available and she replied no, they were not available.	Female Pack was provided on arrival. Detainee had some health issues and was transferred to hospital however returned 3 hours later. It is really difficult to cater for every eventuality for every individual and I believe this is the first time that this has arisen. We are reviewing and looking to increase the range of products available. Update on 29/08/18 - Since the feedback received from custody visitors, we have reviewed our products and

			we now have an increased range of sanitary products available at all custody suites, this includes products for incontinence.
B015/18	03/05/2018	C18***** – waiting for appropriate adult. Custody visit started at 12:40pm. Can you let us know what time the appropriate adult arrived?	Seen by ICV's at 12.40 – App Adult arrived at 13.22
B027/18	11/06/2018	C18***** and C18***** waiting for transport back to prison, been waiting since the last 2 days C18***** felt rights not fully explained and felt treatment inhumane. C18***** worried about baby	C18***** & C18***** – Both were recalled to prison – Unfortunately HMP do not accept recalls at a weekend – Both were transferred to prison on the Monday morning C18***** – Has signed his custody record to say his rights have been explained to him and he has been handed a notice (As discussed at team meeting – the notice should be present in the cell – unless they declined to take it with them) This detainee has been in custody numerous times and is likely to be well aware of their rights. The detainee has been fed and provided drinks, has had a shower, access to the exercise yard and access to medical professionals a number of times while in custody. C18***** – Custody Staff have ensured that the detainees baby is safe and well and staying with the detainees mother. Custody Staff also spoke with the detainees mother and updated the detainee regarding how the child slept overnight
B050/18	27/07/2018	Exercise yard observed, please could this be swept as there was rubbish on the floor	10/08/18 – 15.25 Yard Checked at Beaumont no rubbish present
B053/18	08/08/2018	Microwave needs minor clean	Inspector saw it being cleaned today by the Detention Officer

B057/18	05/08/2018	No hygiene swipes for food temperature probe	Items have been ordered and distributed to the Custody Suites
B088/18	26/10/2018	C18***** father needs support at home, please look into	Detainee was released on Bail within 30 minutes of visit and was only in custody for 6 hours
B103/18	18/11/2018	Very low staffing levels, one detention officer and one custody sergeant	As discussed at ICV Team Meeting – Policies and Process are in place should the Custody Sergeant feel that due to the nature of the detainees they cannot accept further detainees and are required to close. Custody Inspectors are in role to support Custody Sergeants and Detention Officers.
B102/18	25/11/2018	C18***** – Upset over children being left C18***** – Spoke little English, open door due to claustrophobia, was intoxicated. Please look into. Language line called for preliminaries. Interpreter called.	Children were cared for by their Grandmother There was no requirement for an interpreter to attend the station as there was no requirement for an interview with this offence. All communication was completed through our telephone interpreter service (Big Word)
B104/18	29/11/2018	Wall between cells 2 and 4 paint plaster coming off. Sharp edges. Yellow box (fail safe mode) continues to appear on screen when looking at custody records.	17/12/18: Further investigations required 12/02/2019: Insp Paul Harrison has done a walk around – work has been done. Yellow box no longer appearing as confirmed by ICV.
B106/18	06/12/2018	Copies of language sheets required so that photocopies do not have to be made during visit. Staff very helpful and cooperative.	As discussed at ICV Team meeting it is impractical to print a number of sheets in different language and then store them. There is no reason why one cannot be printed – ICV starts visit while staff are printing more.
B118/18	28/12/2018	C18***** – Mental health concerns. Alleged assault while in hospital, officer will advise detainee about complaint procedure. Mental health team will see	Was seen by a Mental health Practitioner and deemed fit to be dealt with through the Criminal Justice route. Duty Inspector was aware of complaint and this

		him. Concerned about misuse of bank card.	has been recorded and submitted to Professional Standards. Complaint was not about the detainees time in custody
B121/18	05/01/2019	Some out of date meals (exp December 2018)	Cupboards have been checked and any out of date stock has been removed.
B125/18	19/01/2019	No female officer, the officer at custody said not needed due to being an adult detainee. Please look into C19***** to find out if a female officer/staff was allocated to this detainee.	A dedicated female was allocated to the detainee throughout her stay in custody and is documented on the custody record
B133/18	06/02/2019	Water not draining well in exercise yard.	Ensuring the drains are clear is being included in the force premises officers visits regime
B133/18	06/02/2019	Cell has about 6 papers, blankets, towels etc?	Detainee was in the process of being released to court
B150/18	19/02/2019	C19***** feeling cold. Staff and detainees rather cold. Detainees given extra blankets. Heating problems, engineer been out but not any better – any update on this?	There was a heating issue identified a repair has been completed and this is no longer an issue
B148/18	16/03/2019	C19***** wanted solicitor, blanket and how long.	Detainee requested Dodds solicitor at 1030 hours , CDS direct were contacted at 1031 requesting solicitor contact. Solicitor called in at 1155 and the DP was asleep and did not speak to them at that time. DP woke at 1542 and asked to speak to solicitor and spoke to them on the phone at around 1550hrs. He was also provided with 2 blankets at 1052hrs and with further blankets around 4pm.
B148/18	16/03/2019	C19***** requested paper copy of rights and entitlement.	Was offered copy of rights , declined. Every detainee is offered a copy of the Rights not all wish to take one, we don't force it upon them.

EUSTON STREET

Issues

Visit No	Date of Visit	Custody Visitor Concerns	Action/Response from force
E014/18	03/05/2018	<p>Police officer placed custody visitors in holding cell so they could not hear what was taking place at the desk. Volunteer Manager confirmed that custody visitors <u>must</u> be permitted to observe proceedings.</p>	<p>Custody Visitors were placed in the glass holding area opposite the custody desk and could observe what was happening in the suite from a safe place. Placing in a holding cell suggests they were locked in and couldn't observe the desk. This is not correct. At the time a detainee was being charged with an offence therefore while observing they were not listening to personal details of someone who had not given them permission to observe or view their custody record.</p> <p>Volunteer Manager sought advice from Independent Custody Visiting Association and Data Protection Officer and both confirmed that as part of the ICVs role it would be expected that they observe and listen to activities taking place at the custody suite. This includes booking in and all other activities taking place at the time they arrive.</p> <p>The only circumstance where ICV's should be requested to wait in a holding room would be when there is a risk to their safety e.g. violence in the booking in area / PAVA spray or other use of force.</p> <p>Custody Inspector communicated this message to all custody staff.</p>
E014/18	03/05/2018	<p>C18***** did not speak English and no language cards available. Volunteer Manager checked with</p>	<p>Guidance on the use of translation sheets has been resent again to all custody staff.</p>

		custody visitors re what language the DP spoke and custody visitor confirmed that DP spoke Lithuanian, translation sheet available in that language and should have been available to use.	
E017/18	13/05/2018	Shower blocked cells 28-36, reported 12 th May. Has this been fixed?	The showers at Euston Street cells are no longer blocked and have been fixed.
E021/18	19/05/2018	<p>Detainee kitchen observed, both ovens have over spilled food.</p> <p>Please check custody record *****. A detainee had said that he had waited too long to see the nurse and he gave us permission to look at his custody record. When we looked there was no mention of either a request for the nurse or the nurse visiting him. In fact the nurse was in the suite and confirmed the exact times she had seen the detainee and the custody officer said she had been instructed to show ICVs the non-police view of the record and not the police view and the non-police view did not have any medical details. I know we are not allowed to see medical records or notes but both ICVs agreed that the custody record ICVs normally see details of when medical requests were made and when detainees had been seen by medical staff.</p>	<p>02/07/18 – Both ovens checked and checked that they are clean</p> <p>C18***** – Record checked and detainee has seen the HCP 6 times while in custody – Staff advised regarding which view of custody record to show ICV's</p>
E025/18	25/05/2018	G141 shower room dirty, contains rubbish and towels which need removing	02/07/18 - G141 Shower room is clean and tidy
E031/18	06/06/2018	C18***** said leg hurt when arrested. Please look into.	Detainee did not declare injury to leg on arrival at Custody. Detainee refused to engage with Solicitor and

			Custody Sgt regarding what was wrong with his leg. Nurse booked to see DP however he had left prior to being seen by the nurse.
E031/18	06/06/2018	Exercise yard – screws on call plate are not flush.	Screws examined – Replacements have been ordered – I am satisfied that although not flush they are acceptable – They are secure in the plate
E032/18	13/06/2018	DP said blanket not long enough for tall people. Have any other DPs highlighted this concern?	This detainee is 5'11 tall – There have been no other complaints regarding the length of blankets within the suite from much taller detainees – Any further complaints regarding the length of blankets will be monitored to establish if this is becoming an issue.
E032/18	13/06/2018	One exercise yard not in use since 06/06 because of safety issue. Has the safety issue been resolved? Other yard clean and tidy. Microwave dirty	Believe this was due to the ICV Visit on the 6 th June. Screws examined – Replacements have been ordered – we are satisfied that although not flush they are acceptable – They are secure in the plate. There was no requirement to close this exercise yard due to this. 02/07 Microwave checked and is clean.
E054/18	10/08/2018	Extremely emotionally distressed, wanted update re court. Was informed by custody sergeant is awaiting specific transport as pregnant.	Although not confirmed as being pregnant staff took caution and ensured that appropriate transport was arranged – Contactors will have individual transport for pregnant detainees – Staff were unable to confirm an exact time for transport which is why detainee was getting frustrated. Female was apparently offered tracksuit bottoms during the night and refused but it wasn't recorded – Guidance sent to staff reminding them to log such requests and ensure detainees are dressed appropriately according to risk.

E055/18	31/07/2018	3 x meals seen in cell	Reminder sent to all staff to ensure that used plates, containers and cups are removed in a timely fashion.
E058/18	22/08/2018	C18***** Arabic language card used, DP was not sure why he had been arrested. C18***** – DP said staff slow on buzzer Some out of date noodles and some cells needed items removing.	C18***** Arrested as an Illegal Immigrant and transferred to a detention centre C18***** On this occasion it would appear we have not attended the cell call in a timely manner – The details have been supplied to G4S to deal with the matter appropriately. Out of date stock has been removed Reminder sent to all staff to ensure that used plates, containers and cups are removed in a timely fashion.
E071/18	25/09/2018	C18***** asked for yard, claustrophobic, asked when he will be interviewed. Please look into.	Detainee spent some time in the exercise yard following interview and while waiting for a decision.
E084/18	08/10/2018	C18***** Juvenile complained about length of time taken please look into	Detainee was arrested with 2 others and all were processed within 9 hours of being in custody.
E085/18	16/10/2018	C18***** had skin rash, needs medical assessment and needs interpreter. Please look into. Exercise yard possible ligature point, mastic around plate on wall.	Detainee was seen by a healthcare professional who had no concerns and no visible rash and he was transferred to court shortly after. Issue reported to estates to repair
E090/18	25/10/2018	Exercise yard – mastic missing on corner of plate – previously reported	Updated received 26/11/18 -The sealant work in the exercise yards at Euston Street has been completed.
E098/18	17/11/2018	Wing 4 shower is not useable as contractors have not cleaned. Wing 3 shower not working.	Wing 4 shower now cleaned and in use Wing 3 Shower will not be repaired until the new year as it appears there is insufficient slope on the floor which will need addressing so the shower drains correctly.
E105/18	03/12/2018	Shower near cell 24 out of use.	This is the shower on wing 3 – Response as above

E109/18	13/12/2018	C18***** –The meal did not say suitable for halal on packet and so detainee was concerned. Complained no toilet lid.	Visit form states that staff checked at the time and informed detainee it was suitable for Halal. There are not toilet lids on any Home Office approved cell toilets due to ligature risks
E113/18	22/12/2018	C18***** - Claims 48hours in custody. Cups and food waste in cell.	Detainee had been in custody for 48 hours as due to the amount of offences he was extended by a Superintendent and was also wanted on warrant. Detainee had been provided with the drink and food 15 minutes earlier.
E113/18	22/12/2018	Large puddle in exercise area, G101 also putty missing around blank plate	The weekend of this visit there had been a significant amount of rain. Putty missing is minimal amount yard remains open putty to be repaired
E113/18	22/12/2018	Corridor outside cell 27 flooded. G111 shower room out of use, scheduled for repair	Detainee in that area had flooded their cell. Cleaners were due on site to clear. Repair still awaited
E114/18	27/12/2018	C18***** – Translation sheet used, doesn't understand why he is here, wants to speak to girlfriend who has number for mother, not sure about solicitor, informed sergeant, log shows might need solicitor requested	Girlfriend of detainee was victim of offence and therefore detainee was not allowed to speak with his girlfriend directly. Used Solicitor while in custody.
E120/18	07/01/2019	C19***** asked to speak to girlfriend as he is her carer.	The detainee's girlfriend was updated as part of his rights and entitlements and made a telephone call to her shortly after the ICV visit.
E124/18	15/01/2019	C19***** asked about medication.	Saw nurse while in Custody – Meds were due at 14.30 however detainee was released soon after this time
E124/18	15/01/2019	No translation sheets for Bengali or Gujarati	This is a matter for the OPCC to arrange for their availability
E129/18	27/01/2019	C19***** asked for solicitor and was getting agitated. Wanted phone call. Suicidal, wanted mental health nurse.	Detainee was represented by a Solicitor. Had made numerous telephone calls while detained. Declined speaking to
E129/18	27/01/2019	C19***** asked to see mental health nurse, and	This does not appear to have happened and will be raised

		for them to find his grandma.	with the Inspector Team and staff
E129/18	27/01/2019	C19***** wants toilet paper, asked for clean underwear.	Although not recorded that he had been supplied some. This detainee was visited by the Custody Sergeant soon after and he had no complaints regarding his detention.
E129/18	27/01/2019	C19***** asked for Kuran and drink.	Detainee was provided with a copy of the Quran and a drink
E129/18	27/01/2019	C19***** asked for a shower.	Detainee had 4 showers while in Police Custody
E129/18	27/01/2019	Exercise yard 2 has sharp edges on windowsills	As per Manager Report each detainee is risk assessed prior to being placed in the exercise yard – This will not currently be replaced or repaired
E134/18	02/02/2019	Desk signature strip broken adjacent to viewing screen	This signature strip is not used and relates to a previous custody computer system
E143/18	22/02/2019	C19***** couldn't remember if read rights – are you able to double-check this?	Rights were signed as being completed at the time the detainee was booked in
E139/18	01/03/2019	IT Problems – saw most info on custody record but jammed (most info still reviewed – assuming this is a one off issue?	This is not an ongoing issue and seems to be an isolated incident.
E151/18	16/03/2019	C19***** stated that the Police informed someone he did not want told. Also wanted a phone call. Form suggests CDO informed, was this issue explained? Did the detainee obtain a phone call?	Detainee was a juvenile and had parents notified automatically under S57 PACE

KEYHAM LANE

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K020/18	15/05/2018	Custody suite was extremely busy with booking in, needy detainees and handover at 7.00pm. We noted from one of our conversations with	The custody Inspector searched through Custody Records and all appeared to be fine. Detainees would not be woken during their rest period to be asked if they

		one of the detainees and upon checking the custody record, that no food or drink had been offered to some of the detainees since 11.00am. The detention officer on duty when we attended had just started and therefore he was not aware of what had/had not been done. The Sergeant had been on duty from the afternoon however he was busy so he was also unable to confirm whether the above was offered.	want a meal. Custody Visitors must look to see if detainees are / have been asleep during their time in custody as they are entitled to 8 hours rest period.
K030/18	11/06/2018	Wanted to pray but DP felt the cell was not appropriate. What considerations are in place for DPs during Ramadan?	Ramadan timetables are available in all suites as a quick reference to all custody staff. Religious Text Books are available in a variety of religions and prayer mats are also available. Arrows have been placed on the ceiling of all cells within the force pointing in the correct direction to pray. Should the detainee wish to cleanse prior to prayer this is also accommodated.
K060/18	22/08/2018	C18***** – Concerns about her house and boyfriends business. Update requested CDO informed. Requested shower, no female officer available, please look into.	Detainee was allowed to make telephone calls while in custody – Detainee was transferred to the Immigration Service and taken to a detention centre. Detainee was provided with a shower but this should have been sooner.
K060/18	22/08/2018	CDO informed exercise yard window no longer frosted, requested for plain glass to be covered for confidentiality reasons	Glass has been replaced due to damage caused by a detainee – the glass will not be frosted – A contractor has been employed to design some form of cover that is suitable for all needs – Privacy and Safety.
K069/18	13/09/2018	Exercise yard drain needs attention; there was shallow standing water in the depression where the drain was.	Drains have been cleared but as open to elements will continue to be checked Cleared

		Food/drink seen, needed clearing. Custody Officer advised on the day.	
K075/18	25/09/2018	1 Camera C404 external not operating. Both drains in yard standing water. Frostie bars out of date 08/18. 1 staff toilet out of order	A quote has been received and an order requested to IT orders. Drains cleared Removed from stock Repaired
K070/18	17/09/2018	Yard, seen some debris on floor, looked like cups (broken)	Cleaned, and raised with Contracts Manager to insure Servest aware exercise yards are part of the cleaning routine.
K082/18	11/10/2018	Glass in yard remains transparent but covered with white paper	In hand contractor chased. Part needs manufacturing for door
K086/18	18/10/2018	C18***** ADHD and anxiety but said ok, wants an update	Detainee had only been in custody for an hour for domestic offences when seen and was dealt with including consultation with the CPS in 10 hours.
K099/18	19/11/2018	Non-Police Custody view showed confidential information.	Staff emailed regarding the correct view to show ICV's
K099/18	19/11/2018	C18***** – Towel observed in cell	Detainee had a shower during the ICV visit recorded as 0716 hours.
K107/18	07/12/2018	C18***** – Detainee in custody for 36 hours	Detainee was charged and remanded to court the previous afternoon and left for court within an hour of being seen by ICV's
K123/18	13/01/2019	Staff mentioned panic alarm. If no police officer in the stations, then no one will respond. C190***** – detainee not eaten but knows he can ask for food.	Staff have been directed to wear personal radios so emergency buttons can be pressed which activate to the control room Detainee had not eaten since his arrival in custody. He was offered and refused food on 2 previous occasions prior to the visit. He did eventually accept the offer of food and was provided with suitable food while in custody.

K119/18	04/01/2019	C190***** – detainee suicidal and on constant CCTV observation. Detainee putting water on the floor.	Detainee was reviewed by a Mental Health Practitioner and deemed to have no Mental Health issues. Detainee was upset about being arrested
K128/18	20/01/2019	C190***** – asked again about solicitor. Also, did nurse attend? C190***** – mental health issues. Was he offered nurse/support?	Was represented by a solicitor and yes saw a nurse Was seen by a Health Care Professional and had an Appropriate Ault to support
K131/18	29/01/2019	No translation sheet available for Kurdish	This is a matter for the OPCC to arrange for their availability
K135/18	11/02/2019	No translation sheet available for Tamil Drain blocked. Porridge going out of date.	This is a matter for the OPCC to arrange for their availability Ensuring the drains are clear is being included in the force premises officers visits regime As of 19/02/18 all are in date until April
K144/18	06/03/2019	Farsi language interpreter sheet required	01/04/2019: To be added to Translation sheet link OPCC Awaiting response from comms team to upload updated translation sheets 09/04/2019: Translation sheets updated on document library
K144/18	06/03/2019	C19***** has learning difficulties - awaiting appropriate adult. Custody visit started at 08:04. Please can you confirm what time the appropriate adult arrived?	0830hrs App/Adult service contacted 0839hrs AAS stated they will be there in an hour 0922hrs Detainee to be transferred to Court as arrested on warrant and was released before an AAS could attend Detainee arrived in suite at 0730hrs for warrant only, then released to court by 0934hrs
K147/19	13/03/2019	C19***** concerned about children – form suggests that D.O was informed, was there any further communication on the matter?	The detainee was under arrest in connection with a domestic violence allegation. Children were safe at home with his wife. Every detainee is asked if they have dependants or pets at home when they are booked in.

K152/18	22/03/2019	19***** has had no medication and has been in custody for 10 hours. Wanted to speak to mother however cannot make a phone call. Police have said they will call at mothers to check on medication. Please look into this and provide an update	Around 1pm he arrived at custody during the booking in stated that he needed to speak to his mother because he couldn't remember the name of his medication. Arrangements were made to collect his medication from his home, at 1620 he agreed with this. Police could not gain access to his address to get his medication and he was seen by the Nurse later that evening who asked for his consent to access his prescription records to check what medication he was on, the DP refused this.
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