

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

PAPER MARKED

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Report of	OFFICE OF THE POLICE AND CRIME COMMISSIONER
Subject	INDEPENDENT CUSTODY VISITING SCHEME ANNUAL REPORT 2021/22
Date	THURSDAY 29 SEPTEMBER 2022
Author	DHARMISTA DAVE, VOLUNTEERS MANAGER

Purpose of Report

The purpose of this report is to provide custody visitors with the annual report of the Commissioner's Independent Custody Visiting Scheme 2021/22. The report covers the period 1 April 2021 to 31 March 2022.

Recommendation

1. Custody visitors are recommended to discuss and note the contents of the report.

Background

2. 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 ensuring the welfare of persons detained 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. As such, 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

3. The Police and Crime Commissioner is responsible for the Scheme and receives regular reports on the performance and outcomes from custody visits. The Commissioner has also undertaken a number of custody visits himself during his term of office. The Scheme is overseen by the Head of Performance and Operations with daily management undertaken by the Volunteer Manager.
4. There are currently 19 Independent Custody Visitors (ICVs) 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.

5. Leicestershire Police has 3 custody suites located as follows:

Euston Street	-	36 cells
Keyham Lane	-	17 cells
Beaumont Leys	-	14 cells

Euston Street and Keyham Lane are the primary custody suites and Beaumont Leys is a secondary custody suite. Beaumont Leys was closed most of the year and only open when there was demand or when there were refurbishment works taking place at Keyham Lane Custody Suite.

Visits undertaken 1 April 2021 to 31 March 2022

6. ICVs have the locally agreed target to visit each custody suite a minimum of once per week.

During 2021/22 a total of 86 visits were made as follows:

Beaumont Leys	3 Visits
Euston Street	43 Visits
Keyham Lane	40 Visits

7. Due to the Covid-19 pandemic, during April to June visits were undertaken fortnightly, visits resumed once a week from July 2021.

The Independent Custody Visitors contributed an impressive 346 hours of their time volunteering for the OPCC throughout the year.

Access to the custody suite

8. For each visit undertaken, a record is kept of the time that ICVs attended at the police station to the time they received admittance to the custody suite. Of the 86 visits carried out during the year, immediate access to the custody suite was permitted on 77 occasions. ICVs experienced a delay of 6-15 minutes on 7 occasions, and 2 visits incurred a delay of more than 15 minutes. Delays in access were mainly due to suites being very busy.

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

9. During 2021/22, the total number of detainees in police custody was 14,607 of which 780 were in police cells at the time of custody visits. Of these:-

- 350 detainees were offered a visit, of which 314 agreed to be seen.
- 36 of those offered a visit refused to be seen.
- 16 detainees were not offered a visit on advice from the Custody Sergeant due to them being aggressive, intoxicated or health and safety concerns.
- 138 detainees were not available to be visited due to being in an interview, at hospital, or out of cell for other reasons.
- 276 detainees that were asleep, were observed through the spyhole or cell hatch.

Day and Time of Visits

10. To ensure a varied coverage of visits each week is divided into 35 timeslots per custody suite. A varied spread of visits is crucial to ensure that visits do not become predictable. The below tables show the performance for 2021/22.

Euston Street

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday		1	3	3	2	9
Tuesday	1	1	1	1	2	6
Wednesday			1	2	1	4
Thursday	1	1	1	1	2	6
Friday	1	2	1	2	1	7
Saturday	1	1	1	1		4
Sunday	1	2	1	2	1	7
Totals	5	8	9	12	9	43

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	3	1	7
Tuesday		1		1	1	3
Wednesday		2		2	2	6
Thursday		2	1	1	1	5
Friday		2	2	2	1	7
Saturday		3	2	1		6
Sunday	1	1	2	1	1	6
Totals	1	12	9	11	7	40

Beaumont Leys

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1					1
Tuesday						
Wednesday			1			1
Thursday						
Friday		1				
Saturday						
Sunday						
Totals	1	1	1			3

Issues Reported

11. A full list of all issues raised by detainees throughout the year is attached at 'Appendix 1' to the report.

Current Custody Visitors

12. At the start of April 2021, there were 23 ICVs registered with the Scheme with 4 leaving during the year for various reasons. These included other commitments and health reasons.

13. Feedback from exit questionnaires was received as follows: -

Comments made on exit interview forms	Response
<p>Thank you for the opportunity and thank you for the opportunity to become a co-ordinator, it was a tough decision to leave the scheme. Appreciated support from the Volunteers Manager.</p>	<p>Volunteer Manager thanked the ICV for their commitment and contribution to the ICV Scheme.</p>
<p>Well thought out volunteering scheme, thorough training and regularly reviewed. Happy with the processes of the scheme.</p>	<p>Volunteer Manager agreed that the training programme was thorough to equip ICVs to fulfil their role.</p>
<p>I thought that the training I received when I first became an ICV was very helpful and informative and additional training was always welcome.</p>	
<p>Amazing relationship with the team, all other interactions very positive.</p>	<p>Volunteer Manager passed the feedback onto the ICVs.</p>
<p>I have really loved being an ICV and if my health was better I still would be. The role took me out of my comfort zone which I am grateful for and I would like to thank all concerned for giving me this great opportunity to see the other side of policing.</p>	<p>Volunteer Manager thanked the ICV for their commitment to the ICV Scheme.</p>
<p>I feel that the Memorandum of Understanding is a great way of knowing exactly what is required of an ICV and the OPCC.</p>	<p>Volunteer Manager will continue to keep the Memorandum of Understanding in place and regular review it.</p>

Meetings

14. Quarterly team meetings take place, which are chaired by the Volunteers Manager and are attended by the Force Custody Inspector and team of Independent Custody Visitors. These meetings took place on 8 June 2021, 21 September 2021, 8 December 2021 and 16 March 2022. Items discussed in the last 12 months included, outcomes from custody visits and Force response, developments within the scheme and custody, legislative changes and system and staff updates within custody. Most of the meetings took place virtually via 'Circuit' – online meetings platform. The December 2021 meeting was held face to face at Force Headquarters and a thank you buffet was provided for the Volunteers. Since April 2022, the team meetings have returned to a face to face format.

Developments during 2021/22

Investing in Volunteers Award

15. The Scheme is accredited and has achieved the Investing in Volunteers Award for the fourth consecutive time and has held this award since 2012.

Recruitment

16. Approximately 25 ICVs is considered appropriate to provide the required level of resilience to ensure visits take place and to maintain the interest of the visitors. A review of ICV numbers has recently taken place and therefore a recruitment campaign for new ICVs will be undertaken in 2022/2023. Targeted advertising will be carried out to ensure the diversity of the team reflects the local community.

Independent Custody Observers Pilot (ICOP) 2021/2022

17. The Leicestershire ICV Scheme was involved in a pilot scheme 'Independent Custody Observers Pilot' (ICOP). The pilot involved scrutinising custody records of vulnerable detainees to obtain a fuller understanding of what is happening in custody suites and assists with identifying issues and trends. This pilot ensured that individuals were dealt with fairly and to a recognised and agreed standard whilst in custody. A team of 6 Independent Custody Visitors scrutinised a total of 93 custody records (48 young people, 45 detainees with MH vulnerabilities). The pilot ended in April 2022 and proposals are being considered to include custody record reviewing as part of the Ethics Committee workstreams.
18. A full list of queries raised as part of the Independent Custody Observers Pilot is attached at 'Appendix 3' to the report.

Bitesize training – Distance learning

19. ICVA produced 'straight to ICVs' bitesize training sessions to be completed via distance learning. All ICVs were sent the materials and support provided in person to those that preferred to complete them at force headquarters.

Future development

Animal Welfare Scheme

20. The PCC launched the Animal Welfare Scheme (AWS) on 1 April 2022. The operation of the AWS is the responsibility of the Office of the Police and Crime Commissioner (OPCC) and is exercised in consultation with the Chief Constable. Once a month AWS visitors make an unannounced visit in pairs to the Leicestershire Police Dog Unit. They check on the conditions in

which the dogs are housed, trained and transported. They will also observe dog training in progression and will provide feedback on all visits via an electronic visit report form. Feedback from their visits will be shared with the OPCC Volunteers Manager and the Sergeant of the Dog Unit.

The AWS visitors, all members of the public who have volunteered to dedicate their time to the scheme, have received training and upon visiting the kennels have been impressed with the variety of enrichment activities on offer for Leicestershire's canine cops which include a sandpit, pool and open space to explore.

Regional Collaboration

21. Volunteer Managers from Schemes within the East Midlands meet on a quarterly basis. The group discuss:

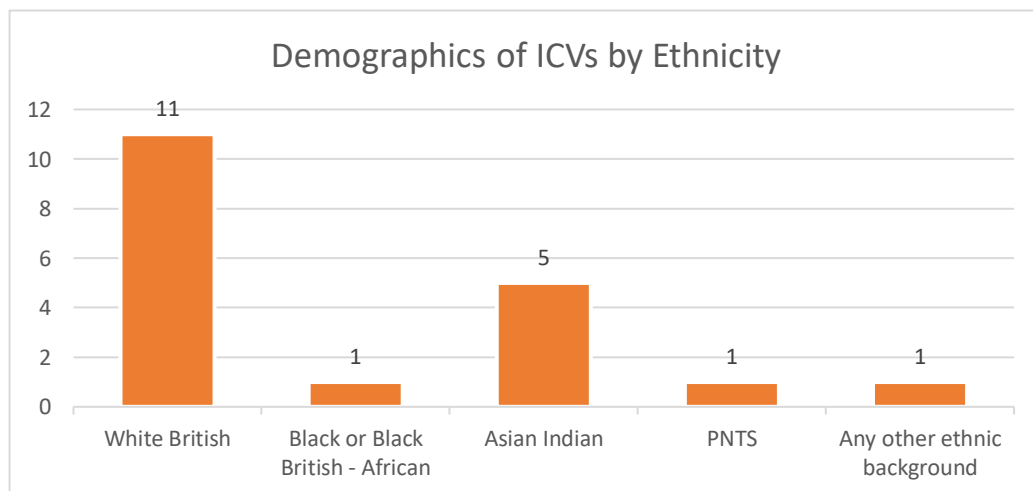
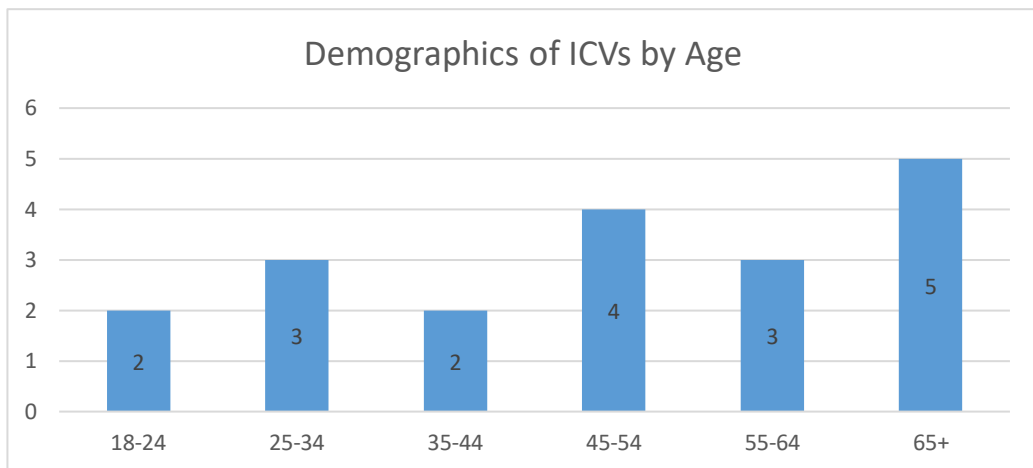
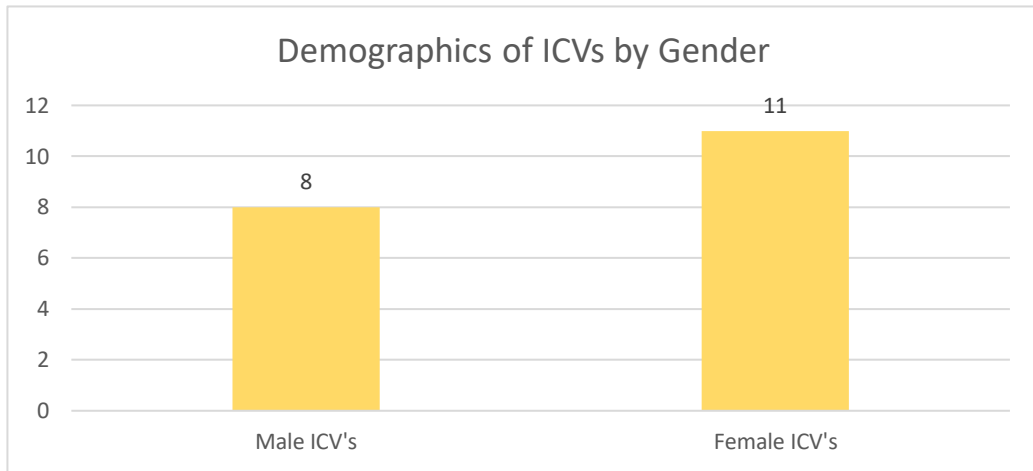
- Matters arising
- Key Performance Indicators – monitored around frequency and coverage of visits, access to custody suites and the number of detainees visited
- Recruitment updates
- East Midlands Criminal Justice Service (EMCJS) Custody Operational Leads
- Independent Custody Visiting Association (ICVA) updates
- Risk Assessment Documents
- ICV Advanced Regional Training
- Electronic reporting
- Further developments within Schemes such as the Independent Custody Observers Pilot (ICOP)
- National Experts Forum (NEF) updates

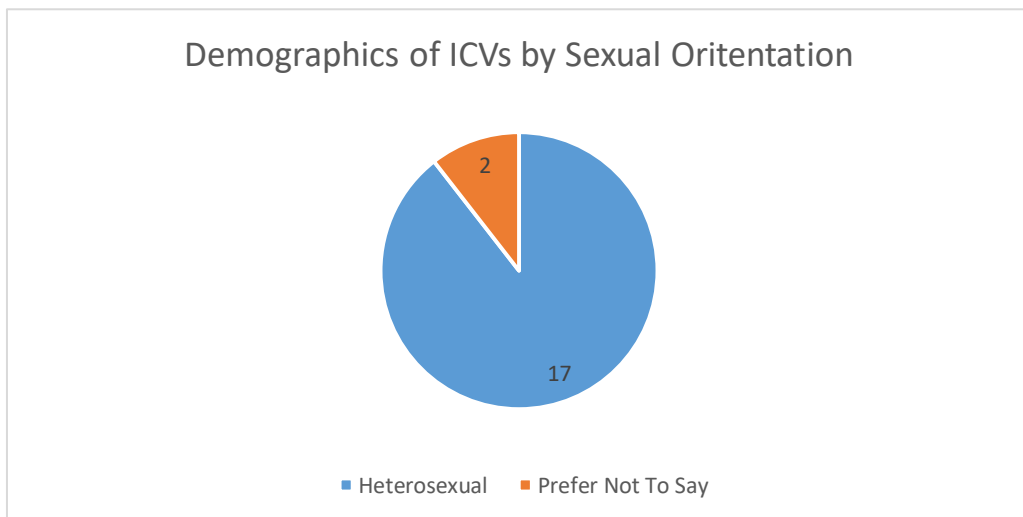
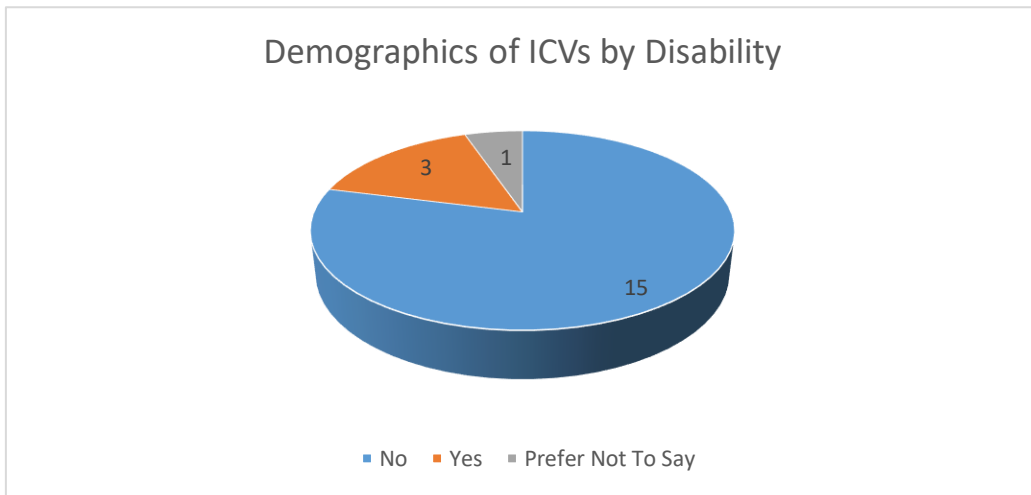
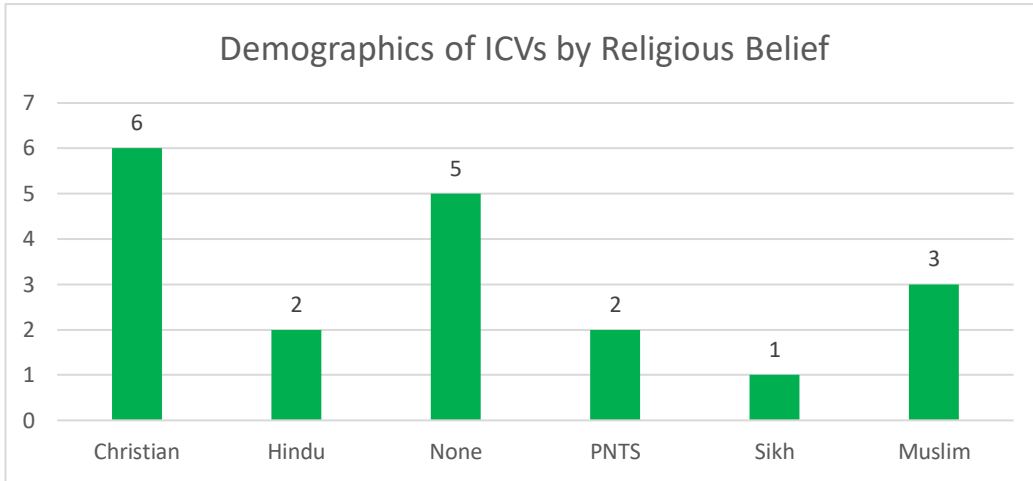
22. The meetings provide an opportunity to share good practice with each other and discuss any new developments in the Scheme. Opportunities are also identified for future collaboration.

23. The Volunteer Manager from Leicestershire represented regional colleagues at the EMCJS Strategic Custody Operational Leads Group.

Equality monitoring data as of 31 March 2022

24. The demographics of the ICVs as of 31st March 2022 are shown in the charts below:
Total number of ICVs – 19.





Positive feedback from ICVs to Custody Staff

25. Feedback from ICVs during the year have included a number of complimentary comments as a result of their visits to custody suites. A full list of visit summaries including positive comments documented by independent custody visitors is attached at 'Appendix 2' to the report.

Conclusion

26. ICV's were unable to view custody records on the screen for many visits due to IT issues. Leicestershire Police have reassured us that this will be resolved as soon as possible.
27. Team meetings with the Force Custody Inspector for Criminal Justice have been particularly informative and productive, and have provided the OPCC with the opportunity to discuss issues arising and developments within the Scheme. ICV commitment and contribution has been outstanding.
28. Detainees looked after well in custody, being offered meals and drinks, dietary requirements met and religious requirements met.
29. Rights and entitlements provided, solicitors contacted in a timely manner.
30. Female detainees provided female officer and hygiene products offered on most occasions.
31. Some delays in the arrival of Appropriate Adults, rationale documented on most custody records.
32. Improvements required regarding documentation of rationale for delays of over 30 mins from time of arrival to authorised detention.
33. Seems to be some difficulty around arranging alternative accommodation at times, a regular theme and was also noted throughout the year.
34. The Independent Custody Visitors contributed an impressive 364 hours of their time volunteering for the OPCC.

Implications

Financial:	Expenses relating to the ICV Scheme are contained within the OPCC budget.
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 recruitment is targeted.
Risks and Impact:	Link to Police and Crime Plan: The maintenance of the ICV Scheme is a statutory requirement of the PCC.

List of Appendices

Appendix 1 - List of issues raised in 2021/22 and Force Response

Appendix 2 – Visit summaries and positive comments

Appendix 3 – Findings from the Independent Custody Observers Pilot and Force Response

Person to Contact

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INDEPENDENT CUSTODY VISITING SCHEME LIST OF ISSUES RAISED AND FORCE RESPONSE

1 APRIL 2021 TO 31 MARCH 2022

Leicestershire Beaumont Leys

Tag	ICV Comments	Inspector Comments
Other	Wanted to speak to sergeant	Sergeant spoke to detainee at 17:52.
Phone call requested but not provided	Had not been interviewed yet	Detained Person (DP) requested a phone call during the booking in procedure and DP was not allowed to make a phonecall due to the nominated person being the victim, they were notified but was not allowed to make the phone call.

Leicestershire Euston Street

Tag	ICV Comments	Inspector Comments
Adequate drink not offered	Drink provided shortly after arrival in custody.	After detention detainee sleeping on each visit until 19:00 when water provided
Adequate food not offered	The first mention of food on the custody record is at 14:56, nearly 24 hrs after detention started. Detainee has complained very clearly to us about this.	I accept that the first log to mention food is at 14:56 - this states that the detainee has been refusing food as he thinks officers will spit in it. there are a number of logs where he has engaged with officers and i will send a reminder to log when food and drink offered. Eventually the Sgt gives him food which is accepted and then a number of subsequent meals are recorded
Adequate food not offered		Detention authorised at 03:44 - intoxicated and on rousals. Meal given at 09:22. Meal declined at 10:30 by detainee. Meal given at 11:35. Detainee released at 14:35

Adequate food not offered		At 13:57 the detainee was offered food and drink, the detainee told the Custody Detention Officer (CDO) to go away (not so polite phrase used). Meal again refused at 14:51hrs. At 15:55 the detainee was provided with 2 x Veg curries. I am satisfied that sufficient food and drink was offered to the detainee
Blanket not provided		A blanket had been provided to the detainee, no logs to support further blankets being requested. I have asked a detention officer to provide the detainee with another blanket.
DP claims use of force	Has numb thumb due to handcuffs and is still not ok. Custody staff advised.	Did not tell the custody staff about the injury at booking in. Health Care Practitioner went to see DP after the custody visit at 16:55.
Healthcare Practitioner requested		Seen by the HCP several times during detention period.
Healthcare Practitioner requested		Seen by the Health Care Practitioner.
Healthcare Practitioner requested	Booked to attend	Detainee visited by HCP 4 times whilst in detention.
Healthcare Practitioner requested	Requested to see doctor. Officer informed.	The detainee was visited by a healthcare professional and provided with pain relief.

In person legal advice not given child/vulnerable	Custody record notes that detainee was told cannot see solicitor In person until interview meanwhile has had cell intercom consultation.	18:15 detention authorised. 18:31 rights given - requested a solicitor 18:58 solicitor contacted 19:04 detainee given phone consultation with solicitor 20:43 detainee asked what time solicitor would arrive, informed that sol would attend for interview but reminded could speak to them at any time. 21:04 - detainee given further telephone consultation with solicitor 00:03 reminded of rights on Insp review 01:53 - solicitor attended for face to face advice and interview.
Medication not received/requested	Methadone requested from chemist	There are 43 medical logs on this detainee's record and he has been provided with a number of medications throughout his detention.
Medication not received/requested	Nurse informed	Was seen 14 times by health care professional until he was released and administered medication on a number of occasions.
Medication not received/requested		Medication was offered to be collected from the detainee's home address, the detainee declined stating that he does not think the meds are working anyway. Log confirming this at 16:55hrs by the HCP.
Not offered to have someone notified of arrest	Asked to check if mum aware of detention. Custody officer informed	A section 56 notification was completed at 16:36hrs on the request of the detainee. It does not state on the log whether the female contacted was the mother of the detainee but it would be fair to assume that this is the case. S56 completed.
Not offered to have someone notified of arrest		At 22:53 he requested his girlfriend was notified this was completed at 23:21hrs

Other	Waiting to speak to solicitor	Spoke to solicitor at 16:56 and 17:42.
Other	Waiting solicitor but not happy with cell intercom contact as he cannot understand when it is used.	Spoke to solicitor at 16:22 during ICV visit. It is difficult to hear sometimes on the cell intercom however unable to resolve the issue as it's due to the set-up of the suite.
Other	Believes his arrest is racially motivated. Custody staff advised.	There was a standard Review of detention completed by the Inspector and no mention of a complaint then. Then an entry re him wishing to complain about the arresting officer. Note here that so a custody officer is not tied-up taking a complaint (and thereby impairing our capacity to deal with other detainees) it is standard practice to give info to the d/p around how to make a complaint to Professional Standards Department or IOPC. This was done here, which is a decision I support for reasons around capacity and responsibility to other detainees.
Other	Was arrested after family evicted so cannot be told where he is as he does not know where they are.	DP updated by sergeant
Other	DP claimed had been subject to violence said he had reported to solicitor. Multiple medical issues but record showed many health assessments and hospital visit.	Detainee reported having been assaulted prior to his arrest and had been to hospital.
Phone call requested but not provided	Requested to speak with mum, custody staff informed	Mum was notified of the detainee being in custody, this complying with PACE S56. No record of the detainee speaking to mum, this is not a right as the notification was completed, it also depends on the offence and whether it would be appropriate for the detainee to be speaking to anyone. The S56 notification was completed in a timely manner.

Toilet paper not provided/requested	Says asked for paper at 09:38 and had to chase twice further until it was provided (after 12). No mention on the custody log of any of this. Also says custody sgt apologised when finally provided (along with food).	There are a number of cell checks recorded by the responsible custody Sgt which are all in order, detainee is recorded as being asleep at each visit from 8am until 11am.
Other	We were told we could not observe booking in but from what we heard we had concerns about the way that a detainee was booked in. English was his second language and he was spoken to very loudly and impatiently.	Inspector reviewed the CCTV footage and is satisfied with the booking in process. Whilst the detainee is not a UK national his English language skills were good and he did not require an interpreter throughout his time in custody. What the ICV's observed was that the detainee was highly intoxicated and falling asleep at the booking in desk, causing the Sgt to raise his voice to wake him. As a result he was taken to his cell and put on level 2 observations due to the intoxication levels.

Leicestershire Keyham Lane

Tag	ICV Comments	Inspector Comments
Medication not received/requested	Waiting for nurse who is busy but staff aware	Seen by nurse following ICV visit
Medication not received/requested	Request medication	Detainee advised custody of regular medication but didn't want it collecting as it was an anti-depressant missing one dose would not have an effect whilst in custody and could be managed once released.
Medication not received/requested	Waiting for nurse who is busy but staff aware	Seen by nurse following ICV visit
Not offered to have someone notified of arrest	DO advised that he wants a call	det authorised 18/09 01:23 confirmed that he didn't want anyone informing of his arrest at 01:25. rights reviewed at 09:32 and 16:13, eventually requested at 18:14 notified at 18:49.

Other	Update requested	I have checked the custody logs and there is no mention of conversations with the detainee regarding the requirement for interview, however the detainee does get interviewed contrary to notes earlier in the custody record stating that an interview was not required due to overwhelming police evidence and the type of offence. It is likely that the case was passed between officers and subsequently led to a change in the investigation plan, not ideal for the detainee but unfortunately this is unavoidable from time to time.
Phone call requested but not provided	Wanted to ring work as he is due to start at 4am but not been able to do so.	On rights and entitlements did not want anyone informed of his arrest. Left custody suite prior to starting work. No detail found on custody record regarding request for a phone call.
Toilet paper not provided/requested		The cell was checked prior to the detainee being placed in there and everything was found to be in order. He was provided with coffee and offered food and drink overnight, food was declined, water was accepted. At 10:01 he complained that he had no food or drink and was again offered which he declined.
Not offered to have someone notified of arrest		The custody record logs that she was offered this right at 01:18 when detention authorised, she was reminded of this right at 06:46 and 13:12 during reviews of her detention. Her partner rang in at 21:41 and it was only after charge at 00:35 she requested a call which was allowed immediately

Visit Summaries including positive comments

1 Apr 2021 to 31 Mar 2022

Visit ID	Suite	ICV Comments
ICV-190	Leicestershire Beaumont Leys	Kitchen and yard clean and tidy. Staff helpful. Delayed start of visits due to detainees going to Court.
ICV-192	Leicestershire Beaumont Leys	Exercise yard kitchen tidy. Detention officer helpful and patient
ICV-185	Leicestershire Euston Street	Yard and kitchen checked. No concerns. Staff accommodating whilst plenty going on. Stock of feminine products available.
ICV-188	Leicestershire Euston Street	Suite visit on arrival but staff helpful, only one desk and yard open due to ongoing fitting of screens, yard checked and okay, shower available, checked and okay. Kitchen okay and all in date. See note on cell 13 regarding missing Punjabi language sheet missing.
ICV-191	Leicestershire Euston Street	Yard and kitchen fine. Very helpful custody Sgt who escorted us around and supported the learning of a new ICV.
ICV-194	Leicestershire Euston Street	Exercise yards clean. Occupied cups need removing. Kitchen clean and food in date. Store cupboards have well stocked with menstrual products Custody suite generally tidy and staff very helpful. Accompanied by PCC observing visit.
ICV-196	Leicestershire Euston Street	Custody very busy but minimal delay to visit beginning. Inspector introduced himself. Exercise yard checked.
ICV-200	Leicestershire Euston Street	Kitchen and exercise yard checked, detention officer helpful
ICV-201	Leicestershire Euston Street	Busy suite very helpful DO who took us round. Kitchen and exercise yard clean and tidy Screens for viewing records not working but DO allowed us to view his screen. Delayed time before entering suite.
ICV-203	Leicestershire Euston Street	Kitchen clean and tidy, detention officer's kind and helpful.

ICV-204	Leicestershire Euston Street	Yard and kitchen clean, very busy in custody but accommodating. Couldn't view logs due to IT issues. ICVs were advised not to see several detainees as violent, one in particular – advised not to see due to mental health issues.
ICV-206	Leicestershire Euston Street	Checked kitchen and both exercise yard.
ICV-208	Leicestershire Euston Street	Very busy, unable to view logs on computer, viewed paper records.
ICV-210	Leicestershire Euston Street	Both yard checked clear. All showers clean. Kitchen clean food in date Probe no longer provided CCTV working Staff very busy at times during visit but still very helpful.
ICV-212	Leicestershire Euston Street	Exercise yard checked. Kitchen checked. Staff very accommodating. No concerns.
ICV-215	Leicestershire Euston Street	iPad not charged. We could do with re visiting having a locker that only ICVs can access as this has happened numerous times to me. Staff helpful.
ICV-217	Leicestershire Euston Street	Very busy when we conducted the visit due to many detainees.
ICV-218	Leicestershire Euston Street	Very helpful kitchen and yard clean.
ICV-221	Leicestershire Euston Street	Kitchen and yard seen and both clean and tidy. Helpful staff and well ordered unit
ICV-222	Leicestershire Euston Street	Checked exercise area and kitchen, all okay clean and tidy.
ICV-224	Leicestershire Euston Street	Staff helpful. Yard, kitchen and showers clean. Sanitary items well stocked. Unable to view custody record on screen had printed redacted copy.
ICV-226	Leicestershire Euston Street	I think they prepared the paperwork before letting us in. Also iPad wouldn't login initially plus was at 10% charge
ICV-228	Leicestershire Euston Street	We have checked the CCTV, and overall the custody suite is clean. Exercise yard is also clean and nothing dangerous. Kitchen is clean and food is all in date. Staff were very helpful and cooperative.
ICV-230	Leicestershire Euston Street	Helpful detention officer to take us round. Kitchen extremely clean and tidy.

ICV-232	Leicestershire Euston Street	Waited 22 minutes to enter due to custody being busy which led to us not being able to see every detainee. Prioritised females, juveniles and vulnerable. Kitchen clean and food in date. Yard satisfactory. Accompanying officer unsure of proceedings but happy to learn from us, she was very helpful. Computer screens not available at present, is this an ongoing issue? Paper copies of records given for viewing. We advised officer to take personal information off the written reports before viewing.
ICV-235	Leicestershire Euston Street	Showers and kitchen viewed and everything fine and clean, cleaners were cleaning it as we visited. Staff were helpful and friendly. iPad wasn't fully charged and the screen still doesn't work for viewing records so done by paperwork. Both exercise yards were viewed, clean and safe.
ICV-237	Leicestershire Euston Street	Kitchen- microwave needs a wipe, food all in date. One of the exercise yards were not in service, iPad was not charged, and couldn't find charger initially so borrowed one of the officer's charger. Delay in the iPad, and very busy - short delay of 8 mins due to football match.
ICV-238	Leicestershire Euston Street	Exercise and kitchen area clean/ok. Helpful staff. Visit ended at 15:20.
ICV-243	Leicestershire Euston Street	Escorting officer very helpful and accommodating. Prompt access.
ICV-244	Leicestershire Euston Street	There seems to have been no issues during this visit. Escorting officer was helpful.
ICV-246	Leicestershire Euston Street	Food and drink observed throughout, kitchen and yard clean. Female products were well stocked in cupboard. Shower needed cleaning but in progress. Escorting officer was inexperienced dealing with icv visits but was helpful and polite at all times.
ICV-249	Leicestershire Euston Street	Kitchen tidy and clean. Staff are really kind helpful. Very busy, lots of detainees. Recommendation- google app could be installed on the iPads- as mic will be available to avoid language barriers-effective two-way communication.
ICV-251	Leicestershire Euston Street	Kitchen all clean and food in date. Yard was clean. Staff were very busy a lot of detainees coming and going.

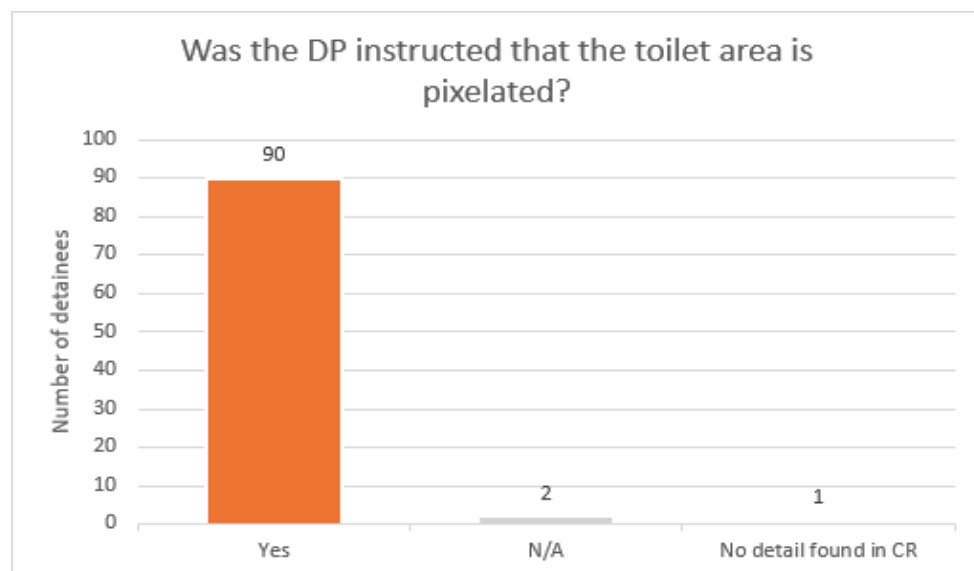
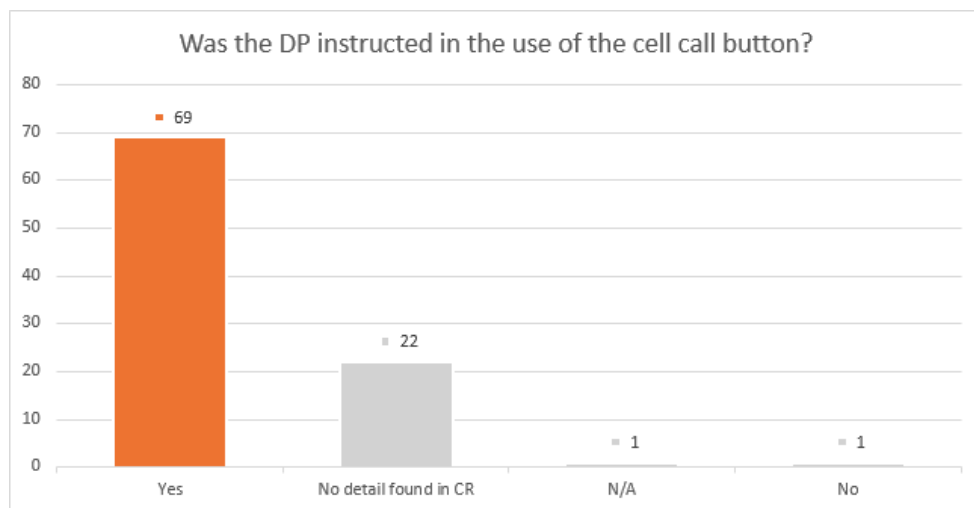
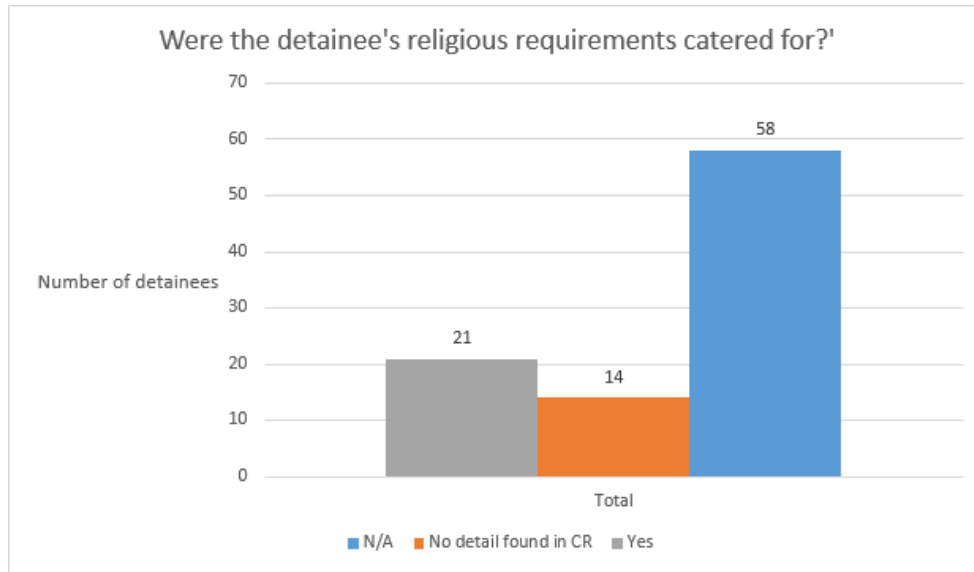
ICV-253	Leicestershire Euston Street	Exercise yard and kitchen checked no concerns. Staff helpful
ICV-257	Leicestershire Euston Street	Exercise yard checked. Kitchen also checked. No concerns.
ICV-258	Leicestershire Euston Street	Kitchen and yard clean, officer very helpful.
ICV-259	Leicestershire Euston Street	Kitchen clean, adequate female sanitary products, helpful custody staff on a busy visit. iPad on 15% battery and app unresponsive, paper visit form completed and inputted by volunteers manager.
ICV-262	Leicestershire Euston Street	Very cooperative both yards clear and kitchen clear and food in date and female sanitary products well stocked.
ICV-264	Leicestershire Euston Street	There were around 23 detainees but we have visited a sample of total 8 detainees. Kitchen was clean and tidy, food in date.
ICV-268	Leicestershire Euston Street	Due to time constraints and number of detainees we were unable to stay and view any custody records but had no issues within those who gave consent. Yards clear. Kitchen clean and food in date. Staff very helpful. Female protection well stocked. iPad not charged again.
ICV-270	Leicestershire Euston Street	Although the iPad was fully charged for once it had already been retrieved by staff who had rung force for the access code as they had mislaid their iPad. The code needs changing and not given out to custody staff in future. Yard, showers, kitchen all clean. Food in date. Female products well stocked. Custody suite busy and had to wait to view printed version of juveniles custody record. Escorting officer new but very patient and helpful.
ICV-271	Leicestershire Euston Street	Kitchen and yard clean, staff very helpful.
ICV-273	Leicestershire Euston Street	The exercise yard and kitchen were both clean. Staff were helpful and cooperated with our requests of observing detainees asleep.
ICV-186	Leicestershire Keyham Lane	Pleasant visit. Kitchen checked and staff friendly.
ICV-195	Leicestershire Keyham Lane	Busy suite. Staff helpful.
ICV-197	Leicestershire Keyham Lane	Kitchen fine however hot drinks tap is broken so kettle is being used (staff are preventing kettle from, going to full boil) Yard fine. Helpful staff; custody officer very helpful.

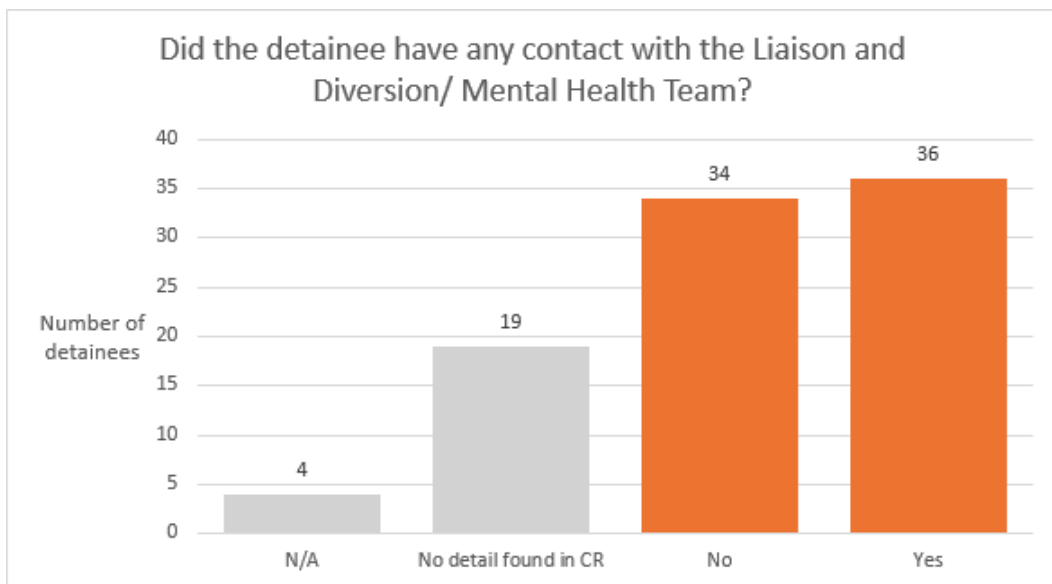
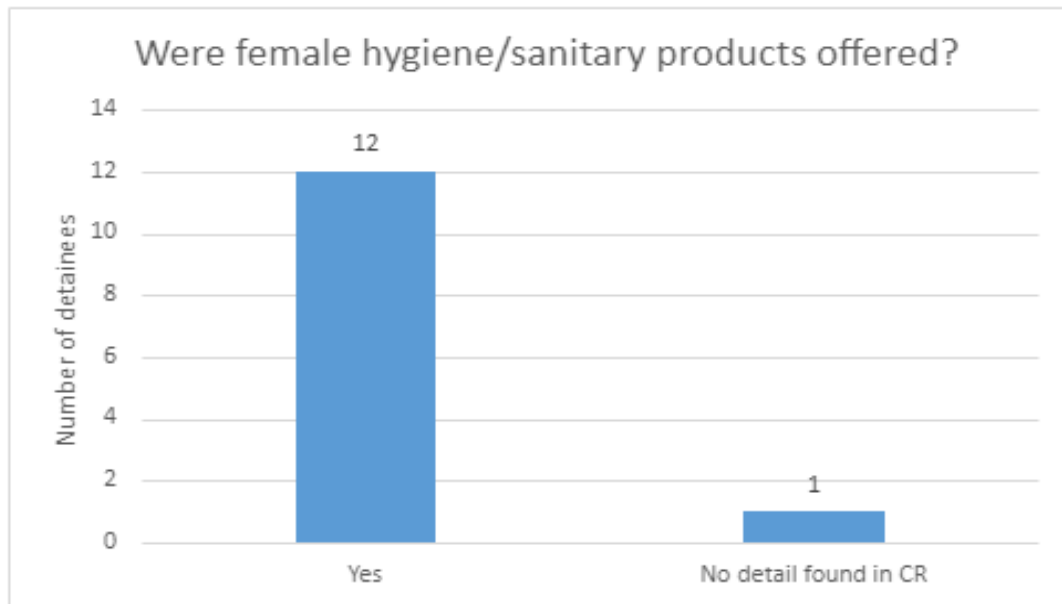
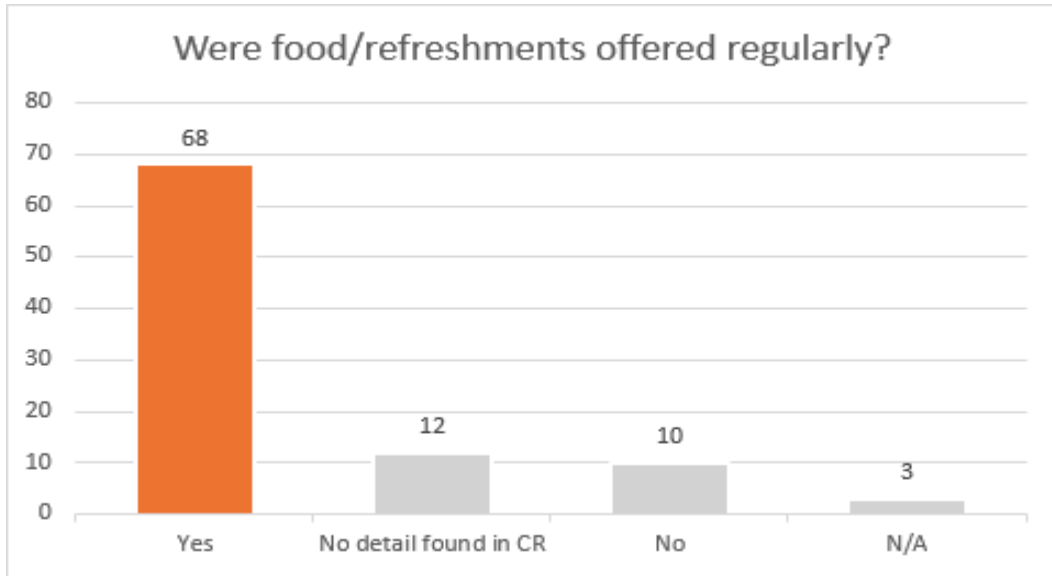
ICV-199	Leicestershire Keyham Lane	<p>On arrival only, PPE available is masks and gloves at custody suite however staff very helpful and cooperative. Taken to arrival area when prisoners in vans.</p> <p>Suite very busy initially unable to trace iPad and when eventually found battery dead had to put on charge.</p> <p>Kitchen, yard, showers are clean. Food all in date. Female sanitary products stocked</p>
ICV-202	Leicestershire Keyham Lane	Kitchen, yard check all fine. Staff very helpful and supportive.
ICV-205	Leicestershire Keyham Lane	Staff very helpful. Yard and kitchen checked. No concerns. iPad not charged. No charger in iPad locker.
ICV-207	Leicestershire Keyham Lane	Kitchen very clean and food in date. Exercise yard inspected. Staff raised issue of cleaning and that new rotas meant the cleaners finished on Friday and weren't on again until Monday. Concerned about cleanliness at weekends.
ICV-209	Leicestershire Keyham Lane	Pleasant visit. Kitchen checked - clean and tidy. Staff friendly.
ICV-211	Leicestershire Keyham Lane	Exercise yard checked. Kitchen checked. No concerns. Overall quite a few items in cells so overall check needed.
ICV-213	Leicestershire Keyham Lane	Yard and kitchen clean.
ICV-214	Leicestershire Keyham Lane	Staff very helpful despite staff shortage. Exercise yard is tidy and clean. Kitchen is clean and tidy; food all in date.
ICV-216	Leicestershire Keyham Lane	Systems are down so unable to input any details. Unable to check any records. 3 in custody - spoken to two DP. One refused as wanted to sleep. Kitchen checked - no issues. Pleasant visit with staff.
ICV-219	Leicestershire Keyham Lane	Kitchen and exercise yard checked. No issues of concern. Pleasant visit.
ICV-220	Leicestershire Keyham Lane	Checked yard-had some graffiti on the walls. Kitchen and stockroom fine. Custody staff helpful.
ICV-223	Leicestershire Keyham Lane	iPad jammed during visit, poor WiFi. Needed to reboot at end of visit to complete. Kitchen, shower and yard all checked and clean. Staff very helpful.

ICV-225	Leicestershire Keyham Lane	4 in custody all seen, good condition, doors repainted, good staff very helpful and professional
ICV-227	Leicestershire Keyham Lane	Custody is very busy, taken into the consultation room and waited for around an hour as detainees were being booked in. Kitchen is clean and tidy. Custody officer is respectful and helpful. Further delays in detention officer taking us out the suite
ICV-229	Leicestershire Keyham Lane	Kitchen okay, couldn't see exercise yard as it was in use.
ICV-231	Leicestershire Keyham Lane	Friendly, helpful staff. Kitchen and Exercise Yard checked.
ICV-233	Leicestershire Keyham Lane	Pleasant visit. Kitchen and yard checked. No concerns.
ICV-234	Leicestershire Keyham Lane	Helpful escorting officer. Exercise yard and kitchen checked clean and tidy.
ICV-236	Leicestershire Keyham Lane	Kitchen good and clean. Officers are helpful. Exercise yard is checked. Detaining waiting area is also checked
ICV-239	Leicestershire Keyham Lane	All areas checked. Very quiet and everyone sleeping. Records viewed and everything ok. Helpful staff.
ICV-240	Leicestershire Keyham Lane	Checked kitchen yard and blankets. Everything fine.
ICV-242	Leicestershire Keyham Lane	Kitchen and exercise yard clean and tidy. Custody suite very clean.
ICV-245	Leicestershire Keyham Lane	Unable to visit F block. Two detainees Covid positive. Staff very helpful and aware of our safety. Kitchen in quarantine area so unable to visit. Yard clean but large rain puddle. Store low on some sanitary items but alternative source available.
ICV-247	Leicestershire Keyham Lane	Pleasant visit. Helpful staff. Yard checked and fine. Kitchen fine and clean.
ICV-250	Leicestershire Keyham Lane	The kitchen and exercise yard were both clean. Escorting Officer was helpful and cheerful too.
ICV-252	Leicestershire Keyham Lane	Well received - escorting officer helpful.
ICV-255	Leicestershire Keyham Lane	Exercise yard, kitchen and supply cupboard checked all clean and tidy. Everywhere seen tidy and maintained with no real issues raised. Staff all polite and helpful and showed us respect and kindness.

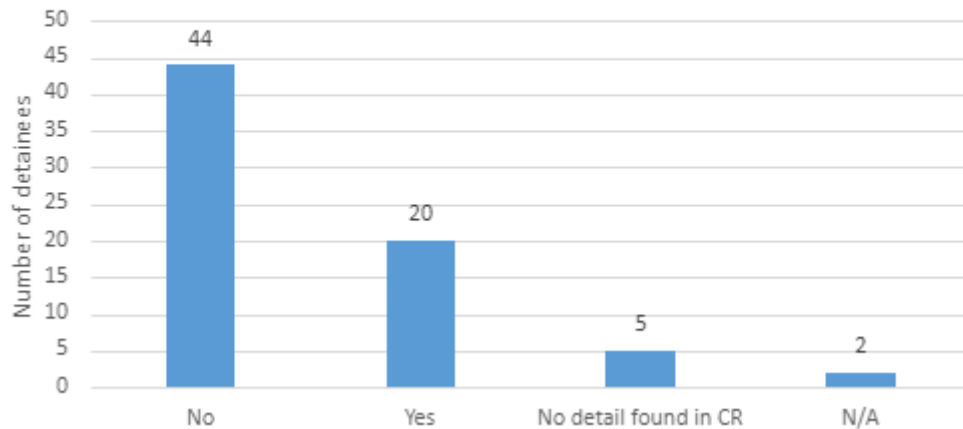
ICV-256	Leicestershire Keyham Lane	Kitchen is clean and tidy, the food is in date. Exercise yard is clean and there is PPE. Staff are really helpful and kind.
ICV-263	Leicestershire Keyham Lane	Escorting officer was really knowledgeable and helpful. Looked at kitchen was good and exercise yard was great.
ICV-265	Leicestershire Keyham Lane	Kitchen and yard checked - no cause for concern. Any issues raised by DP, raised with staff and rectified. Pleasant visit with staff.
ICV-266	Leicestershire Keyham Lane	Kitchen clean. Escorting officer helpful.
ICV-269	Leicestershire Keyham Lane	Everything clean and tidy, all areas visited and checked. Staff helpful and polite as always. Quickly let in and show round and iPad was fully charged. Records viewed and everything working fine.
ICV-272	Leicestershire Keyham Lane	Pleasant visit with helpful staff. Kitchen and exercise yard checked. Good to see that Sergeant has made provision for M2 who is vulnerable and has mental health issues. Staff allowed for him to sit in a side room as opposed to cell with his appropriate adult.
ICV-274	Leicestershire Keyham Lane	Kitchen and yard clean. DO helpful.

Independent Custody Observers Pilot (ICOP) findings
Total 93 detainees

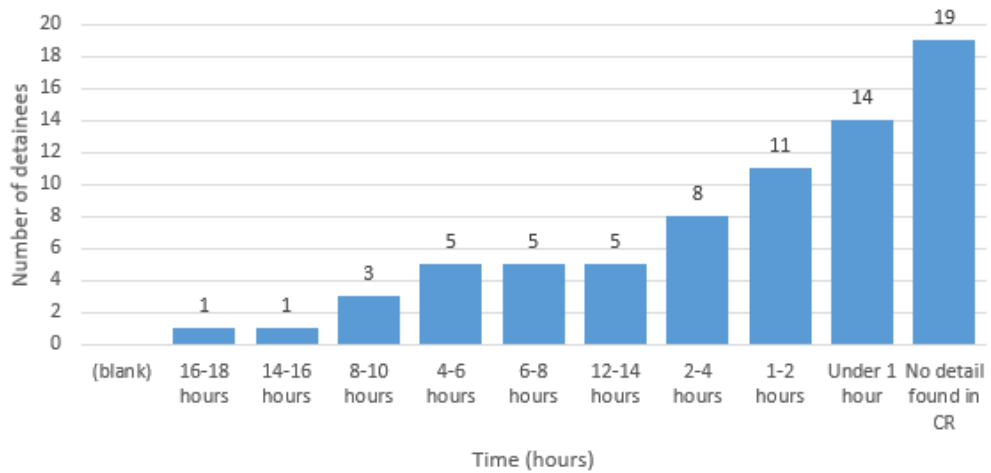




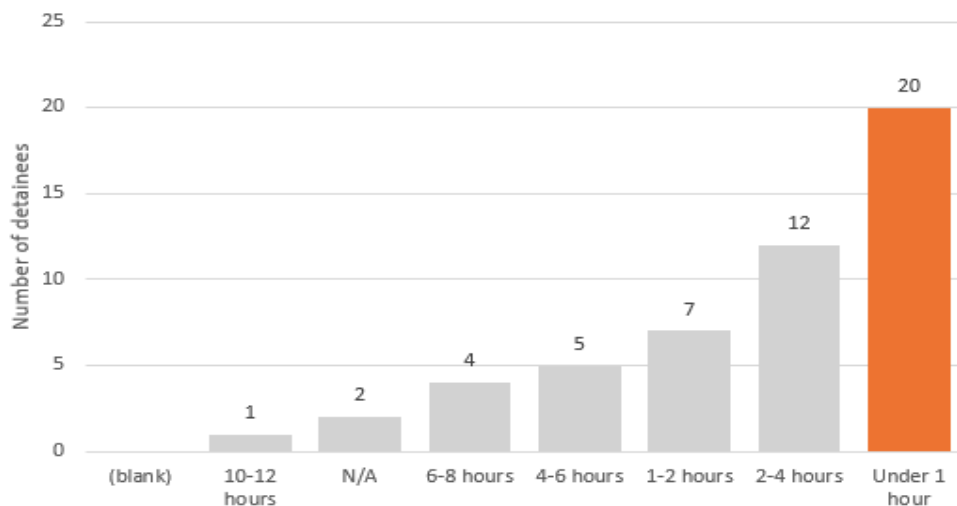
Did the DP have any contact with a Health Care Practitioner (HCP)



Time from authorised detention to detainee's first contact with solicitor?



How long after authorised detention was the first contact between the DP and the Appropriate Adult



General Comments
This detainee had significant mental health issues and he was detained for the minimum possible period.
Appears to be an appropriate response from officers to consider DPs social circumstances (to call social services in the morning, taken to friend's house).
Panic attack whilst in custody, addressed by HCP and mental health issues addressed by Liaison and Diversion.
Well documented medical record throughout detention.
Detention not authorised and released from custody under one hour.
The detainee's mental health was considered and good practice was put in place. It is not clear whether there was or could be referral or follow up post release.
Detailed record of analysis by CJLD worker, record suggests this analysis around exploitation was shared with custody sergeant.
Staff showed great patience in dealing with this detainee.
No evidence in record of fitness for interview carried out specifically but wasn't considered fit to go through justice system.
Identified as alcohol dependant and declined arrest referral worker.
The only evidence of mental vulnerability was self harm as a child and it is considered that this low risk was addressed.

Query raised	Force Response
Is there any follow up or drug and alcohol services (turning point) on release?	The detainee would not be automatically referred to Turning Point.
Lack of record of any medical practitioner contact.	The detainee does have some documented medical issues but has not requested to see the HCP. None of the conditions stated by the detainee required any immediate attention.
Because of detainee's mental health and involvement of Respite what was rationale for not needing an appropriate adult.	The detainee stated on booking-in that he suffers anxiety and depression but is not medicated. It is the decision of the custody officer based on whether they feel the detainee can effectively communicate as well as understand the situation, consequences and outcomes. I have not identified any information to indicate that the detainee could not effectively communicate.
Food and drink provision review	Quite often detainees are booked in during the night and will tend to go straight to sleep, this meaning they are not offered food during this period of rest. There has been a documenting issue where detention officers are not recording when food is offered to the detainees, Inspector has sent an email to ensure better compliance in this area.
Unclear as to follow up for this juvenile following release	Nothing documented on the release log other than the juvenile was transported home by the investigating officers. Inspector will feed this lack of information back to the custody officer concerned.