

Memorandum of Understanding for Custody Visitors

I, _____ as an accredited member of
the Independent Custody Visiting Scheme, do undertake to:

- (a) maintain high standards of personal conduct, integrity and appearance;
- (b) arrange custody visits with fellow custody visitors, in line with agreed rosters;
- (c) keep the Volunteer Manager, Co-ordinator and fellow custody visitors informed of any problems with rostered custody visits;
- (d) carry out custody visits to designated police stations in line with the Scheme guidelines with at least one visit per year being undertaken after 8pm on a Saturday and Sunday;
- (e) produce their ID card at the start of a custody visit;
- (f) check on the conditions in which a detainee is kept, their health and wellbeing and their legal rights and entitlements, with reference to PACE;
- (g) consult, where appropriate, the detainee's custody record to clarify and check concerns raised by the detainee;
- (h) discuss with the custody officer any concerns and requests arising from the custody visit, and to bring to the custody officer and Volunteer Manager's attention any issue that needs to be dealt with;
- (i) complete the Independent Custody Visitor Report form, ensuring that all relevant information is recorded correctly, clearly and concisely;
- (j) maintain confidentiality and impartiality in relation to all parties involved in the Independent Custody Visiting process;
- (k) make informed judgements in which the community can have confidence and which the police will accept as fair criticism when it is justified;
- (l) complete and submit expense claims in line with the Scheme guidelines;
- (m) attend ongoing training sessions;
- (n) attend at least two quarterly team meetings of Independent Custody Visitors annually;
- (o) carry out the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the Custody Visiting Scheme;
- (p) carry out the duties of an Independent Custody Visitor with regard to Equality and Diversity;
- (q) carry out the duties of an Independent Custody Visitor as set out in the Scheme guidelines;
- (r) maintain effective working relationships with police staff as set out in the Scheme's guidelines;
- (s) complete a six-month probationary period and attend all induction training;

- (t) attend at least one advanced training course within each 3 year period;
- (u) inform the OPCC when withdrawing from the role.

16.3 In return, the PCC will:

- (a) ensure that custody visitors are properly supported in performance of their role;
- (b) pay close regard to Home Office/Independent Custody Visiting Association (ICVA) guidelines and best practice;
- (c) keep custody visitors informed of developments in Independent Custody Visiting both locally and nationally;
- (d) ensure where necessary that any issues/concerns arising from custody visits are dealt with by Leicestershire Police and reported back;
- (e) provide a visiting rota and updated contact details for the team as necessary;
- (f) provide ongoing training sessions;
- (g) process expense claims in a timely and efficient manner;
- (h) have regard to the Scheme's guidelines in respect of the process for dealing with complaints made against custody visitors;
- (i) have regard to the Scheme's guidelines in respect of the process for removing custody visitors from the Leicestershire Scheme;
- (j) provide each Custody Visitor with a Custody Visitors' Handbook, relevant to the Leicestershire Scheme;
- (k) provide identification cards to each visitor;
- (l) hold regular meetings with Co-ordinators to report back on issues raised and to further the development of the Scheme;
- (m) issue a monthly e-newsletter to all visitors informing them of recent developments.

ICV Signature: _____

Date: _____

Signed on behalf of the Office of the Police and Crime Commissioner

Name: _____

Position: _____