



Cleveland Independent Custody Visitor Scheme Annual Report – 2018/19



Each Police and Crime Commissioner is statutorily required to operate an Independent Custody Visiting Scheme and as such a scheme operates within Cleveland.

The Roots of Independent Custody Visiting

There is a wide variety of events and legislation that underpins the role of Independent Custody Visitors, and into which Independent Custody Visitors input to continually develop policy on the treatment of detainees in Police Custody.

These include:

- **The Civil Disorders of 1981**
- **The Scarman Report of 1981**
- **The Police & Criminal Evidence Act 1984.**
- **The European Convention on Human Rights 2000**
- **The Police Reform Act 2002**
- **Optional Protocol to the Convention Against Torture (OPCAT) 2002:** adopted by the United Nations in 2002, reflecting an international consensus that people deprived of their liberty were particularly vulnerable to ill-treatment. It established a system of regular, independent visits to detention as a preventative safeguard against abuse. The UK established a National Preventive Mechanism (NPM), as required by OPCAT, in 2009. It comprises 21 bodies who independently monitor places of detention. ICVA represents ICVs in the partnership alongside the schemes in Scotland and Northern Ireland.
- **Other Influences:** Police custody is influenced by a range of additional partnerships, reports and bodies that consider police policy and practice. They have ongoing influence on custody visiting and include:
 - The College of Policing Authorised Professional Practice (APP) on Detention and Custody. The APP provides practical, and regularly reviewed, guidance for custody staff on detention and custody. It brings together pre-existing guidance, current legislation and consensus of expert opinion.
 - The Independent Review of Deaths and Serious Incidents in Police Custody, chaired by Dame Elish Angiolini.
 - The PACE Strategy Group – a partnership of stakeholders in police custody for England and Wales such as the National Police Chiefs' Council and the Home Office. ICVA represents custody visiting in this partnership and seeks to raise concerns flagged by ICVs and develop solutions to them.
 - ICVA also works with organisations interested in custody including Her Majesty's Inspectorates of Constabulary and Prisons (HMIC/P), INQUEST, and the Independent Police Complaints Commission (IPCC) to continually respond and improve our work in custody.

This is the Annual Report of the Cleveland Independent Custody Visiting Scheme for the period 1 April 2018 – 31 March 2019.

The report will outline the following information:

1. Introduction to Police Custody in Cleveland
2. Introduction to Cleveland's Scheme
3. Description of the ICV Scheme
4. The governance of the scheme
5. Custody Visiting Data
6. ICV Scheme Findings
7. Areas of note
8. Future Plans
9. Further information and contact details

1. An introduction to police custody in Cleveland

2018/19 brought a number of changes for custody provision in Cleveland and in January 2019 the decision was taken to mothball the custody suite facilities in Hartlepool town centre, in order to reduce costs and make savings. An analysis of the use of the suite over a period of 2 months highlighted that there was only on average 4 arrests per day with no significant rise on weekends. Coupled with the closure of Hartlepool Magistrates' court and prisoners being taken to Middlesbrough then the decision was taken to mothball the suite, with the ability to re-open it if needed.

Our custody visitors had reported a number of custody closures throughout 2018-19 and when open were seeing on average about 3 people in the cells and undertaking 2 or 3 visits.

In addition to this, the main specialist custody support services such as the liaison and diversion team and other referral services such as A Way Out are located in the Middlesbrough suite.

The main custody suite is located in Middlesbrough Town Centre as part of the Middlesbrough Police Station. The total number of detainees through the suite during April 2018 – March 2019 was 14,440, with July to September being the busiest quarter.

The suite was purpose built as part of the new police station and has recently undergone some refurbishment to lower the booking in desk.

2. Introduction to Cleveland's Scheme

The PCC made an unannounced visit to custody suite in Middlesbrough in April and took part in a visit with 2 of our custody visitors in order to firstly, observe a visit taking place and secondly, to see the custody process in action.



“The custody visitors do a fantastic job on my behalf to ensure detainees in police custody are treated with dignity and respect.

“It’s so important the public have confidence that the needs of people detained by Cleveland Police are met – particularly those with vulnerabilities and medical requirements.

“I would like to take the opportunity during National Volunteers Week to thank them for their service and for assisting my office to hold Cleveland Police’s service to account.”

Police and Crime Commissioner Barry Copping

3. Description of the ICV scheme

In July 2018 we undertook a recruitment campaign for new custody visitors – in order to attract as many applicants as possible the vacancies were publicised widely through the press, highlighted in community meetings, emails were sent to BME contacts and adverts were placed on the Teesside University Volunteers website.

The campaign was successful and as a result 26 people were interviewed and 9 new volunteers were accepted on to the scheme.

At the end of March 2019 the make-up of the custody visitors was as follows:

15 Custody Visitors

White British – 94%

Male – 32%

Female – 68%

The custody visitors’ rota is arranged to ensure that visits take place on a weekly basis and cover is arranged by a scheme co-ordinator.

Training for Custody Visitors

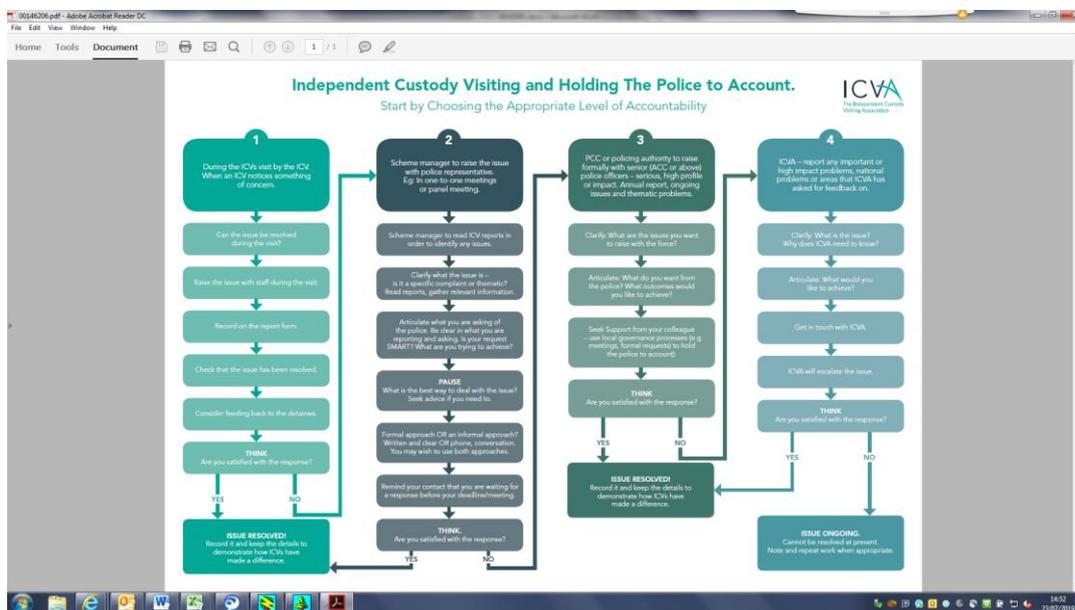
Cleveland's new and existing volunteers took part in a regional training day, hosted by Durham OPCC and also attended by ICVs from Northumbria and Durham. Attendees received training from the Chief Operating Officer from the Independent Custody Visiting Association. (ICVA)

Existing visitors have kindly assisted our new visitors, accompanying them on their first few visits and sharing their knowledge in panel meetings.

4. The governance of the scheme.

The scheme adheres to the ICVA 'Holding the Force to Account' schedule which is as follows:

- Smaller issues resolved by staff on duty at the time of visit this is generally issues such as the detainee would like a blanket or they are asking about medication;
- Issues that ICVs could not resolve within the visit and are escalated to the scheme manager to resolve – these issues are collated from the forms or via telephone calls from the custody visitors, all issues are logged and reviewed monthly at the custody contract meetings;
- For any thematic and serious issues then they would be raised by the PCC raises with the Chief Constable or senior staff in the police;
- National themes would be raised through ICVA; and
- Questions and advice can be sought through the ICVA National Expert Forum (NEF) or through the on-line forum for Scheme Managers hosted by the ICVA website.



Panel Meetings

Panel meetings take place with custody visitors where we have a number of standard agenda items to discuss – as follows:

Custody Issues – attended by the Custody Management Inspector for the Force
For Information – which includes updated guidance, national issues such as **children** in custody, the use of spit hoods, changes to PACE and any new documentation to assist ICVs such as translation sheets.

Bitesize Training – eg Vulnerability Presentation

ICV Scheme Business – for example Rota issues, report formats, volunteer agreements etc.

In recognition of the importance of running an effective scheme, one of our Custody Hub Advisors now acts as administrator to the scheme which has provided an additional resource to assist the Scheme Manager and to ensure a more efficient service and liaise with volunteers. Minutes of panel meetings are taken, actions followed up and any issues raised in visit forms are fed back to the force for action.

5. Custody visiting data

This section includes key data on custody visiting for the period of April 2018-March 2019

Number of unannounced visits undertaken by custody visitors – 34

Total number of detainees present in custody at the time of the visits – 468

Total number of people offered a visit – 168

Total number of people accepting a visit – 107(64%)

Days of the week visited

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Number of Visits	3	9	5	8	5	4	0

The days the ICVs choose to visit is evenly spread across weekdays and ICVs are being encouraged to visit at weekends in 2019/20.

Times of the week visited

Hours	Number of Visits
0000—0600	0
0600-1200	21
1200-1800	13
1800-0000	0

We are working with ICVs to ensure that the times of the visits vary to include early morning and late evening visits in 2019/20.

On average ICVs waited 6 minutes from arriving at the front desk to their visits starting.

Quarterly reporting to ICVA

As regional representative, Cleveland requests quarterly reports from the counterparts in Northumbria and Durham. That information is then sent to ICVA to collate data about visits and provide an overview of national issues.

6. ICV scheme findings

In summary the good practice highlighted by the custody visitors over the year included

- Cells always clean and tidy
- Custody staff always efficient, even during busy periods
- Posters offering language assistance were clearly displayed

How the police respond to your findings

A member of the custody management team always attends the custody visitor panel meetings. This has provided an excellent opportunity to ask questions and provide feedback. Further work is taking place to ensure that visit feedback is given to the Force; the use of the new national report format is assisting with logging more thorough observations from each visit.

7. Areas of note

The Quality Assurance Framework (or the QAF, as it's lovingly known) is a tool that outlines what quality independent custody visiting schemes should look like with a range of levels from Code Compliant to Silver, Gold and then Platinum

The Quality Assurance Framework covers a number of areas:

- Recruiting and training,
- Managing volunteers,
- Communications,
- Holding the force to account,
- Transparency and public reassurance,
- Detainee welfare, and
- Investing in and supporting scheme managers.

The Quality Assurance Framework has cemented and driven up standards in independent custody visiting. I am incredibly proud of scheme managers, Police and Crime Commissioners, Police Authorities and of course the ICVs who have made it work. It has been a delight to see them strive to achieve their level. It's also been fantastic to see peer schemes work. We came together to define what a great scheme looks like. Scheme managers assessed each other's work through a peer assessment scheme, building new relationships and sharing good practice
Sherry Ralph – Chief Operating Officer, ICVA

The scheme manager took part in assessing Durham's Custody Visitor Scheme as part of ICVA's Quality Assessment Framework and similarly Cleveland Scheme was assessed by South Wales OPCC and received a Silver Standard Award.

The Scheme Manager accepted the award on behalf of the PCC from ICVA at a ceremony held at the House of Lords.



Cleveland's Custody Visitors with the Silver QAF Award

8. Future plans

Action Plan 2018/19

Each year provides the opportunity to consider where improvements can be made and what on-going work needs to be completed.

The actions for 2018/19 was as follows

	Action 2018/19	Completion Date	Completed
1	Recruit and train new custody visitors	October 2018	Completed
2	Score the scheme against ICVA's Quality Assessment Framework (QAF)	March 2019	Completed
3	Implement the necessary improvements to the scheme to achieve a gold standard rating by the QAF <ul style="list-style-type: none"> a) Website area for ICVs b) Publicise the work of the ICVs c) Circulate annual report to key stakeholders d) Review the report form template e) Publish quarterly report of issues raised f) Actively engage in ICVA consultations g) Vary time/date of visits 	March 2019	B, c, d, e, f, complete A, g to be carried over

	Action 2018/19	Completion Date	Completed
1	Develop a website areas for ICVs	March 2020	
2	Ensure that the time and date of visits varies to include late evening and early morning visits	December 2019	
3	Continue with improvements to ensure the scheme receives Gold standards in the Quality Assurance Framework to include <ul style="list-style-type: none"> a) Further evidence of holding the police to account b) Quarterly updates to the PCC c) Increased social media profile d) Share annual report with key stakeholders 	March 2020	
4	Explanatory notices should be available for detainees, while posters and other publicity material at the places of detention and other public buildings will help to advertise the independent custody visiting system.	March 2020	

Action Plan 2019/20

The actions 2019/20 have been set in order to move the scheme from Silver to Gold as part of the Quality Assurance Framework. The Scheme was assessed as Silver with some areas measuring as Gold but with further work to be done in other areas such as ensuring evidence is available which demonstrates that the reports from custody visitors are used to hold the Force to account and that appropriate measure

9. Further information and contact details

Contact details for the scheme

Scheme Manager and Member of the ICVA National Expert Forum and IVA Board

Elise Pout

Standards and Scrutiny Manager

Tel – 01642 301263

Scheme Administrator

Jayne Harpe

Community Hub Advisor

Tel – 01642 301653

Address:

The Office of the Police & Crime Commissioner for Cleveland
C/O Steria Shared Service Centre, Ash House, III Acres
Princeton Drive, Thornaby, Stockton-On-Tees

TS17 6AJ

Email – pcc@cleveland.pnn.police.uk

Other Resources

Details of Cleveland's Independent Custody Visitor scheme can be found on the following webpage

<https://www.cleveland.pcc.police.uk/Take-Part/Independent-Custody-Visiting-Scheme.aspx>

Details of the Independent Custody Visiting Association can be found on the following website

<https://icva.org.uk/>

Details of the National Preventative Mechanism website is as follows

<https://www.nationalpreventivemechanism.org.uk/>