



Independent Custody Visiting Annual Report 2017-18

Report Published: August 2018



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

Purpose of the Report

This is the Annual Report of the Cleveland Independent Custody Visiting Scheme for the period 1 April 2017 - 31 March 2018.

This report will outline the following information:

- General information about the Cleveland Independent Custody Visiting Scheme
- The number of visits undertaken by custody visitors
- The number of detainees in Cleveland custody suites during these visits;
- The number of detainees offered a visit by custody visitors;
- The number of visits accepted by detainees;
- A breakdown of times and day of the week visits were undertaken; and
- Comparisons to the previous year

Definition of Independent Custody Visiting in Cleveland

Independent Custody Visitors (ICVs) are volunteer members of the public, who live or work in the Cleveland Police area.

Their role is to visit police custody suites unannounced to evaluate the welfare of detainees held in custody.

There are currently two operational custody suites in Cleveland; these are in Hartlepool and Middlesbrough.

Recruitment and Retention of Independent Custody Visitors

At 1 April 2018 Cleveland's Independent Custody Visiting Scheme was at full strength with 16 volunteers in post. Which consisted of 7 in Hartlepool and 9 in Middlesbrough.¹

There were two resignations during 2017-18. Following this it was decided that a review of the ICVA scheme should be completed to revitalise the scheme as well as assessing compliance with statutory requirements for tenure and vetting.

The review highlighted that the scheme is heavily dependent on a few volunteers who coordinate and cover others absences. To reduce this burden and risk it was decided to recruit more visitors and to move to a longer timescale for visits.

¹ Two volunteers attend visits to Hartlepool and Middlesbrough Custody Suites.

A successful recruitment campaign was completed and attracted over 30 applicants. Interviews took place over two days which were successful. Completion of the appointment process is still underway at the time of preparing this report.

Independent Custody Visits and Statistics 2017-18

The two custody suites in Cleveland (Hartlepool and Middlesbrough) are scheduled to be visited on a weekly basis as per a rota prepared by the Scheme Manager. It is important to point out that the scheme manager is not aware of the exact date visits will take place; this is to ensure complete independence in the custody visiting process. The rota is prepared as a guide for custody visitors and it is down to each pairing to decide at what point in their allocated week a visit will be completed. The rotas for Hartlepool and Middlesbrough for 2017-18 can be seen attached at **appendix 1**.

Visits did not always take place as scheduled during 2017-18 due to various issues, however where possible the rota was adhered to. Table one and two below shows the number of visits to each custody suite during 2017-18 compared to the number of visits undertaken in the previous year.

Table One:

Hartlepool Custody Suite	Number of Visits Scheduled	Number of Visits Completed	%
2017-18	52	42	81%
2016-17	52	22	41%

Table Two:

Middlesbrough Custody Suite	Number of Visits Scheduled	Number of Visits Completed	%
2017-18	52	78	67%
2016-17	52	30	58%

The tables show increased visits in both custody suites during 2017-18 and work is underway to improve these figures. During the year there were a number of occasions when Hartlepool custody suite was closed due to staffing issues in Cleveland Police.

Breakdown of Detainees in Custody during visits

During 2017-18 **905** detainees were held in custody when visits were undertaken – **174** in Hartlepool and **731** in Middlesbrough. Tables three and four below show a breakdown of those detainees.

Table Three:

Breakdown of detainees in Custody during Custody Visits					
Hartlepool Custody Suite	Male	Female	Male Juvenile	Female Juvenile	Total
2017-18	138	26	8	0	174
2016-17	41	5	5	0	53

Table Four:

Breakdown of detainees in Custody during Custody Visits					
Middlesbrough Custody Suite	Male	Female	Male Juvenile	Female Juvenile	Total
2017-18	593	100	30	8	731
2016-17	146	21	5	2	174

Breakdown of Detainees offered a Custody Visit during 2017-18

Of the **905** detainees held in custody across Cleveland during the time of custody visits in 2017-18, **336** were offered a visit (37%). A break down for each custody suite can be seen below:

Table Five:

Number of detainees in custody v Number offered a visit			
Hartlepool Custody Suite	Number of detainees in custody during visit	Number of those offered a visit	% offered a visit
2017-18	174	102	59%
2016-17	53	37	70%

Table Six:

Number of detainees in custody v Number offered a visit			
Middlesbrough Custody Suite	Number of detainees in custody during visit	Number of those offered a visit	% offered a visit
2017-18	731	234	32%
2016-17	578	200	35%

There may be a variety of reasons for custody visitors not offering a visit to a detainee; some examples as reported by custody visitors include:

- Detainee not available due to being in interview / speaking to solicitor
- Advised not to visit by detention officer due to aggressive behaviour
- Detainee was sleeping
- Detainee under the influence of alcohol
- Detainee highly intoxicated

On occasions where an actual visit with a detainee is inappropriate, detainees are viewed through the cell viewing window and any concerns are noted / reported back to the custody officer.

Table seven and eight below shows a breakdown of those detainees offered a visit and a comparison on last year's figures.

Table Seven:

Breakdown of detainees offered a visit					
Hartlepool Custody Suite	Male	Female	Male Juvenile	Female Juvenile	Total
	2017-18	88	10	6	
2016-17	8	0	0	0	8

Table Eight:

Breakdown of detainees offered a visit					
Middlesbrough Custody Suite	Male	Female	Male Juvenile	Female Juvenile	Total
	2017-18	164	25	12	
2016-17	42	11	1	1	55

Breakdown of Detainees accepting a Custody Visit during 2017-18

Table nine and table ten below show a breakdown of the number of detainees accepting a visit following an offer being made to them.

Table Nine:

Breakdown of detainees accepting a visit					
Hartlepool Custody Suite	Male	Female	Male Juvenile	Female Juvenile	Total
2017-18	45	7	6	0	58
2016-17	22	3	5	0	30

Table Ten:

Breakdown of detainees accepting a visit					
Middlesbrough Custody Suite	Male	Female	Male Juvenile	Female Juvenile	Total
2017-18	102	22	11	0	135
2016-17	76	21	5	2	104

Timing of visits undertaken by custody visitors

Custody Visitors are encouraged to undertake visits during evenings, weekends and at various times throughout the seven day week. A breakdown of visit times is shown in table eleven and twelve below:

Table Eleven:

Breakdown of timings of visits taking place			
Hartlepool Custody Suite	06:01 – 14:00	14:01 – 22:00	22:01 – 06:00
	27	14	0

Please note: A number of time entries were missing from report forms so the total does not equal the amount of visits undertaken.

Table Twelve:

	Breakdown of timings of visits taking place		
Middlesbrough Custody Suite	06:01 – 14:00	14:01 – 22:00	22:01 – 06:00
	22	9	0

Please note: A number of time entries were missing from report forms so the total does not equal the amount of visits undertaken.

A further breakdown by day of the week visits were undertaken can be seen below at tables thirteen and fourteen:

Table Thirteen:

	Breakdown of the day visits took place						
Hartlepool Custody Suite	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	1	3	7	19	1	4	7

Table Fourteen:

	Breakdown of the day visits took place						
Middlesbrough Custody Suite	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	1	7	6	10	1	5	8

Issues raised in 2017-18:

Any issues raised by custody visitors are brought to the attention of the custody officer and rectified as soon as possible. Any issues arising are also discussed with the Custody Inspector at quarterly meetings. This ensures any issues are addressed and guarantees custody visitors obtain feedback on their findings.

Below details any issues raised during 2017-18 separated out to each custody suite.

Hartlepool

During 2017-18 no major issues were raised in regards to the Hartlepool custody suite. The custody visitors played an important role in informing custody staff of detainees that declared during a visit that they required medication. Upon further inspection on a number of occasions it was found that detainees did not declare their

need for medication at the time of booking in. By highlighting issues such as this ensures custody staff can correctly manage the welfare of detainees whilst in the custody environment.

Throughout the year custody visitors reported that cells were clean and tidy and custody staff were extremely polite and efficient.

Middlesbrough

During 2017-18 no major issues were raised in regards to Middlesbrough custody suite. Similar to Hartlepool, custody visitors played an important role in terms of addressing issues around detainees not declaring their need for medication. Again, potentially preventing any serious incidents from occurring.

One issue which did arise again and again was in regards to an Estates issue. Paint was reported to be continuously flaking from cell doors and in the shower areas. This was reported back to the Estates team and this issue has been included as a part of the on-going maintenance plan.

As above, throughout all visits custody officers were polite and accommodating to assist custody visitors in undertaking their role.

Scheme Manager Update

A new manager of the scheme took over in December 2016, which provided the opportunity to consider the running of the scheme and to look for where any improvements could be made.

As a result to scheme manager now sits on the National Expert Forum run by the Independent Custody Visitor Association (ICVA) providing a link into the association and ensuring the scheme is represented on a national basis.

The scheme manager also meets with counterparts from across the North and the Yorkshire & Humber to discuss best practice and share information.

Panel meetings took place throughout the year and the volunteers met in July, October and March.

The following issues were discussed

- Introductions and New Members
- Custody Issues –Custody Management Inspector
- Children and Young People in Custody
- The Concordat for Children in Custody – ICVA
- Urgent Bed Admissions from Police Custody
- Independent Custody Visiting and Terrorism Detention
- ICV Rota 2017/18 - issues
- Contact details and preferred method of contact
- Training Requirements
- Discussion – opportunity to raise any issues regarding the scheme and its operation
- Custody Issues –Chief Inspector, Crime and Justice and Custody Management Inspector
- Liaison and Diversion Team – Discussion
- Changes to PACE
- Sanitary Protection in Custody
- Children in Custody – HMICFRS National Child Protection Inspection
- Custody Issues –Operational Crime Team – North
- Hartlepool Custody Suite
- Middlesbrough Custody office vulnerable / sensitive subject booking in suite for arrests of a sensitive nature.
- Dignity of Women in Custody – Cleveland Police Protocol (attached)
- Mental Health in Custody
- Appropriate Adults & ICV dual roles
- ICVA Quality Assessment Framework
- New Custody Report Forms – for comment
- ICVA – Quarterly Report Forms

Conclusion

The Cleveland Independent Custody Visitors Scheme continues to operate effectively and that is due in no small way to the time and expertise of the custody visitors themselves. The PCC would like to extend his thanks to all the volunteers both past and current and looks forward to working with the newly recruited volunteers in the future.

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 are as follows

	Action	Completion Date
1	Recruit and train new custody visitors	October 2018
2	Score the scheme against ICVA's Quality Assessment Framework (QAF)	March 2019
3	Implement the necessary improvements to the scheme to achieve a gold standard rating by the QAF 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

2017-18 Custody Visitor Rota

Hartlepool coordinator – Mr Tom Boumphrey
 Middlesbrough coordinator – Mr Stan Dale



MIDDLESBROUGH	MIDDLESBROUGH	MIDDLESBROUGH	MIDDLESBROUGH	MIDDLESBROUGH
Pair 1	Pair 2	Pair 3	Pair 4	Pair 5
HARTLEPOOL	HARTLEPOOL	HARTLEPOOL	HARTLEPOOL	HARTLEPOOL
Pair 6	Pair 7	Pair 8	Pair 9	Pair 10
30 January	6 February	13 February	20 February	27 February
6 March	13 March	20 March	27 March	3 April
10 April	17 April	24 April	1 May	8 May
15 May	22 May	29 May	5 June	12 June
19 June	26 June	3 July	10 July	17 July
24 July	31 July	7 August	14 August	21 August
28 August	4 September	11 September	18 September	25 September
2 October	9 October	16 October	23 October	30 October
6 November	13 November	20 November	27 November	4 December
11 December	18 December	25 December	2018 1 January	8 January
15 January	22 January	29 January	5 February	12 February
19 February	29 February	5 March	12 March	19 March
26 March				