



AVON &  
SOMERSET  
POLICE & CRIME  
COMMISSIONER

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# 2018-19 Annual Report

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Independent Custody Visitors (ICVs)

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Avon and Somerset Police and Crime  
Commissioner's Office

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## Foreword

As Police and Crime Commissioner for Avon and Somerset I have been committed to working together with the Police, other local organisations, victims and local people in four key priorities within the Police and Crime Plan: To protect the most vulnerable from harm; To strengthen and improve your local communities; To ensure that Avon and Somerset Constabulary has the right people, right capability and right culture; and to work together effectively with other Police forces and key partners to provide better services to local people. The important thread throughout all of these priorities is to ensure that all people are treated fairly and this means people at home, in public - and also within custody.

My strategic governance role is to have oversight and scrutiny of Avon and Somerset Police and to seek assurances about their mission: To Serve, Protect and Respect. The Constabulary's vision is to have outstanding policing for everyone – and this includes people detained and proceeding through the criminal justice system. The Police values: Caring; Courageous; Inclusive; and Learning are also so relevant for people detained in custody in receiving a high quality policing service, as it is expected for you and me.

The dedicated Independent Custody Visitors (ICVs) are superb in helping me to discharge my very important duty in running the Custody Visiting Scheme. The Brixton Riots in 1981 resulted in cynicism and this is when the Independent Custody Scheme was formed. Although some still don't trust the Police, I am confident that most people do. Satisfaction levels with the Police are at 87% (detainee investigation support 2018-19) and the role of the volunteer ICVs is so crucial in monitoring standards within the Police Custody Units. Custody Visitors ensure the welfare, conditions, entitlements and rights of people detained in custody and ICVs are empowered to challenge the Constabulary. Any concerns or niggles are highlighted, as well as reporting compliments to Custody Officers for the good practice observed during the unannounced visits.

ICVs continue to make unannounced visits to check that detainees are safe, respected, provided with food, and their rights and entitlements are respected as well as that the detainees are treated with dignity. This is really so important. ICVs are fundamental in this role and have the freedom to access Custody Units and check detainees, voluntarily working as a partner of my PCC's office. Custody Visitors' independence is crucial and they must not be afraid to challenge and raise any concerns, even niggles, to ensure that responses are reviewed, action taken where necessary and issues resolved. I am committed to back Custody Visitors to raise any concerns.

I value Avon and Somerset Constabulary's Custody Staff for their commitment to the role and responsibilities. Detainees can understandably be challenging, often having chaotic lives, mental ill health and substance misuse problems. The small things, in custody, can get big in that environment. Therefore, unconditional positive regard is needed. I encourage Independent Custody Visitors to continue to report the good aspects and compliments to Custody Officers.

ICVs are really valued and vital in society. I genuinely value each ICV for their commitment and giving up their time. It is a fundamental role in society to ensure the welfare, rights and entitlements of detainees in custody and that's what ICVs do so thank you to these volunteers. We rely on the enthusiasm, commitment and dedication of our volunteer Custody Visitors and I thank them all for their dedication.

ICVs are genuinely independent. They bring the local community in, in providing oversight of police custody arrangements. It's not easy; people they meet, often late at night, can be very angry or extremely distressed.

This Annual Report for the Avon and Somerset Custody Scheme provides a summary of the results of the excellent work and commitment of Custody Visitors in opening up Custody to public scrutiny regarding the standards and conditions in police cells, making sure that all detainees are treated with dignity and respect. This increases public confidence and during the year of 2018-19 there has been excellent service provision.

I am extremely grateful to the work of ICV Coordinators Annaphie, John and Rob – and Deputy Coordinators Anita and Amie – for supporting the volunteers within the 3 ICV Panels. I would also like to thank my HR and Office Manager Kate Watson for her hard work in supporting and facilitating ICVs and the scheme this year. Thank you to each and every custody visitor on behalf of many people including residents and myself. I have huge appreciation of what ICVs do towards increasing the public's trust and confidence. Custody Visitors are critical friends of the Police, to ensure that custody for detainees is a civilised place. This is due to the unselfish contribution made by our Independent Custody Visitors. On behalf of us all, I thank them for their continued service.

Finally, I would like to thank all ICVs for their ongoing commitment to the scheme, and to welcome the newest ICVs who have successfully completed their probation and are now fully accredited ICVs.



*Sue Mountstevens*

*Sue Mountstevens, Avon and Somerset Police and Crime Commissioner*

## Head of Custody, Chief Inspector Guy Shimmons

A word from Avon and Somerset Constabulary's Head of Custody, Chief Inspector Shimmons:

*"I would like to pass on my thanks for the continued support the ICVs give to the Constabulary. The role of ICVs is crucial in ensuring we deliver the highest possible standards in terms of safe, fair and effective custody. Our two year custody strategy is focussed on continually improving our service delivery for all detainees and with the assistance of the ICVs we are well placed to achieve this."*

## Introduction

The ICV visiting process and procedure is governed by a Code of Practice which is issued by the Home Office (2013). See Annex 1. This states:

*“Systems must be in place to ensure that the output from visits is drawn rapidly to the attention of those in a position to make the appropriate response.*

*The PCC is responsible for drawing together issues and identifying trends emerging from visits in their area and addressing these with relevant police supervisors.*

*The PCC must have a regular and formal opportunity to raise concerns and issues with a designated senior officer with force-wide responsibilities. It will usually be appropriate for that officer to be of at least Assistant Chief Constable/Commander rank. Regular reports shall be provided by the administrator of the scheme to the PCC. These reports must be discussed at PCC meetings as appropriate and reflected in an entry about independent custody visiting in the PCC’s own annual report.”*

The full Code of Practice is published here:

[http://icva.org.uk/uploads/publications/ICV\\_Code\\_of\\_Practice-APR2013.pdf](http://icva.org.uk/uploads/publications/ICV_Code_of_Practice-APR2013.pdf)

This ICV annual report provides an opportunity to highlight the work of PCC Sue Mountstevens’ volunteers, to celebrate ICV and scheme successes and to describe how the PCC’s office have and are working on issues with the aim of making Avon and Somerset Constabulary’s Custody facilities outstanding regarding the policing service provided. This ICV annual report documents how ICVs are assisting the PCC in discharging her duty in delivering oversight, openness and transparency. The ICV scheme delivers continuous improvement and, in doing so, boosts public confidence and reassurance. The information within this ICV Annual Report aims to provide the required information for an effective and transparent ICV scheme. The format of this report has been developed by the Independent Custody Visiting Association (ICVA) in consultation with ICV schemes, the Home Office, the National Preventive Mechanism and the inspectorates.

Independent Custody Visiting Schemes exist to provide assurance to local communities that they can have confidence in the way in which the police treat people who are held in their custody. Ensuring effective management and oversight of the ICV Scheme is a statutory responsibility of the Police and Crime Commissioner (PCC). As PCC, Sue Mountstevens ensures that robust and effective procedures for establishing and maintaining the scheme are in place.

The PCC’s office recruits volunteer ICVs to undertake the role and provides them with support and induction as well as on-going training to ensure that they can carry out their role effectively and with confidence. The ICV scheme also plays an important part in maintaining police accountability to the local community and the aim of this annual report is to ensure that this information is published and available in the public domain.

Avon and Somerset Constabulary has 3 modern custody suites, built in 2014 within the Police Centres at Patchway, Keynsham and Bridgwater. The Custody units have been

carefully designed around the custody process, with the custody booking in/charge area centrally located, as the ‘bridge’, with cell corridors as well as holding rooms and interview rooms. The Custody Unit also includes vehicle docks within the secure compound.

Between 1 April 2018 and 31 March 2019, a total of 19,232 detainees went through Avon and Somerset Constabulary’s Custody. The busiest Custody Unit is Patchway (6995), followed by Bridgwater (6448) and then Keynsham (5789).

Quarterly data	Total number of detainees through custody	Number of ICV visits	Total number of detainees in custody at time of ICV visits	Total number of detainees unavailable	Total number of detainees visited
Quarter 1	5055	64	570	87	299
Quarter 2	4913	57	524	90	278
Quarter 3	4734	58	552	174	272
Quarter 4	4531	63	534	251	283
<b>Totals:</b>	<b>19232</b>	<b>242</b>	<b>2180</b>	<b>602</b>	<b>1132</b>

Demographics of those going through custody by age, gender and ethnicity are shown in the tables below. The data shows that people detained are predominantly white males aged between 25-34 years.

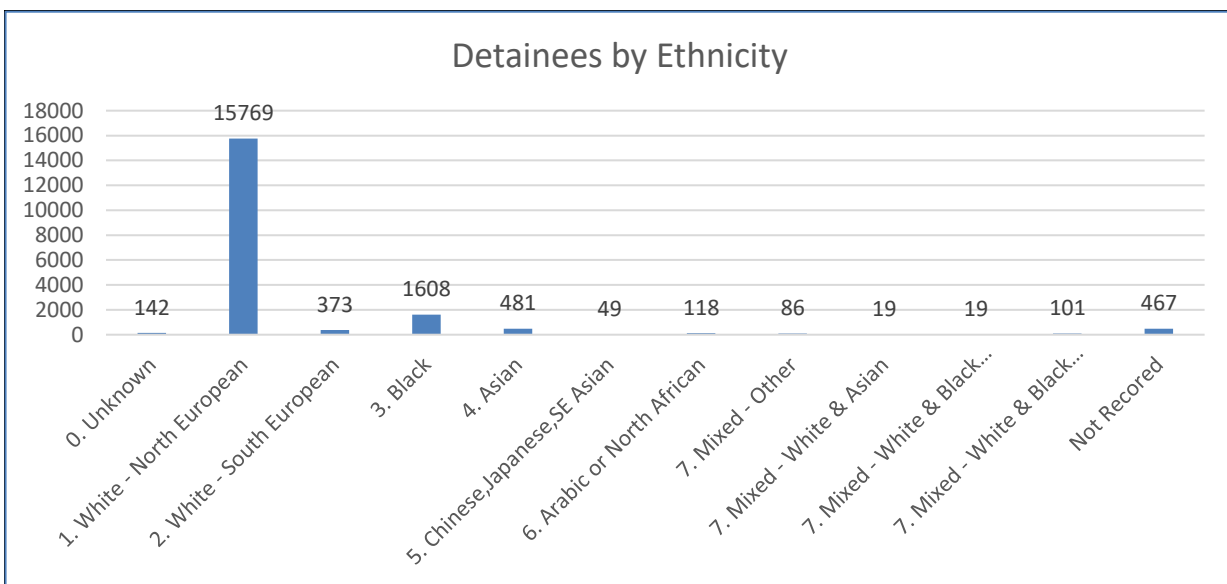


Figure 1: Detainees by Ethnicity

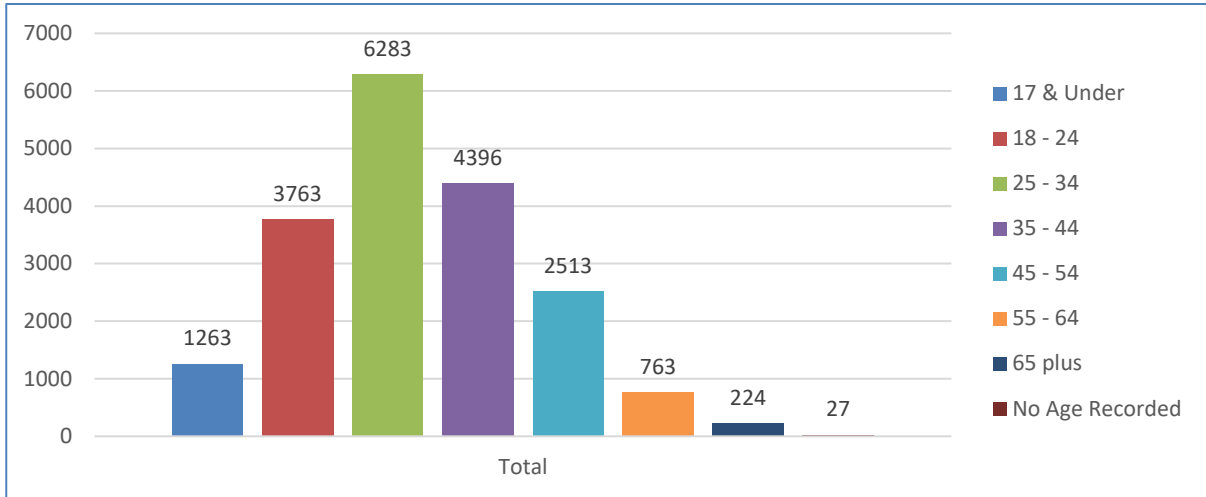


Figure 2: Detainees by Age

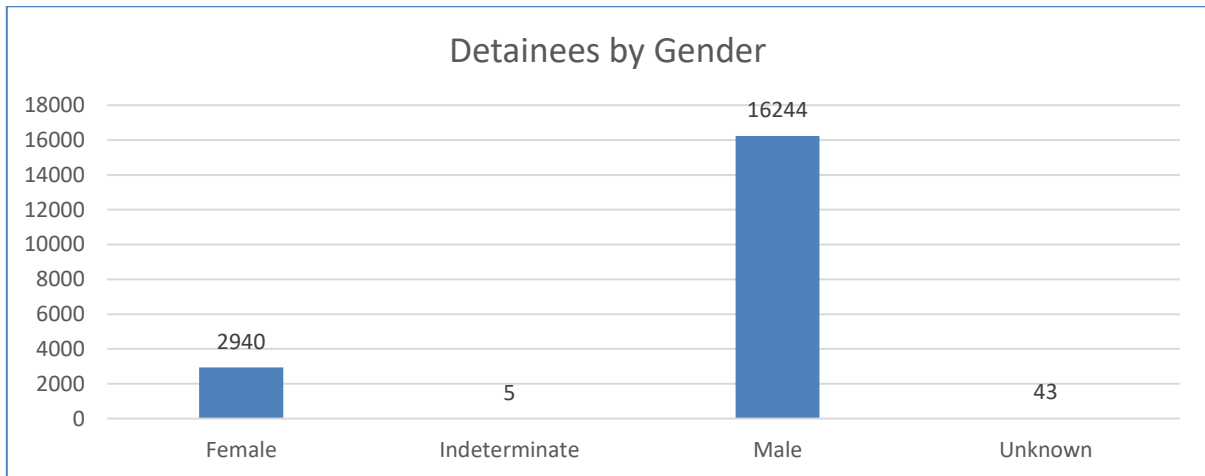


Figure 3: Detainees by Gender

Police Custody is particularly busy on Saturday and Sunday early mornings, from midnight to 3a.m.



Figure 4: Keynsham Custody Unit cell corridor



## How the ICV scheme works



Figure 5: Cell interior

ICVs are volunteers who visit our custody suite in pairs, and speak to detainees who are being held in police custody. Visits are random, unannounced and can take place at any time of the day and night.

ICVs arrive at the custody suite and are given immediate access to the suite on production of their ID card.

They enter police cells and speak to individuals being held with their permission.

Conversations with detainees focus on the detainee's welfare needs and the provision of rights and entitlements under the Police and Criminal Evidence Act (PACE).

ICVs also review a detainee's custody record with their permission to ensure that the detainee has been treated appropriately.

ICVs are not concerned with the identity of the detainee or with the reason for their detention. Any issues raised are discussed as appropriate with custody staff. ICVs also inspect and comment on the general condition and facilities of the custody suite including the kitchen, medical room and showers.

ICVs look, listen, observe and create an electronic visit report for the PCC's lead officer and Custody Inspector on the ICVs' findings. All issues raised remain outstanding until they are responded to by the Custody Inspector and acknowledged within the electronic form.

ICVs come from a variety of backgrounds and sections of the community. They must be over the age of 18 and live or work within the Avon and Somerset Constabulary area.

Independent Custody Visiting is supported nationally by the Independent Custody Visiting Association (ICVA). ICVA is a voluntary organisation that promotes the custody visiting process nationally through advocacy, training, publicity and ongoing support to all involved in the process. Ultimately, it aims to assist the Home Office, PCCs and other interested bodies in the formulation of best practice for custody visiting schemes, increasing public awareness and understanding.

## Avon and Somerset Constabulary area - ICV Scheme

There has been active recruitment of new volunteers during 2018-19 for Bridgwater and Patchway, with 6 new ICVs appointed. The total number of ICV volunteers is 38 (March 2019), 19 female and 19 male. The age range is from 21 to 84 and 5.6% (2) ICVs have a Black or Asian minority ethnicity and ICVs cover a range of backgrounds including students, working and retired.

Promotion, advertising and recruitment is ongoing as required when volunteers either reach the maximum 9 year term or stand down for a number of reasons, such as moving away, work commitments or for personal reasons. The aim is to keep the ICV scheme as inclusive and diverse as possible. Appointment activity will continue to take place for Keynsham, Bridgwater and Patchway ICV Panels during 2019-2020.

In February 2019 advertising for new applicants took place. 62 enquires were received and applications packs sent. 12 applications were received for 5 ICV places which will be filled in the next financial year.

The promotion of the local ICV scheme included the following narrative from Bridgwater Deputy Coordinator Anita Dibble in February 2019:

“I joined the team as an Independent Custody Visitor (ICV) in 2014. I wanted the experience of working in a law environment, whilst taking a masters level qualification at university. I completed my qualification a few years ago but have felt committed and continued to be involved in the ICV scheme.

“Being an ICV has given me a sense of meaning even though that may often be felt only in a small way. However, sometimes when all those small things come together I have seen it can and does make big differences. I noticed this has been achieved by every ICV’s participation throughout the organisation, which demonstrates the power of team work.

“Doing this voluntary work has taught me a lot about the complexities of a law and policing environment. I have found it teaches you various skills such as listening, empathy, confidentiality, organisational, teamwork, how drug and alcohol addiction and mental health is often linked to crime, how other care professionals collaborate with the police, to name just a few.

“Custody I have found to be a fast pace, revolving door and a place where you and they are continually learning, adapting, adjusting to improve the service. The collaboration and listening to Custody staff is just as important as listening to the detainee because, with excellent communication, issues can be resolved much easier and better with understanding on both sides.

“There are so many ways you can look at what an ICV can mean and what difference it can make and what skills are obtained as an ICV. It truly has been a fulfilling, interesting, enlightening and valuable learning experience for me. It is also a lovely experience to see how other ICV members participate and really care about what they do. There is nothing better than a group of well-meaning individuals looking to improve things in a supportive, caring way and all done in their own time. Now that is something to be proud of I think.”

The ICV scheme’s Terrorism Act (TACT) trained ICVs’ training has not been refreshed over the last few years because Avon and Somerset Constabulary are not designated to take anyone under TACT. Should this situation change then ICV then appropriate vetting

levels would be renewed and training would be refreshed so that those ICVs could visit people detained under the Terrorism Act.

## Summary from Panel Coordinators



*Figure 6 Volunteers are priceless*

### **Keynsham: Panel Coordinator John Sommer**

We have had a stable, hardworking and reliable panel at Keynsham for many years. The result has been that we have good relationship with the Custody staff. We do raise issues and concerns during our visits, but these appear not to be taken as criticism, but as matters which require explanation, clarification and, at times, action. Equally we aim to recognise what we see as good practice and pass our observations to the staff.

Specifically, the concern shown by one ICV about Faith Boxes has resulted in a big improvement and increased respect locally and beyond. Concern about the use-by dates on the food has resulted in more careful monitoring and fits in with the agenda of the new Custody Inspector. In addition our seeking explanations during visits and meetings helps in keeping issues fresh. Fresh thinking Custody Staff deliver good care and management of detainees. The staff have good knowledge of people in their care.

### **Patchway: Panel Coordinator Annaphie Rogers**

The number of members of the Patchway panel is 15 (March 2019) and it is pleasing that all six new recruits in 2018 have taken part in a custody tour ('ride along') which gave them a good insight into how the custody suite operates before they commenced visiting.

We have only had one visit abandoned, this being when an incident was occurring and we felt that our presence would affect the availability of Custody staff to deal with it and maintain the effective operation of the custody suite.

Sometimes detainees ask us "have you tried the food in here?" and until recently we had to reply "no", but at a panel meeting in 2018 the Custody Inspector kindly arranged for us to try out the microwave meals. They were not gourmet standard but were generally acceptable.

## **PCC's office activity overview**

When ICVs visit custody unannounced, after being given access to the secure Custody Unit one of the ICVs logs in to the Custody Visiting system and completes an electronic visit form. This allows the ICVs to record the start time of their visit and to receive a list of detainees within categories and to note the gender of the detainee, if they are an adult or child/young person and the level of observation per cell number. After the allocated Detention Officer (the Escorting Officer) has accompanied the ICVs to the cell blocks and the visit is completed then the ICVs use the Custody system to complete a record of their visit end time within a uniquely referenced visit report. The report will include any issues of concern for the detainee regarding custody and whether or not the issue has been resolved. Most often the issue is resolved by the Detention Officer or Custody Sergeant during the visit, such as liquid spillage on the cell floor is cleared up. The Custody Inspector and PCC's Volunteers Management Officer receive a notification email of the Visit and a link to the submitted report. Any issues still outstanding after the ICV visit must be responded to and any necessary action taken by the Custody Inspector in order for the issue to become marked as resolved.

Any thematic and serious issues would be raised with the Head of Custody and the PCC kept informed. The PCC and Chief Constable discuss any serious issues, for example a complaint regarding an injury (prior to detention) has been raised at the PCC's Senior Leadership Team meetings with a Chief Officer attending. There have been no deaths in custody during the year and no reports by ICVs of any unfair treatment of detainees by Custody staff. However, the PCC's office is aware of 17 'near misses' recorded (Patchway 10, Bridgwater 5 and Keynsham 2) from 1 April 2018 to 31 March 2019.

National themes have been highlighted and subsequently scrutinized by ICVs, such as ensuring the female detainees are offered sanitary towels/tampons.

The quarterly Panel meetings for Bridgwater, Keynsham and Patchway ICVs provide an opportunity for ICVs to meet together and for each ICV to highlight any issues and good practice. The standing agenda items include an update from the Custody Inspector, an update from the ICV Panel Coordinator and an update from the PCC's office.

HR and Office Manager Kate Watson has temporarily covered the role of ICV Scheme Manager during 2018. There was no Annual Conference during 2018. However, a full day's Induction Training was delivered in June 2018 by the Dorset ICV Scheme Manager for newly appointed Custody Visitors as well as being offered as a refresher for any other Custody Visitors.

A survey took place in January 2019 to consult with ICVs on the topics required for future training sessions during future quarterly Panel meetings. The topics chosen for 2019-2020 are: Mental Health; Vulnerable detainees; Children in custody; and Independent investigations into deaths and serious injuries in custody.

Avon and Somerset PCC hosted the one day South west Regional ICV conference at Portishead Police Headquarters on 9 February 2019, where ICVs met up from Devon and Cornwall, Dorset, Wiltshire, Gloucestershire and Avon and Somerset.

The PCC's newly appointed Volunteers Management Officer, Kathryn Palmer, has attended tours of the Custody Units at Bridgwater, Keynsham and Patchway and also shadowed

Custody Visitors visits at each of the 3 Custody Units. Kathryn has been impressed with the standard of the Custody facilities and also the respectful culture within custody. There are also good critical-friend working relationships between the ICVs and the Constabulary. This is also the case between ICVs and the PCC's office. The PCC's office fosters a very good working relationship with the Constabulary's Head of Custody, Chief Inspector Guy Shimmons (new in post in November 2018 from Dorset Police) who attends the quarterly Coordinators meetings at Police HQ. With a shared vision for the Constabulary to be outstanding, this positive working relationship also applies to Custody Officers and Staff, particularly with the 3 Lead Custody Inspectors who attend the ICV Panel meetings for their specific Custody Unit.



Figure 7: Bridgwater Police Centre. Far right ground floor is the Custody Unit

The Volunteers Management Officer also attended the National ICVA Conference in London on 23 March 2019, focusing on Equality and Diversity and unconscious bias.

The PCC's Public Relations and Media staff have been actively promoting information about the ICV scheme via social media, twitter and Facebook, as well as the PCC's newsletter (printed and electronic).

# ICV activity overview



Figure 8: ICV appointment advert

This analysis shows that there is one visit every 4 days at each of the 3 Custody Units. The graphs below provide a visual overview of the visits during the financial year 2018-19

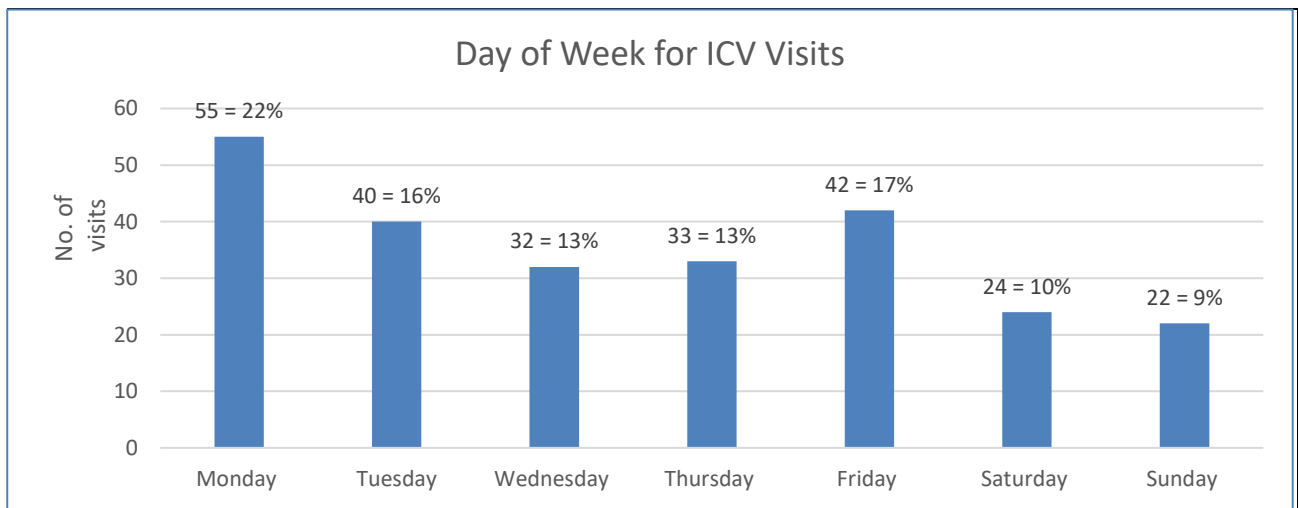


Figure 9: ICV Visits by Day

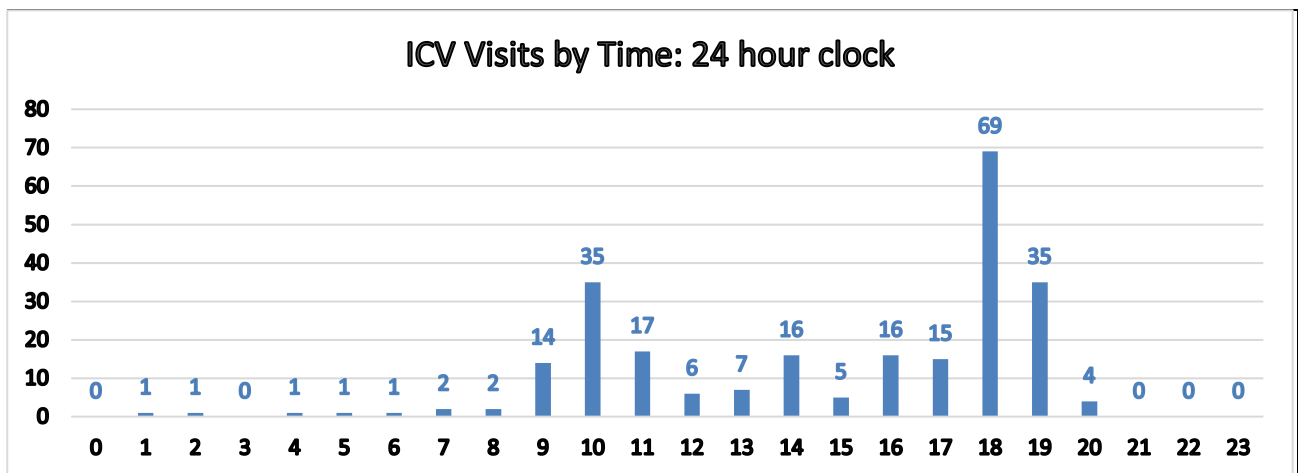


Figure 10: ICV Visits by Time

Visits are fairly evenly spread across the days of the week but predominantly occurring on **Mondays (22%) Tuesdays (16%) and Fridays (17%)** and mostly between **9am and 7pm**. Visits starting at **10am, 6pm and 7pm** are the 3 most common times (**56%**). Ongoing analysis will monitor weekend visiting numbers throughout the year.

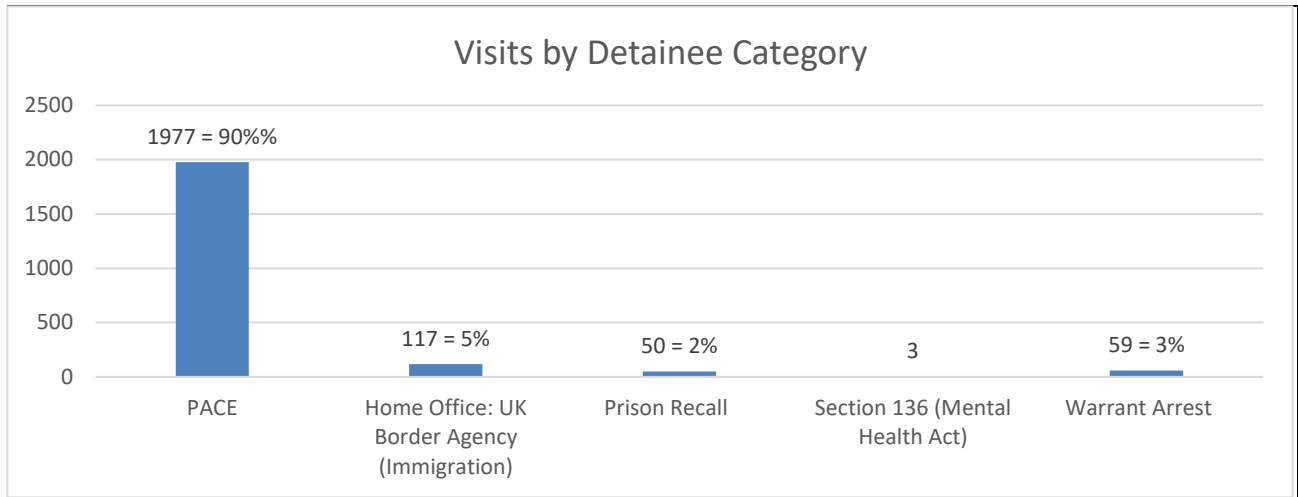


Figure 11: ICV Visits by Detainee Category

**90%** of Detainees visited were detained under the Police and Criminal Evidence Act (**PACE**). The aim is to have no people detained under section 136 of the Mental Health Act because Custody is not an appropriate environment. However, when beds (places of safety) are not available then Custody has to be used.

The total number of people spoken to during visits over the 12 month period is **1147 out of a possible 1845 available detainees** (e.g. not at interview, hospital or sleeping). This means that during visits ICVs are speaking to **62%** of detainees in custody.

### Detainee Availability

Number of detainees through each suite, including: Total detainees, the number of detainees available and not available for visits, the number of detainees giving and not giving consent for visits:

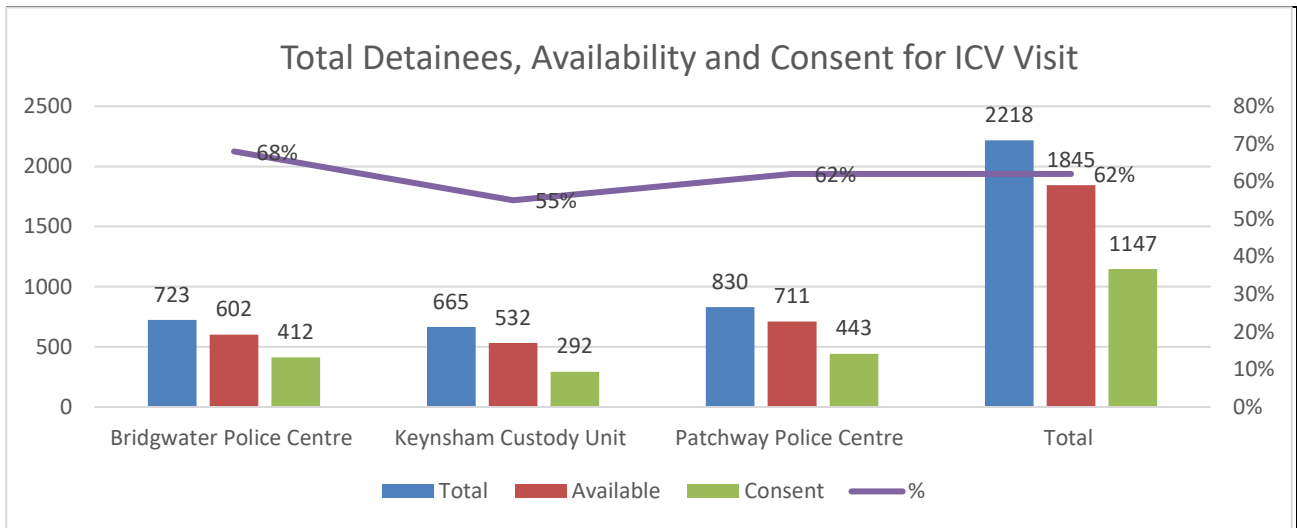


Figure 12: Detainee Availability

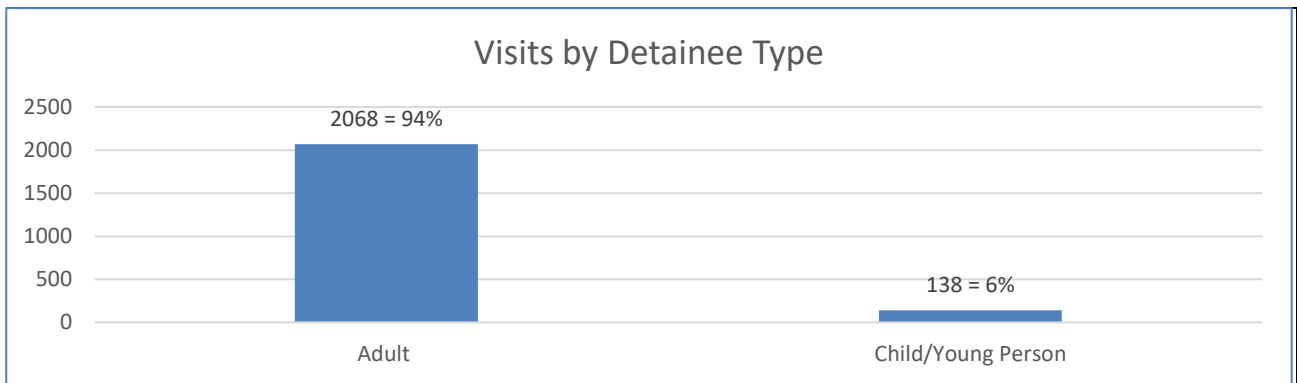


Figure 13: ICV Visits by Detainee Type

ICVs have documented their concerns in ensuring Local Authority accommodation is obtained as soon as possible for juveniles at the post-charge stage.

**Delayed Visits - List of reasons why an ICV visit was delayed:**

**Bridgwater Custody Unit:**

8 delays for ICVs obtaining access to the Custody Unit of over 10 minutes were recorded for the following reasons: Staffing shortage or very busy custody suite (4); Detainees being booked in; Police Centre Enquiry desk busy or delayed calling Custody Unit (3); one delay reason marked as not known.

**Keynsham Custody Unit**

4 visit delays were recorded as: Staff shortage and staff busy (2); delay in receiving the Detainee printout list; one visit was aborted due to low Custody staff numbers and no Detention Officer availability to escort ICVs due to a number of simultaneous incidents in Custody including a detainee assaulted a Custody Officer, other Custody Staff involved in a strip search and another detainee being booked in.

**Patchway Custody Unit**



3 visits were delayed, one 10 minutes and one for 25 minutes. All delayed were due to Custody staff being busy with custody activities and no staff available to show the ICVs around.

### **Custody Visit Positive Findings**

- Good menstrual care.
- Good use of the Language line and ICVs using the Translation Sheets and picture cards during their visits where English is not understood by a detainee.
- Health Care Professionals, Mental Health Assessors, including for drugs and alcohol substance use are located in Custody. Timely responses to detainee requests for medication, including by detainees with mental ill health.
- Religious material kept tidily and respectfully.
- Most ICV visits report compliments to the Detention Officer escorting them and the respect towards detainees and de-escalation actions.
- Religious washing of feet catered for by the Custody Officer escorting the detainee to a sink to perform religious duties. Advice given to just ask via the cell intercom for assistance.
- Nicotine tablets available for smokers prohibited from smoking in custody.

### **Custody Visit findings of concern and how you have responded to and resolved**

- Long waits for Appropriate Adults to arrive for vulnerable detainees.
- Liquid or substance on the cell floor, caused by the detainee. Danger of slippage in and outside the cell. Resolved by being cleaned up as soon as possible.
- Language Line facility was used to provide PACE rights where the detainee could not read English. However, ICVs were advised by the Custody Officer during one visit that they was nowhere to record this on the Custody Record.

### **High impact finding**

**Bridgwater:** One ICV visit reported self-harm: The arrested person was seen by ambulance outside of custody but brought into the Custody Unit where he harmed himself by hitting his head. The detainee was about to be taken to hospital for examination and treatment when the ICVs visited. The detainee was thought to have taken drugs. The Ambulance had taken 2¾ hours to arrive but arrived during the ICV visit. No food was given to the detainee during custody due to going to hospital. Observation level 1 had been increased to Level 4 constant after the head injury and after advice from the Health Care Professional located in the Custody Unit.

**Keynsham:** When the detainee was booked in he said he had no medical issues. The Custody Record (CR) viewed by the ICVs showed that the detainee was given drinks but there is no record if he actually drank them. The detainee then announced that he had a kidney condition and had taken some laxatives. He saw the Health Care Professional (HCP) who said that water should be made available to him. The detainee admitted to the ICVs that he did not drink the water he was offered and told the ICVs that if he did not drink water he would eventually collapse and have to be hospitalized. There were several empty cups in the cell. The Escorting Officer said that he had seen the detainee pour water down the toilet. The Custody Staff followed the HCP's guidance. The ICVs' observations matched what they had read in the Custody Record. As the ICVs were leaving a Detention Officer collected the detainee to see the HCP.

**Patchway:** Came in at 17:30 the day before the ICV visit and the detainee was told he would have an assessment but this hadn't happened. He was told no-one was on duty the previous evening

and the Custody Sergeant confirmed there was no-one on duty when he came on duty at 14:00. The Sergeant put the detainee on the list for mental health assessment. The detainee told the ICVs he was bipolar and had previously been suicidal.

Also, a detainee confirmed he had self-harmed recently and had scratched his arms in Custody.



Figure 14: Image of person in cell

There have been no high areas of concern reported to the PCC's office requiring the attention of the Head of Custody or the Chief Officer's Group within Avon and Somerset Constabulary.

Of the **395** comments recorded:

- On **69** occasions comments are made about medication requests;
- There are **51** occasions where ICVs encountered detainees who did not understand English and so used the Translation sheets where the language existed or may have used picture cards to communicate.
- Comments about Detainee Rights are mentioned for the following:
  - Access to PACE: **10**
  - Legal advice: **30**
  - Someone to be informed of the detention: **29**
- There are **21** items re: Appropriate Adult arrangements for juvenile/vulnerable detainees;
- **20** references to ICVs asking female detainees if they have been offered sanitary items;
- **13** comments refer to a nurse having seen the detainee and further medical advice has been requested by the detainee;
- On **9** occasions an Appropriate Adult arranged for a vulnerable adult detainee is stated;
- There are **3** reports where the detainee mentioned autism or learning difficulties;
- the cell condition is mentioned **9** times;
- and on 3 occasions comments are made about medical assessment arrangements for children/young people;
- there are **3** reports of nicotine requests;
- **3** references that PAVA spray had been used;
- Referral to Mental Health Care Professionals or Drug and Alcohol workers are noted **8** times.
- Self-harm is mentioned in **3** reports;
- On **7** occasions the temperature of the cell is made;
- A comment that the detainee requested an update is recorded **3** times;
- Use of force is noted on **1** occasion;

- Ventilation is mentioned on **1** report;
- Other comments (**100**) include requests for a toothbrush or more food or drinks.

Most of the reasons why a detainee is not available for an ICV visit are due to the detainee being asleep, at interview, at Hospital or released.

Most ICV General comments at the end of a visit to detainees in custody include praise and compliments to the Custody staff, that there are no issues or problems and that all is OK. Also, that the kitchens had been checked, microwave cleanness, food in date-order, showers and sink area cleanliness, exercise yard order and religious material neatness and respectfulness.

## Annex 1: ICV Code of Practice

The Home Office published Code of Practice on Independent Custody Visiting (2013) is published on the ICVA website:

[http://icva.org.uk/uploads/publications/ICV\\_Code\\_of\\_Practice-APR2013.pdf](http://icva.org.uk/uploads/publications/ICV_Code_of_Practice-APR2013.pdf)

This includes:

*“This Code of Practice on independent custody visiting is issued in accordance with section 51 of the Police Reform Act 2002, as amended by section 117 of the Coroners and Justice Act 2009 and paragraph 299 of Schedule 16 to the Police Reform and Social Responsibility Act 2011. Local policing bodies and independent custody visitors (ICVs) shall have regard to the Code in carrying out their relevant functions. ...”*

(page 5)

## Annex 2: Independent Custody Visitor Person Specification

**Essential criteria** are requirements necessary for safe and effective performance in the role, whilst **desirable criteria** list elements that would contribute to potentially improved performance in the role.

	CRITERION	COMPETENCY
<b>ESSENTIAL</b>	<b>Eligibility</b>	<p>Must be 18 years of age+ and live or work in the Avon and Somerset Constabulary area</p> <p>Must hold a current driving licence or be able to travel around the force area by alternative means</p> <p>Past or serving Police Officers, PCSOs, Specials, Police Staff or Volunteers of any Police Constabulary will be ineligible;</p> <p>Volunteers in the Appropriate Adult Scheme are ineligible due to a possible conflict of interest.</p>
	<b>Working with people</b>	<p>Able to demonstrate the ability to work as part of a team</p> <p>The ability to establish and maintain good working relationships with a wide range of people</p>
	<b>Effective communication skills</b>	The ability to communicate effectively orally and in writing
	<b>Working within guidelines and procedures</b>	Previous experience of working to established guidelines and procedures
	<b>Reporting skills</b>	Computer literate and previous experience of completing and submitting records
	<b>Respect for people</b>	Capacity to treat all people fairly and with respect, to value diversity and respond sensitively to difference

	CRITERION	COMPETENCY
<b>DESIRABLE</b>	<b>Additional useful experience</b>	Previous knowledge or experience in custody visiting or Active community involvement as a volunteer
	<b>Flexibility</b>	<p>Able to offer assistance in fulfilling scheduled visits in other panels, promoting exchange of skills and experiences across visiting panels</p> <p>Able to visit at a higher frequency if and when asked to do so by the panel coordinator</p>

## Annex 3: Independent Custody Visitors Role Profile

### Role

To undertake custody visits with other panel custody visitors, checking on the conditions in which a detainee is kept, their health and well-being and rights and entitlements with reference to the Police and Criminal Evidence Act, 1984 (PACE) code C.

### Responsibilities

- To carry out custody visits to custody units in line with the panel rota, scheme guidelines and training received.
- To carry out the duties of an Independent Custody Visitor as set out in the scheme's handbook, giving due regard to Health and Safety requirements of the custody visiting scheme and custody unit.
- Where appropriate, to review the detainee's custody record to clarify and check any concerns raised by the detainee.
- To complete an electronic Custody Report after each custody visit, highlighting any concerns or requests arising from the visit and any issues that need to be resolved.
- To complete and submit any necessary documentation relating to the scheme, or in connection with the appointment process in a timely manner.
- To retain a good working relationship with key people (stakeholders), including custody visiting colleagues, the Police and Crime Commissioner's office, custody staff and any other interested groups or individuals.
- To attend and take an active part in at least two of the four Independent Custody Visitor panel meetings per year.
- To commit to a three year term as an Independent Custody Visitor. An optional two additional terms are permitted, totalling 9 years.
- To keep the panel coordinator and other panel members informed of any problems relating to meet the requirements of the visiting rota – averaging one custody visit per month - or changes in personal circumstances
- To attend seminars, developmental and training sessions as and when required.
- To contribute towards the success of the independent custody visiting scheme, promoting improvement in the way that the scheme is delivered.

# Annex 4: ICV Electronic Visit Record

Content:

Visit unique reference	ICV name 1
Start of Visit	ICV name 2
End of Visit	Custody Inspector
Location of Custody Unit	Escorting Officer and Sergeant

Cell no.  
Category of detention  
Record number  
Type (Adult or Juvenile/Child)  
Gender

Visit details:  
Available for visit?  
Visit consent given?  
Custody Record consent?  
Custody Record viewed?  
Observation Level

An Issue?  
Issue category  
Issue narrative/details  
Issue to resolve  
Comments

Cell	Category	Type	Gender	Visit Details	Visit Issue	Actions
14	PA2	Juvenile	Female	Available for Visit? Yes Visit Consent Given? Yes Custody Record Consent? No Custody Record Viewed? No Record Number? 6111	No	View
14	PA2	Adult	Male	Available for Visit? Yes Visit Consent Given? Yes Custody Record Consent? No Custody Record Viewed? No Record Number? 6111	No	View
14	Prison (2018-19) (2018-19) (2018-19)	Adult	Female	Available for Visit? Yes Visit Consent Given? Yes Custody Record Consent? No Custody Record Viewed? No Record Number? 6111	No	View
17	PA2	Adult	Female	Available for Visit? No Reason? Unknown	No	View
14	PA2	Adult	Female	Available for Visit? Yes Visit Consent Given? Yes Custody Record Consent? No Custody Record Viewed? No Record Number? 6111	No	View
25	PA2	Adult	Male	Available for Visit? Yes Visit Consent Given? Yes Custody Record Consent? No Custody Record Viewed? No Record Number? 6111	No	View
27	PA2	Adult	Male	Available for Visit? No Reason? At Hospital	No	View
27	PA2	Adult	Male	Available for Visit? Yes	No	View

ICV General Comments  
Custody Inspector General Comments.