



Nottinghamshire

POLICE & CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITING SCHEME HANDBOOK

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CONTENTS

Independent Custody Visiting Scheme

No		
1	→	How it Began and Why
2	→	The purpose of Custody Visiting
3	→	Local Arrangements
4	→	The Nottinghamshire Scheme
5	→	Frequency of Visits
6	→	Confidentiality
7	→	Complaints Procedures
8	→	Identification Card
9	→	Training
10	→	Regional Collaboration
11	→	Sharing Experience and Concerns
12	→	Reviewing Performance
13	→	Publicity
14	→	Organising Visits
15	→	Access and Areas to be Visited
16	→	Health and Safety
17	→	Selection of Detainees
18	→	Detention of Juveniles
19	→	Persons who may be Visited
20	→	Conversations with Detainees
21	→	Custody Records
22	→	Reporting Procedures
23	→	Feedback
24	→	Complaints of Misconduct made by the Detainee
25	→	Medical Issues
26	→	Female Hygiene Packs
27	→	Deaths in Custody
28	→	CCTV Footage
29	→	Smoking Policy
30	→	Expenses
31	→	Personal Accident Insurance
32	→	Risk
33	→	Visiting Terrorism Act Detainees
33a	→	TACT Protocol
34	→	Risk of Exposure to Blood and Bodily Fluids
35	→	Custody Visitor Aide Memoir
36	→	Rights and Entitlements
37	→	Report Form

Appendices

Appendix 1	Role Description
Appendix 2	Person Specification
Appendix 3a	Risk Assessment (ICV)
Appendix 3b	Risk Assessment (Door Access)
Appendix 4	Appointment and Removal of Volunteers
Appendix 5	Terms of Appointment and Appeals Procedure
Appendix 6	Memorandum of Understanding.
Appendix 7	Expenses Form `
Appendix 8	Exit Form

INDEPENDENT CUSTODY VISITING SCHEME

1) HOW IT BEGAN AND WHY

- (i) Independent Custody Visiting owes its origin to Lord Scarman, whose report on the Brixton disorders in 1981 recommended a system of independent, unannounced inspections of procedures, by local community members, relating to the detention of persons being held in police custody.
- (ii) The purpose of this recommendation was to counter growing mistrust of the police and to increase their accountability to the general public.
- (iii) Section 51(1) of the Police Reform Act 2002 placed independent custody visiting on a statutory basis. The Act came into force on 1st April 2003 and part of the requirement of the Act was for the Home Secretary to issue a relevant Code of Practice to which Police Authorities and Independent Custody Visitors should have regard in carrying out their relevant functions.
- (iv) To accompany the Code of Practice the Home Office also produced National Standards to support effective custody visiting.

2) THE PURPOSE OF CUSTODY VISITING

- (i) The purpose of custody visiting is to provide an independent oversight of the detention of people held in police custody, to enable members of the local community to observe, comment and report on the conditions under which persons are detained at police stations, with a view to securing greater public understanding and confidence in the way police officers carry out their duties with regard to detained persons.

3) LOCAL ARRANGEMENTS

- (i) The responsibility for custody visiting arrangements lies with each Police and Crime Commissioner in consultation with its Chief Constable. Each Police and Crime Commissioner operates its own scheme according to local arrangements.

4) THE NOTTINGHAMSHIRE SCHEME

- (i) This scheme deals with Visiting arrangements in Nottinghamshire only although it has close regard to the Home Office and Independent Custody Visiting Association guidelines. It is intended as a general guide to Independent Custody Visitors and is not an exhaustive list of every rule and regulation.
- (ii) The Deputy Police and Crime Commissioner oversees Custody Visiting arrangements and receives regular reports from the Volunteer Manager on the operation of the scheme.
- (iii) The Chief Executive has overall responsibility for the scheme and the nominated officer for the scheme is the Volunteer Manager, who also provides the day to day first point of contact for custody visitors.

- (iv) The Volunteer Manager will organise quarterly meetings of the scheme to address concerns affecting custody suites, receive feedback from custody visitors, and address the issues raised from visits and response from the force.
- (v) The Nottinghamshire Constabulary's responsibility for addressing any concerns that arise with the scheme lies with the Chief Inspector in Criminal Justice.
- (vi) Nottinghamshire Constabulary has 2 designated PACE (Police and Criminal Evidence Act) custody suites which operate on a 24/7 basis. A PACE designated site enables detainees to be held for more than 6 hours. The 2 designated suites are located as follows:
 - The Bridewell (South Nottinghamshire)
 - Mansfield (North Nottinghamshire)

5) **FREQUENCY OF VISITS**

- (i) The Commissioner will wish to consider how often each Police Station should be visited having regard to its size, location and importance. Having regard to the need for visits to be sufficiently frequent to meet the objectives of the scheme and the effect which too frequent Visits may have on the operational efficiency of the stations, frequency of Visiting will be undertaken to reflect local circumstances at the station. Establishing and maintaining a programme of frequent visits is fundamental to the effectiveness of the system. Infrequent visiting is unsatisfactory in terms of community reassurance, building appropriate relationships with police staff and developing the skills of the ICV.
- (ii) It is unlikely that visits less frequent than once a week can ever be justified where places of detention designated for detention purposes under Section 35 of PACE are concerned. Busy places of detention with a steady throughput of detainees will generally warrant visits of at least once a week. In the busiest areas, or where there are special considerations in terms of police/community relations or other factors, there may be a case to visit more than weekly.
- (iii) A programme of visits will be issued to Custody Visitors by the Volunteer Manager every month so that pairs of Custody Visitors make an agreed minimum number of visits to custody suites within a fixed time period. Teams of Visitors must include sufficient numbers of visitors to ensure the agreed programme of visits can be maintained. The Commissioner will liaise with the Chief Inspector, Criminal Justice, as to the frequency of visits.
- (iv) Within this broad guideline, Visitors will have the right to Visit at any time without prior notice. The principle of Visits being unannounced should be adhered to and visits should not develop a regular pattern. The pairings of Independent Custody Visitors should be regularly rotated and visits should take place at a variety of times of the day and night.
- (v) Visits must be undertaken in pairs to allow for mutual support and corroboration, a shared understanding of issues and problems they may encounter and can also contribute to safety in the custody environment. If one member of the team should not be able to attend for any reason the Visit should be cancelled and rearranged.

No more than two Visitors should normally attend at any one time to alleviate excessive burden on Custody Staff.

- (vi) Visits should also be considered and allowed where, following mass arrests, detainees are held for some time, possibly in vehicles within places of detention yard or temporarily in a holding centre, prior to being booked in and formally detained there.
- (vii) Exceptionally, circumstances may arise where the Police may wish to initiate a Visit, particularly where there may be public concern about the treatment or well being of a person in custody and where a special Visit could help allay public fears. Such requests will be made via the Chief Executive to the Police and Crime Commissioner where this is practical.

6) CONFIDENTIALITY

- (i) During the course of their duties, Custody Visitors will acquire considerable personal information about persons connected with police inquiries, the majority of whom will not at that time have appeared in Court and some of whom may never appear in Court. That information must be protected against improper or unnecessary disclosure. Report forms include an undertaking not to reveal the names of persons Visited or other confidential information obtained in the course of a Visit. Breach of this undertaking may make a Visitor liable to civil proceeding by the detained person concerned. Custody Visitors should also be aware that the unauthorised disclosure of facts concerning police operations or the security of places of detentions may constitute an offence under Section 5 of the Official Secrets Act 1989.
- (ii) Custody Visitors' conversations with detainees are private, however, detainees should be assured that any concerns raised about their treatment whilst in the custody suite will be passed to a senior custody officer.
- (iii) Conversations between custody visitors and detainees are not privileged and it would be open to a court to issue a witness summons requiring the attendance of a custody visitor to give oral evidence or produce documents such as a report of a particular visit. In such a case the report of the visit would be produced by the Office of the Police and Crime Commissioner who hold all such records. Custody Visitors are under no obligation to give evidence other than in response to a court order, but would be obliged to respond to such an order.

7) COMPLAINTS PROCEDURE

- (a) Complaint made against an Independent Custody Visitor

Making a Complaint

A complaint made by any person against an Independent Custody Visitor (the Visitor) due to the performance of his/her duties should be notified to the Scheme Manager as soon as possible after the alleged misconduct took place.

Criminal Offences

If a complaint made to the Scheme Manager contains an allegation of the commission of a criminal offence by a Visitor whilst carrying out their role, the Scheme Manager will immediately refer the complaint to Nottinghamshire Police.

The Complaints Procedure will be held in abeyance pending the outcome of any criminal investigation and proceedings in respect of that allegation.

The Complaints Procedure may be proceeded with in respect of any other related allegations that are not alleging a criminal offence.

Criminal Proceedings

Visitors must notify the Scheme Manager if they are charged with a criminal offence. In such circumstances, the Scheme Manager will automatically suspend the Visitor until the outcome of any criminal proceedings is known.

If the Visitor is subsequently found not to be guilty, or if charges are dropped, then consideration will be given to reinstating the Visitor.

Action upon receipt of a Complaint

Upon receipt of a complaint, the Scheme Manager will investigate the allegation by speaking to the parties concerned and seeking to address the complaint informally.

Should the severity of the allegation be significant or form part of a series of complaints relating to the Visitor, a formal process to remove him/her may be invoked.

(b) Complaint made by an Independent Custody Visitor

An Independent Custody Visitor who wishes to make a complaint about their general role and conditions, or any other relevant matter, should notify the *Scheme Manager as soon as possible.

In all cases, complaints will be investigated by speaking to the parties concerned and seeking to address the complaint informally.

If necessary, depending on the severity or consistency of the complaint, the Scheme Manager will review the circumstances leading to the complaint and consider what, if any, remedial action is required to resolve it.

A complaint about a Nottinghamshire Police or G4S employee must be notified to the Scheme Manager who will seek to resolve the matter in discussion with Lincolnshire Police. Should the severity of the allegation be significant, then a referral will be made to the Lincolnshire Police Professional Standards department.

*A complaint about the Scheme Manager must be notified to the Chief Executive & Monitoring Officer to the Police and Crime Commissioner.

(c) Suspension/Removal of an Independent Custody Visitor

There may be occasions when the Office of the Police and Crime Commissioner may need to consider suspending/removing a Visitor from the Scheme, either because of misconduct or unacceptable performance within the role. This may include such matters as:

- being convicted of a criminal offence
- breaching confidentiality
- inappropriate behaviour
- bringing the Scheme into disrepute
- unsatisfactory performance in the role
- falsifying an expense claim

If such an occasion should arise, the Scheme Manager will notify the Visitor concerned of their immediate suspension pending investigation.

The Scheme Manager will notify the circumstances and make a recommendation to the Chief Executive & Monitoring Officer for them to assess and make a determination on removal of the Visitor from the Scheme.

The Scheme Manager will advise the Visitor concerned that their removal from the Scheme is being considered. Details of the grounds for removal will also be given in writing.

The Scheme Manager will notify the Visitor in writing of the decision made by the Chief Executive & Monitoring Officer. A decision to remove the Visitor from the Scheme will take immediate effect.

(d) Right of Appeal against Removal from the Scheme

Should the Visitor concerned be dissatisfied by the decision to remove them from the Scheme, he or she will have the right of appeal to the Police and Crime Commissioner.

The grounds for making the appeal will be made in writing and should be made within 14 calendar days of receiving the letter informing them of their removal.

The Visitor will be informed in writing of the outcome of their appeal.

8) IDENTIFICATION CARD

- (i) All custody visitors will be issued with a personal identity card and holder including a photograph of the Visitor, which will need to be worn visibly on their outer clothing when on Police premises. Without this identity card Custody Visitors will not be allowed access to custody suites for the purpose of undertaking Visiting duties under this scheme.

9) **TRAINING**

- (i) In order to ensure that potential Custody Visitors are sufficiently aware of the relevant requirements of the law and Police Service instructions in respect of the care and custody of detainees, and to enable them to carry out their function in an efficient and credible manner, it will be a pre-requisite of their authorisation that they attend training sessions arranged by the Commissioner.
- (ii) The Commissioner will develop a structured training plan with clear objectives and will evaluate the effectiveness of this training and the extent to which it is achieving its objectives.
- (iii) Initial Training will be provided prior to the commencement of any custody visits.
- (iv) Ongoing Refresher Training will be provided for all custody visitors on a quarterly basis at Team Meetings. This will include training issues raised by custody visitors themselves.
- (v) Advanced Training will be provided on an annual basis.
- (vi) Experienced ICV's will have the opportunity accompany the Volunteer Manager in Custody Staff Training.
- (vii) Experienced ICV's will have the opportunity to provide training and mentoring to new recruits.
- (Viii) Experienced ICV's will have the opportunity to undertake training to visits detainees held under the Terrorism Act .
- (ix) All training will be evaluated against the learning objectives through utilisation of feedback forms.

10) **REGIONAL COLLABORATION**

- (i) Commissioner's Officers with responsibility for custody visiting within the East Midlands Region (Derbyshire, Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire), meet on a quarterly basis to share good practice, identify areas where schemes can be aligned and where collaboration can take place in the interests of efficiency and cost saving. As a result a rota is in place for the holding one Advanced Training Day each year to allow Independent Custody Visitors across the region to meet together to discuss their work.

11) **SHARING EXPERIENCE AND CONCERNS**

- (i) The practice of Independent Custody Visiting and the output from it will be greatly strengthened by providing regular opportunities for visitors to meet together to discuss their work. Team meetings can:
 - Provide an opportunity for issues raised during visits to be discussed.
 - Cover the practicalities of carrying out visits as well as issues emerging from them.
 - Alleviate the feeling of isolation, which can frequently accompany an activity that is often carried out with a single colleague, often at unsociable hours.

- (ii) Scheme Administrators and local co-ordinators should take the lead responsibilities for arranging such meetings at the appropriate levels. Independent Custody Visitors should have the opportunity to meet together, as should the set of local co-ordinators working within the PCC area. An annual conference open to all Independent Custody Visitors in the area or region can be a very positive way to strengthen bonds with colleagues and build a sense of common purpose.
- (iii) The Independent Custody Visiting Association provides a number of opportunities for Independent Custody Visitors to meet at regional and national level. These can be an excellent way to stay in touch with developments in Independent Custody Visiting and to learn from practice in other PCC areas.

12) **REVIEWING PERFORMANCE**

- (i) It is important that PCC's take steps to assess how effectively their Independent Custody Visiting arrangements are working. Some significant indications will emerge from the quality and coverage of reports they receive, although there are some more specific measures, which can usefully be taken account of.
- (ii) All PCC's should collect and regularly review the visiting statistics for the teams/groups in their area. This will indicate whether expectations of frequency are being met and highlight any locations or teams/groups where corrective action is necessary.
- (iii) PCC's should also collect information on the proportion of occasions on which detainees refuse to see Independent Custody Visitors. This can indicate something about the effectiveness with which visitors are introduced (or introducing themselves!) at places of detention.
- (iv) PCC's should review performance in relation to specific aspects of Independent Custody Visiting practice, for example report writing and training. ICVA may be able to assist with such reviews, taking advantage of its broad experience in supporting Independent Custody Visiting in a wide variety of areas. HMIC/HMIP will also retain a significant role by monitoring Independent Custody Visiting arrangements as part of the joint inspection of forces.
- (v) Very helpful information on the effectiveness with which visits are carried out can be obtained by inviting feedback from custody staff. This can be an important developmental resource for Independent Custody Visitors and there is scope for it to be used more widely.
- (vi) The section covering Independent Custody Visiting in the PCC's Annual Report should include material about performance review, an explanation of the reasons for any shortfalls and an indication of the remedial action taken.

(13) PUBLICITY

- (i) An essential purpose of Independent Custody Visiting is to strengthen public confidence in procedures at places of detention and that implies the need for publicity. Raising awareness is also vital to supporting effective recruitment. Internally, it is important to ensure that relevant police staff have a knowledge and understanding of Independent Custody Visiting and that suitable information is provided to detainees.
- (ii) Explanatory notices should be available for detainees, while posters and other publicity material at places of detention and other public buildings will help to advertise the Independent Custody Visiting system.

14) ORGANISING VISITS

- (i) Custody Visitors are requested to arrange their visit prior to the allocated week on the rota. The rota will be sent out a month in advance of the visit dates and if holidays and other commitment dates are forwarded to the Volunteer Manager prior to the rota being issued these dates will be avoided for the individual ICV's on the rota.
- (ii) If an ICV finds that they are unable to attend any of the scheduled visits on the rota they should contact other ICV's to try to arrange cover for the visit or to swap the visit. It is not the responsibility of the ICV's partner for the visit to make these arrangements, however, if attempts to get cover are unsuccessful then the ICV should inform the Volunteer Manager who will try to arrange cover for the visit.
- (iii) If contact cannot be made with an ICV's partner for the visit, the custody visitor should contact the Volunteer Manager to make arrangements to ensure the visit goes ahead.
- (iv) If a situation arises on the day of the visit which prevents an ICV making the visit then attempts should be made by the ICV to contact their partner for the visit as soon as possible to prevent wasted time. The ICV should also inform the Volunteer Manager that the visit did not take place.
- (v) ICV's should be fair in their approach to making visit arrangements and not always expect another ICV to make the contact for the visit arrangements.

15) ACCESS AND AREAS TO BE VISITED

- (i) Custody Visitors should be permitted access to the custody area immediately except in exceptional circumstances. For example, if the Visitors would be in danger if they entered. If access is denied Visitors should be informed of the reason and this explanation should be recorded by the Visitors in their report. The fact that custody staff are busy is not in itself a good enough reason to deny access. Nevertheless, Visitors will be expected to wait **in the custody suite** for reasonable periods if staff are busy with detainees. In these circumstances Visitors should be allowed access to the general custody area but should keep a discrete distance from the desk as any detainees present will not have given permission to actually be visited at that time.

- (ii) Having regard to the objectives of a Custody Visitors Scheme, it is important that Visitors should cover those areas of stations where persons are detained pending interview, release or production in Court, including cells, charge areas, detention rooms, washing facilities and medical rooms but not the drugs cabinet. Interview rooms may also be visited, if unoccupied but it is not part of their role to attend police interviews with detainees. However, the scheme is not intended to provide for general inspection of Police premises and access to CID rooms and other operational areas must be excluded.
- iii) From a welfare standpoint Visitors will wish to satisfy themselves that these areas are clean, tidy and in a reasonable state of repair and decoration and that the bedding in cells is clean and adequate. They should check that any CCTV systems installed to observe the detainee in individual cells are operating properly.
- (iv) Relevant storage areas may also be seen and visitors should check that there are adequate stocks of bedding, sanitary and other items. They should also verify that arrangements are established for the cleaning of blankets etc. and for any necessary replacement of furnishings and equipment.
- (v) Custody Visitors may inspect empty cells and detention rooms to check heating/ventilation systems and that cell bells and toilet flushing mechanisms are working properly.
- (vi) In addition to the risk of violence from detainees, police staff must also be aware of any specific health or safety risks independent custody visitors might face and should advise them as appropriate. For example, visitors must always be told if there is a possibility of them coming into contact with detainees or cells exposed to CS spray/PAVA spray.
- (vii) In the interests of security and the safety of Independent Custody Visitors, the custody officer or a member of the custody staff must accompany them at all times during visits. However, where possible, the escorting officer should normally remain out of hearing during discussions between visitors and detainees.

16) HEALTH & SAFETY

- (i) Custody Visitors must always make visits in pairs and will be escorted during the visits by a member of the custody suite staff.
- (ii) Custody Staff will advise custody visitors, at the commencement of the visit, if there are any specific health & safety risks custody visitors may face when coming into contact with detainees or cells.
- (iii) Custody Visitors may be denied access on medical grounds where a detainee is contagious or infectious.
- (iv) Custody Visitors will be provided with a generic risk assessment for the role. (Appendix 3a and 3b)
- (v) Custody Visitors must take the advice of custody staff in relation to specific health & safety risks and must report all injuries to Custody Staff and Scheme Volunteer Manager as soon as possible.

- (vi) Custody Visitors will be provided with a protocol for the exchange of blood and body fluids.

17) SELECTION OF DETAINEES

- (i) Juveniles and vulnerable detainees eg detainees with a disability, learning difficulty, health issues (including mental health), must be selected for a visit as a priority by ICV's, before making a random selection of the remaining detainees.

18) DETENTION OF JUVENILES

- (i) Juveniles should not be placed in cells unless no other secure accommodation is available and the custody officer considers that it is not practicable to supervise them if they are not placed in cells. If a juvenile is kept in a cell, Visitors should seek an explanation from the custody officer and check that this has been recorded on the custody record. Juveniles should not be placed in the same cell as an adult.
- (ii) Juveniles may be spoken to with their own consent. It is not necessary to obtain the additional consent of a parent or guardian. If an Appropriate Adult is in attendance to support a juvenile or vulnerable person, the detained person's wishes should be sought and respected as to whether the Appropriate Adult should attend any visit.

Note

Visitors must not switch between the role of Custody Visitor and Appropriate Adult during the course of a visit. It is not compatible with their role as a Custody Visitor to take on any task which requires them to become directly involved with individual detainees, particularly in circumstances which might lead to them being called as witnesses when the detainee's case comes to court. Even where the police are unable to obtain the services of an Appropriate Adult and the juvenile or other detainee is being detained in police custody for an unacceptable length of time, Visitors must refuse to act as Appropriate Adults.

FEMALE JUVENILES

- (iii) Females under the age of 18 years must be under the care of a woman while being detained, conveyed or waiting to be so. This requirement comes from Section 31 of the Children and Young Persons Act 1933 which takes precedence over the Sex Discrimination Act 1975. 'Under the care of a woman' in this context means that a female Detention or Police Officer must be assigned responsibility for the care of a female detained under the age of 18 years while they are in Police custody. Subject to the risk assessment the 'carer' need not be physically present with the detainee at all times but must be readily available.
- (iv) Where two male custody visitors wish to visit a female juvenile and no female Detention or Police Officer is available to accompany them, they should liaise with the Custody Sergeant regarding the perceived risk of undertaking such a visit or whether or not the visit should be undertaken by way of conversation through the hatch in the cell door.

- (v) Where a female juvenile is in detention, and no female Detention or Police Officer is on duty in the custody suite, custody visitors should ascertain from the Custody Sergeant whether the juvenile is being moved to another custody suite where a female Detention or Police Officer is present or whether a female Detention or Police Officer will be available to attend. In both cases custody visitors should record the timescales for these arrangements on the visit report form.
- (vi) In cases where no alternative arrangements are being made for a female juvenile to come under the care of a female Detention or Police Officer, custody visitors should request to speak to the Duty Inspector and request that such arrangements are put in place. This should also be recorded on the visit report form.

19) **PERSONS WHO MAY BE VISITED**

- (i) Custody Visitors may have access to any person detained at a police station.
 - PACE prisoners

These will constitute the vast majority of detainees held under the provisions of the Police and Criminal Evidence Act 1984.
 - Home Office prisoners

These are remanded or sentenced prisoners who would normally be held in prison.
 - Immigration Detainees

These are persons held under the Immigration Act 1971 and Immigration and Asylum Act 1999 who are subject to deportation proceedings or who are waiting to be removed from the UK as illegal entrants.
 - People at Risk

These may be persons held under the Mental Health Act 1983 for their own protection or children taken into police protection under the Children Act 1989.
 - Other Detainees

Home Office prisoners released to the police for a short period to assist with enquiries.
 - Persons held under the Terrorism Act 2000

The Nottinghamshire Police and Crime Commissioner, together with Nottinghamshire Police have developed a protocol for visiting persons under the Terrorism Act 2000. Initial and refresher training will be provided for a cadre of experienced Independent Custody Visitors for visiting high security detainees.

- Persons detained under the provisions of PACE

Who need for whatever reason to be held in hospital may be visited there with the agreement of the hospital authorities.

Persons detained by non-Home Office police forces such as Transport Police are not covered by these arrangements. However, they may be visited with the consent of the force concerned and the spirit of these guidelines should be applied to such visits.

- (ii) In accordance with the Human Rights Act 2000 the privacy of the individual must be respected and only persons who consent to a Visit may be seen. To cater for this question of choice, the Custody Visitors will introduce themselves to the detainee and then ask the detainee whether they consent to a visit. The detainees consent should be recorded by the Custody Officer on the report form.
- (iii) The Custody Visitor's introduction is a very important factor bearing on the effectiveness of the whole system of Custody Visiting and they should introduce themselves in a positive way which will encourage the detainee to see them. A standard form of wording has been agreed.
- (iv) If a detainee is not in a position to give consent, perhaps due to the effects of drink or drugs, or by virtue of a mental illness or the detainee does not speak English, the Custody Officer should allow access unless it is considered that the Visitors' safety would be at risk. In such circumstances the Visitors may wish to speak to the detainee through the cell hatch. This may also apply where consent is given, but the Custody Officer judges the Custody Visitors to be in danger from a violent or potentially violent detainee if they entered the cell. If the detainee is in a comatose state the Custody Officer should allow access if the Visitors wish to satisfy themselves of the detainees well being.
- (v) A juvenile detained at a Police Station may be visited in the absence of parental consent if the parent, guardian or social worker cannot practicably be contacted. In such absence, the question of consent to such a Visit should be with the juvenile. It will be the responsibility of the Custody Visitor to ask the juvenile whether they wish to be seen by them and their consent should be recorded by the Custody Officer on the report form. If an appropriate adult is in attendance to support a juvenile or vulnerable person, the detained person's wishes should be sought and respected as to whether the appropriate adult should attend any visit.
- (vi) There is no longer a barrier to Custody Visitors acting as appropriate adults in certain circumstances. However, individuals should not switch between the role of Custody Visitor and appropriate adult during the course of a Visit to a police station. Custody Visitors will not be prevented from acting as appropriate adults on separate and distinct occasions. There is no evidence to suggest this dual role causes significant conflicts of interest and individuals who choose to do so can act in both capacities. Neither is there any reason why Custody Visitors should not also be able to act as Custody Observers who are appointed under the Criminal Justice Act 1991 to inspect the conditions under which prisoners are transported and held. However, an Independent Custody Visitor who also undertakes the role of an Appropriate Adult must not switch between roles during the course of a

custody visit to the same custody suite and must declare if they have previously carried out either role with the same detainee.

- (vii) Sleeping detainees can be woken at the discretion of the escorting officer to seek consent to a Visit. However, where this involves interrupting the continuous period of 8 hours rest provided for under PACE, the normal procedure should be not to wake the person but to observe them through the cell hatch.
- (viii) In accordance with Home Office guidelines and for operational reasons, detainees should not be interrupted to facilitate Visits during the course of an interview. However, Independent Custody Visitors may wait the completion of the interview if they wish to see the person concerned. Also, in cases where a Visit might risk prejudicing an important investigation, a Visit may not be allowed. In the latter case, however, the decision not to allow a Visitor to see the detained person will be a matter for decision by the Officer in Charge of the Station, who must be an officer of or above the rank of inspector who will explain and record his reasons on the Custody Record and Custody Visit report. There should be no presumption that access should be denied to any particular category of detainee and the decision to deny access should be taken in the light of all relevant circumstances.

20) CONVERSATIONS WITH THE DETAINEE

- (i) Visits should normally be conducted in English or, where applicable, Welsh. Translation support should be provided where necessary. On occasions it may be more appropriate to allow a visitor to communicate with a detainee in another language spoken by the detainee, if one of the Custody Visitors is fluent in that language. However, in such circumstances care must be taken to ensure that any other custody visitor present is kept informed about what is being said.
- (ii) Conversations should focus on checking whether or not detainees have been offered their rights and entitlements under PACE (including receipt of the appropriate paperwork), the health and wellbeing of the detainee and on confirming whether the conditions of detention are adequate. Custody Visitors should do all they can to encourage an open exchange with the detainee and may wish to use a checklist to ensure that they cover all the relevant issues.
- (iii) Custody Visitors must remain impartial and should not involve themselves in any way in the process of investigation. If detainees press them for advice on making a statement, co-operating with the Police or anything else in relation to their defence, Custody Visitors should explain that this is not part of their role.
- (iv) If a detainee seeks to make admissions or otherwise discuss an alleged offence, the custody visitors must tell them that the relevant contents of the visit will be made known to the custody officer and may be disclosed to the police and may be later used in legal proceedings. If the detainee's concerns are linked to not having received legal advice, this is something the Custody Visitors should refer to the escorting officer.
- (v) If a Custody Visitor realises that they know or are known to the detainee, they must consider whether to withdraw from the Visit. The decision will depend on the nature of the relationship and it's likely effect on the visitor's impartiality.

- (vi) It is inappropriate for Custody Visitors to pass messages for detainees or perform other tasks on their behalf which might compromise impartiality or the interest of justice.
- (vii) Independent Custody Visitors are primarily concerned with the health and wellbeing of detainees as well as the overall conditions, standards and procedures at places of detention. Immediate concerns about the treatment of particular individuals must be passed on to those in a position to take corrective action eg. If a detainee indicates that they may harm themselves or any other person, this must immediately be brought to the attention of custody staff.

21) CUSTODY RECORDS

- (i) The Custody Record plays an important part in the application of the rules governing the treatment of detained persons and the process of supervision. It is essential therefore that, subject to obtaining the detainee's consent to view their custody record, (whether computerised or paper) that Custody Visitors should check its contents against what they have been told by the detainee. However, Custody Visitors should not view a detainee's Custody Record without the consent of the detained person (with the exception of (ii) below).
- (ii) If a detainee is for any reason, in the opinion of the Custody Officer, incapable of deciding whether to allow access to their Custody Record, the presumption should be in favour of allowing the Custody Visitors to examine the record. The Custody Officer should record this in the Custody Record. E.g. if a detainee is under the influence of drugs or alcohol, has a mental health problem or cannot speak English.
- (iii) By checking the contents of the Custody Records against the information given by the detainee, Custody Visitors will be in a position to verify:
 - whether rights and entitlements under PACE have been given and signed for;
 - that medication, injuries, medical examinations, meals (diet) are recorded;
 - that procedures to assess special risks/vulnerabilities presented by the detainee have been properly recorded;
 - the timing and frequency of cell inspections of inebriated or otherwise vulnerable detainees;
 - the timing of reviews of the continuing need for detention.

22) REPORTING PROCEDURES

- (i) Clearly records of Visits and the findings will form an important part of the procedures. Recording the contents of a visit is one of the most important aspects of the system. Custody Visitors may wish to make notes during the course of the Visit but should explain to the detainee why they are doing so.

- (ii) At the end of each Visit, and while they are still within the place of detention, Custody Visitors must complete a report with their findings. Custody staff should not be present while Visitors discuss and complete reports and wherever possible they should be able to use a private area for this purpose. Details must include both specific matters (which may have already been brought to the attention of the Custody Staff) and more general issues relating to custody conditions or procedures. All reports must be completed in English, or, where applicable, Welsh, even if the visit has been conducted in another language.
- (iii) The pink copy of the report form should remain in the Custody Suite for information. Custody Visitors should post the white copy to the Police and Crime Commissioner. Independent Custody Visitors should be aware of the arrangements locally with regard to the safe keeping, retention and destruction of notes made at the time of the interview and any other documents, which may contain personal information relating to detainees.

23) **FEEDBACK**

- (i) If Independent Custody Visiting is to be effective, systems must be in place to ensure that the output from visits is drawn to the attention of those who are in a position to respond. This reporting occurs at various levels and a quick and positive reaction from those receiving it is one of the surest ways to strengthen and consolidate the Independent Custody Visiting system.
- (ii) Immediate practical issues relating to the detainee will be addressed at the time of the visit in conversation between the custody visitors and custody staff. Responses to concerns raised will be included on the report form.
- (iii) Concerns raised on report forms will be reported to the quarterly Custody Visitors Team Meetings. The Custody Inspector will respond to any issues which were not dealt with at the time of the visit.
- (iv) Any issues raised, which in the opinion of the Chief Executive are of a more serious nature, will be brought to the attention of the Assistant Chief Constable who is the portfolio holder for Criminal Justice. Feedback will be provided directly to the custody visitors concerned.
- (v) The first key relationship is between independent custody visitors and the custody staff who will be the immediate recipients of practical issues and observations emerging from visits. Second, there is the interface with the officer in charge of the place of detention. Effective dialogue and responsiveness at these levels is the foundation of the whole system.
- (vi) It cannot be emphasised strongly enough that the key to the effectiveness of these feedback arrangements at every level is a rapid and appropriate response by the police to concerns raised by the Independent Custody Visitor. If that response is delayed or grudging, working relationships will deteriorate rapidly and the whole system may start to slip into disrepute.

24) COMPLAINTS OF MISCONDUCT MADE BY THE DETAINEE

- (i) If a detainee makes a complaint of misconduct by a specific police officer or detention officer, they must be advised to address it to the Duty Inspector in charge of the police station. With the detainee's consent, it may be appropriate for visitors to notify the Duty Inspector that the detainee wishes to make a complaint.
- (ii) Such complaints must be dealt with through the formal procedures and Custody Visitors should not involve themselves in individual cases or make representations on the detainee's behalf.
- (iii) Remand or sentenced prisoners held in places of detention who seek to complain about their conditions or treatment in prison should be advised that Independent Custody Visitors cannot involve themselves in such matters and that there are recognised procedures open to them such as writing to or petitioning the Home Secretary, the Independent Monitoring Board or writing to their solicitor or Member of Parliament.

25) MEDICAL ISSUES

- (i) Custody Visitors have no right to see the detainee's medical records, even where these are attached to the Custody Record. However, key points relevant to medical treatment should be recorded in the Custody Record itself. Custody Visitors should pay particular attention to detained persons suffering from any form of illness, injury or disability. Custody Visitors should consult the custody record to ensure that if appropriate, a medical examiner has been called and establish that instructions for medical treatment have been carried out.
- (ii) When a person appears to be suffering from an illness or injury, the Custody Officer must immediately call a Force Medical Practitioner. This could either be a doctor or a nurse.
- (iii) Medical services to detainees in police custody in Nottinghamshire are provided by the external supplier 'G4S'.
- (iv) Custody Visitors should pay particular attention to detained persons who appear to be suffering from any form of illness, injury or disability. They should satisfy themselves that, if appropriate, medical advice has been obtained and establish from the custody officer what instructions for medical treatment have been given and confirm by consulting the custody record that these instructions have been carried out.

26) FEMALE HYGIENE PACKS

- (i) Female hygiene packs should be available in all custody suites and offered to female detainees. Independent Custody Visitors should enquire that supplies are available during their visit.

27) DEATHS IN CUSTODY

- (i) Where there has been a death in police custody, the PCC must be informed immediately. Consideration will then be given to whether a visit would be helpful in terms of informing and reassuring the local community. If it is agreed that a visit should be made it should be on the basis of a clear understanding as to how that feedback to the community will be achieved.
- (ii) Any visit following a death in custody or some other major incident should not be allowed to interfere with any relevant investigation which may be taking place. There may be circumstances in which the senior investigating officer dealing with such incidents needs to refuse or restrict access.
- (iii) In the course of an investigation into a death in police custody, custody visitors who may have recently visited the suite may be interviewed and/or asked to provide a statement. Records of custody visits may also be examined and possibly used in evidence.

28) CCTV MONITORING

- (i) The introduction of CCTV into Custody Suites has raised the question of whether Custody Visitors should have access to footage. This is ultimately a matter for local discretion, but Home Office advice is that Custody Visitors should carry out their functions in person and not by viewing CCTV pictures or recorded footage. Their role is fundamentally interactive with both detainees and police staff and cannot be discharged remotely. There could be issues of infringing the privacy of detainees who have not consented to Custody Visitors observing them using CCTV. However, where specific incidents or circumstances arise as issues and have been captured on CCTV, Custody Visitors might reasonably be allowed access where both the police and the detainee(s) concerned consent. Visitors should be able to ask the custody officer whether the CCTV is working and be given a demonstration if necessary.

29) SMOKING POLICY

- (i) Nottinghamshire Constabulary is a totally non-smoking organisation. No person will be allowed to smoke in any part of the custody suite. This includes detainees, custody staff and visitors.

30) EXPENSES

- (i) Custody Visitors will be reimbursed for their legitimate expenses incurred in carrying out Visits. However, they should not receive any other form of payment or retainer. (**Appendix 6 Payment of Expenses, Appendix 7 Expenses Form**)

31) PERSONAL ACCIDENT INSURANCE

- (i) Personal accident insurance for Independent Custody visitors is covered by a policy with Nottinghamshire Constabulary.
- (ii) ICV's are responsible for obtaining the relevant motor insurance for the purpose of volunteering.

32) RISK

- (i) Custody Visitors attend Police Stations voluntarily, and except where a Police Officer acts negligently or recklessly, do so at their own risk. Visitors must at all times bear in mind their safety and take reasonable steps to secure it. (See para 15 Health & Safety)

33) VISITING TACT DETAINEES

ICV's accredited to visit TACT detainees will need to have completed 18 months of custody visits before they can be considered for TACT detainee visits.

The Scheme Manager will be notified when terrorist arrests take place. The Scheme Manager will inform the appropriately trained and security vetted ICV's that an individual has been arrested under TACT and that they need to make a visit at a specific time slot.

The Police will accommodate an initial visit as early as possible, although visits may need to be delayed in order to allow the suspect(s) to be booked in. This ensures that suspects are able to receive notice of their statutory rights and to exercise their right to inform someone of their arrest and receive legal advice.

The process also ensures that the police are able to collect any physical evidence from a person for analysis e.g. forensic samples, DNA profiles, fingerprints etc.

However, ICV's should be able to conduct an initial visit as soon as is practicable after the detainee has arrived at the detention suite.

Subsequent visits may then take place until the detainee is charged or released.

33a) PROTOCOL FOR VISITING TERRORISM ACT DETAINEES



The main aim of the Independent Custody Visiting (ICV) Scheme is to increase public confidence in the treatment and welfare of persons detained in police custody. Consequently wherever risk assessments permit, Nottinghamshire Police will actively encourage such visits for persons detained under the Terrorism Act 2000.

To facilitate these visits and to ensure the welfare and safety of all persons in custody is maximised, the following process/guidance should be applied.

- The Volunteer Manager of the ICV Scheme based within the Police & Crime Commissioners Office has identified a cadre of experienced volunteers to visit high security detainees. All of the volunteers have been specifically trained to visit TACT detainees and are aware of the special circumstances of persons detained under the Terrorism Act. Only volunteers so trained will undertake the visits.
- Following arrests for an operation under the Terrorism Act, it is the responsibility of the on duty PACE Inspector to confirm with the Senior Investigating Officer that no special circumstances exist that would prevent the detainee being allowed the opportunity to be visited by members of the ICV cadre.
- Should the Independent Custody Visitors be visiting the Bridewell whilst a TACT detainee is in custody they should be informed, but will not visit unless they are specifically part of the TACT ICV cadre. The on duty PACE Inspector should advise the Volunteer Manager of times for a visit that are likely to be inopportune, for example when the detainee is likely to be unavailable owing to interview, being at prayer or examined by a police Forensic Physician.
- Arrangements will have been made as to the availability of two ICVs who will be on a call rota.
- The on duty PACE Inspector will ensure the Volunteer Manager is made aware of any special circumstances e.g. language difficulties, sickness etc. which might impact on the ICVs visit.
- Nottinghamshire Police must carry out a full Risk Assessment on the individual detainee, prior to the visit being carried out.
- The Volunteer Manager will contact the two members of the cadre and inform the on duty PACE Inspector on **07813 907244** who those visitors will be.
- On attendance and to ensure the safety of all concerned, the ICVs will be subject to screening and any dangerous items, mobile phones and recording equipment must be surrendered and placed in a sealed bag for safe keeping by the Custody Officer. The ICVs must wear their official pass in order to gain entry to the Custody area but should

remove the pass and any other loose objects worn around the neck, prior to speaking with the detainee.

- As is usual practice the detainee will be asked if they wish to receive a visit and their consent or refusal will be recorded on the Custody Record. The ICVs may have access to a copy of the Custody Record, but this will not include any personal details relating to the detainee. It should be noted that details relating to detainees of this nature, are not entered onto the Custody IT system.
- An escorting officer must at all times accompany the ICVs. Discussion with the detainee will be subject to a risk assessment to establish where the ICVs should be when talking to the detainee, bearing in mind that the conversation should be confidential and out of hearing of the escorting officer. If necessary, to ensure their safety, visits will take place via the cell door hatch, with the detainee positioned at the rear of the cell, out of reach of the door.
- The ICVs visit will be recorded in the usual way on the report form. Completed report forms and high profile detainee check lists will remain at the Bridewell and will be hand delivered to the PCC Office within 24 hours by the Custody Management Unit.
- The frequency of the visits is a matter for the on duty PACE Inspector and the Volunteer Manager to discuss.
- This protocol will be applicable in the Bridewell Custody Suite, which is designated to hold persons detained under the Terrorism Act 2000.
- Amendments to this protocol should only be made in consultation with the signatories or their nominated delegates.



Phil Kay
ACC Lead
East Midlands Criminal Justice Services



Kevin Dennis
Chief Executive
Nottinghamshire Police

May 2017

34) **RISK OF EXPOSURE TO BLOOD AND BODILY FLUIDS**

General Hygiene Precautions

Intact skin is your body's best defence against all types of infection and transmittable disease. Therefore, good basic hygiene precautions are essential:-

- Cover any open wounds with a waterproof plaster or similar dressing prior to attending the custody suite.
- If plasters or dressings become wet or soiled, they should be changed immediately.
- Ensure that you thoroughly wash your hands with soap and water after your cell visit.

What you should I do if the following incidents happen.

- If your skin has been punctured with a needle or other sharp instrument that may be contaminated with blood/bodily fluids.
- If blood has been splashed over any part of your body which has cuts or abrasions.
- If blood has been splashed into your eyes or mouth.
- If you have received a human bite which has resulted in a break in the surface of your skin.

IMMEDIATE FIRST AID TREATMENT THAT MUST BE CARRIED OUT

- If your skin has been punctured you must encourage the wound to bleed by force bleeding/squeezing.
- Wash the wound thoroughly with soap and warm water (warm water helps to dilate the blood cells and encourages bleeding).
- If blood or bodily fluids (ie saliva) has entered your eyes or mouth, rinse your eyes or mouth thoroughly with copious amounts of cold tap water.
- Cover any open wounds with a waterproof plaster

You must ensure that the incident is immediately reported to the Custody Sergeant who will ensure that an accident form is completed. The Custody Sergeant will attempt to obtain the detainees consent to allow for blood testing.

Immediately contact you doctor to arrange for:

- An accelerated course of Hepatitis B vaccinations (this consists of 3 vaccines 1 month apart, followed by a 4th vaccine after 12 months). This should be given as soon as possible after exposure.
- A 'Serum Save' blood test (your doctor will know what this means and will also arrange for future follow-up blood tests).

CUSTODY VISITOR AIDE MEMOIR

STATION

DAY/DATE

TIMES: AT FRONT DESK CUSTODY DESK LEAVING

Cell No.								
Custody No.								
Notified of reason for arrest?								
Someone informed of arrest?								
Seen a Solicitor?								
Received and understood Rights?								
Female requirements (personal)?								
Require Medical Attention?								
Religious requirements?								
Special diet?								
Had or been offered food & drink?								
Replacement/Rip Proof Clothing?								
Toilet facility OK?								
Offered wash or shower?								
Blankets provided?								
Cell cleanliness/ventilation/lights?								
Offered exercise?								
8 hours rest in 24?								
Call button working?								
CCTV in working order?								
.....
Treated reasonably?								
See Custody Record?								

Medical Room checked

Kitchen checked

CCTV checked

IMMIGRATION DETAINEES – ensure they know they now have access to Embassy/High Commission/Consulate officials.

36) **RIGHTS AND ENTITLEMENTS FOR DETAINEES**

Remember your rights:

- 1. Tell the police if you want a solicitor to help you while you are at the police station. It is free.**
- 2. Tell the police if you want someone to be told that you are at the police station. It is free.**
- 3. Tell the police if you want to look at their rule-book called the Codes of Practice.**



THE LAW SOCIETY



More information for people arrested by the police

Please keep this information and read it as soon as possible. It will help you to make decisions while you are at the police station.

If you are asked questions about a suspected offence, you do not have to say anything. However, it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you do say may be given in evidence.

1) Getting a solicitor to help you

- A solicitor can help and advise you about the law.
- If you want a solicitor, tell the Police Custody Officer. The police will help you get in touch with a solicitor.

- The police must let you talk to a solicitor at any time, day or night, when you are at a police station. It is free.
- If you do not know of a solicitor in the area or you cannot get in touch with your own solicitor, you can speak to the duty solicitor. It is free. The police will help you contact him or her. The duty solicitor is nothing to do with the police.
- You can talk to a solicitor on the telephone without the police knowing what you are telling him or her. A solicitor can also decide to come to see you at the police station.
- Usually, the police are not allowed to ask you questions until you have had the chance to talk to a solicitor. When the police ask you questions you can ask for a solicitor to be in the room with you.
- If you ask to speak to a solicitor it does not make it look like you have done anything wrong.
- If a solicitor does not turn up, or you need to talk to a solicitor again, ask the police to contact him or her again.
- If you tell the police that you don't want to speak to a solicitor but then you change your mind, tell the Police Custody Officer. The police will then help you contact a solicitor.

2) Telling someone that you are at the police station

- You can ask the police to contact someone who needs to know that you are at the police station. It is free. They will contact someone for you as soon as they can.
- If the police cannot contact the first person you ask for, they will try at least two more until someone knows.

3) Looking at the Codes of Practice

- The Codes of Practice is a book that tells you what the police can and cannot do while you are at the police station.
- The police will let you read the Codes of Practice but you cannot read it for so long that it holds up the police finding out if you have broken the law.
- If you want to read the Codes of Practice, tell the Police Custody Officer.

Getting details of your time at the police station

- Everything that happens to you when you are at the police station is put on paper and is called the Custody Record.

- When you leave the police station, you, your solicitor or your appropriate adult can ask for a copy of the Custody Record. The police have to give you a copy of the Custody Record as soon as they can.
- You can ask the police for a copy of the Custody Record up to 12 months after you leave the police station.

How you should be cared for

These are short notes about what you can expect while you are kept at the police station. To find out more, ask to see the book called the Codes of Practice. Inside its back cover you will find a list of where to find more information about each of these things. Ask the Police Custody Officer if you have any questions.

Keeping in touch

As well as talking to a solicitor and having a person told about your arrest you will usually be allowed to make one phone call. Ask the police if you would like to make a phone call. You can also ask for a pen and paper. You may be able to have visitors but the custody officer can refuse to allow that.

Your room

If possible you should be kept in a room on your own. It should be clean, warm and lit. Your bedding should be clean and in good order. You must be allowed to use a toilet and have a wash.

Clothes

If your own clothes are taken from you, then the police must give you other ones that are clean and comfortable.

Food and drink

You must be offered 3 meals a day with drinks. You can also have drinks between meals.

Exercise

If possible you should be allowed outside each day for fresh air.

If you are not well

Ask to see the Police Doctor if you feel ill or need medicine. It is free. You can ask to see another doctor but you may have to pay for this. You may be allowed to take your own medicine but the Police will have to check with the Police Doctor first. A nurse may see you first, but they will send for the Police Doctor if you need him.

How long can you be detained?

You can normally be detained for up to 24 hours without being charged. This can be longer but only if a Police Superintendent allows it to happen. After 36 hours only a court can allow more time without you being charged. Every so often a Senior Police Officer has to look into your case to see if you should still be kept here. This is called a review. You have the right to have your say about this decision, unless you are not in a fit state.

When the police question you

- The room should be clean, warm and lit.
- You should not have to stand up.
- The Police Officers should tell you their name and their rank.
- You should have a break at normal meal times and a break for a drink after about two hours.
- You should be allowed at least 8 hours rest in any 24 hours you are in custody.

People who need help

- If you are under 17, or you have learning problems or a mental problem then you should have someone with you when the police do certain things. This person is called your “appropriate adult”.
- Your appropriate adult must be with you when the police tell you about your rights and tell you why you are being kept at the police station. He or she must also be with you when the police read the police caution to you.
- The police might also need to do one of the things listed below while you are at the police station. Your appropriate adult should be with you for the whole time if the police do any of these things:
 - Interview you or ask you to sign a written statement or police notes.
 - Review your case.
 - Remove more than your outer clothes.
 - Carry out anything about an identification parade.
 - Charge you with an offence.

You can speak to your solicitor without your appropriate adult in the room if you want to.

People who are not British

If you are not British, you can tell the police that you want to contact your High Commission, Embassy or Consulate to tell them where you are and why you are in the police station. They can also visit you in private or arrange for a solicitor to see you.

Special Times

Getting a solicitor to help you

There are some special times when the police can ask you questions before you have talked to a solicitor. Information about these special times is given in the Codes of Practice. This is the book that sets out what the police can and cannot do while you are at the police station. If you want to look up the details, they are in paragraph 6.6 of Code C of the Codes of Practice.

There is one special time when the police will not let you speak to the solicitor that you have chosen. When this happens the police must let you talk to another solicitor. If you want to look up the details, it is in Annex B of Code C of the Codes of Practice.

Telling someone that you are at the police station

There are some special times when the police will not allow you to contact anyone. Information about these special times is given in the Codes of Practice. If you want to look up the details, it is in Annex B of Code C of the Codes of Practice.

Breath tests

If you are under arrest because of a drink drive offence, you have the right to speak to a solicitor. That right does not mean you can refuse to give the police samples of breath, blood or urine even if you have not yet spoken to the solicitor.

**NOTTINGHAMSHIRE POLICE & CRIME COMMISSIONER
INDEPENDENT CUSTODY VISITING SCHEME REPORT FORM**

Custody Suite

Date: Page of

Time at Police Station	Time in Custody Suite	If immediate access to Custody Suite not gained please state why Immediate access is: entering the custody suite within 5 minutes or less of informing staff of your arrival	Time Visit Started	No in Custody	Time Visit Ended

Cell No.	Custody Ref. No.	Gender M or F	Adult or Juvenile A or J	Category* (P, HO, O, 136)	DP Seen** (O, S, R, U)	Consent to see C R Y or N	C R Seen Y or N	Time DP Detained	Issues Raised and Action Taken Briefly outline why person or record not seen, detainee reviews, any matters for the attention of the Custody Officer and general comments about access and other issues.

CCTV CHECKLIST	LEVEL 3 AND 4 DETAINEES	CLEAR SCREEN IMAGE	CLEAN LENS & CASING	CALL BUTTON WORKING
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AS AN ICV I UNDERTAKE NOT TO REVEAL TO ANY UNAUTHORISED PERSON ANY PERSONAL INFORMATION I MAY OBTAIN DURING THIS VISIT

Visitor Name (Print) Signature

Visitor Name (Print) Signature

Escorting Officer (Name & Rank) Collar No. Signature

Custody Officer (Name & Rank) Collar No. Signature

Key: Category* Column: PACE (P); Home Office (HO); Other (O); MH Section 136 (136) **DP Seen** Column:** Observed (O); Seen (S); Refused Visit (R); Unavailable (U)

APPENDIX 1

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITOR

ROLE DESCRIPTION

1. To carryout the duties of an Independent Custody Visitor, including visits, in accordance with the scheme's guidelines and the training provided.
2. To arrange visits to designated custody suites with fellow Custody Visitors during allotted periods and/or in accordance with the agreed roster.
3. To undertake weekend and late night visits to designated custody suites.
4. To advise the Volunteer Manager and fellow Custody Visitors of any problems with rostered/planned visits. If required, make arrangements for another Visitor to substitute as necessary.
5. To check on the conditions in which detainees are kept, their health and well-being and that they are receiving their rights and entitlements, with reference to the Police and Criminal Evidence Act (PACE).
6. Where appropriate, consult detainees custody records to clarify and check any concerns they have raised.
7. To discuss with the Custody Officer any concerns and requests arising from the custody visits and bring to the Custody Officers attention any issue that need to be dealt with.
8. To complete the Independent Custody Visiting Record Form ensuring that all relevant information is recorded correctly, clearly and concisely and that the copies of the form are sent to the appropriate departments.
9. To attend Independent Custody Visiting Panel/Team meetings.
10. To attend initial and ongoing training sessions, as appropriate (minimum of one per year).
11. To complete and submit expense claims in accordance with the scheme guidelines.
12. To carryout the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the scheme.

APPENDIX 2

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITOR

PERSON SPECIFICATION

<u>Essential Criteria</u>	<u>Measure By</u>
1. Be at least 18 years of age.	Application
2. Not an officer or employee of the Police and Crime Commissioner or Police Force or a Justice of the Peace	Application
3. Live or work within the Police and Crime Commissioner area.	Application
4. Able to communicate well, both verbally and in writing, with a diverse range of people.	Application/ Interview/ Reference
5. Have a knowledge and awareness of diversity and equality issues.	Application/ Interview
6. Able to work as part of a team.	Application/ Interview/ Reference
7. Flexible, reliable and have enough time to carry out the Custody Visiting role.	Interview/ Reference
8. A good listener.	Interview/ Reference
9. Objective, impartial, non-judgemental and able to constructively challenge when necessary	Application/ Interview
Able to travel by private or public transport to undertake visits.	Interview
11. Able to maintain confidentiality in relation to detainees and custody visits.	Interview
12. Portray a positive image of themselves and the Police and Crime Commissioner.	Interview
 <u>Desirable Criteria</u>	
1. Have some knowledge of Custody Visiting	Application/ Interview
2. Have an interest in the rights and welfare of individuals in the Criminal Justice System	Application/ Interview

APPENDIX 3a

**INDEPENDENT CUSTODY VISITING
RISK ASSESSMENT FORM**

AREA/DEPT.: Custody Suites

DATE COMPLETED: 18 November 2004

REVIEWED 13 January 2011

LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED: Independent Custody Visits to Custody Suites

SPECIAL GROUPS OF PERSONS CONSIDERED: Independent Custody Visitors

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood
1.	Independent Custody Visitors entering cells in pairs to introduce themselves to detainees to ascertain if they wish to speak to them about their welfare whilst in police detention. Issues discussed will be recorded in a visit report form by the custody visitors at the time of the visit.	<p>Hazard – the detainee. May physically attack custody visitors causing them injury or harm.</p> <p>Reasonably foreseeable injury – punch to face or punches and kicks to other parts of the body. Forcibly pushing custody visitor out of the way causing them to fall. Writing implement being snatched out of the hand of the custody visitor and used to cause injury.</p> <p>Reasonably foreseeable worse case injury – blindness caused by pen being stabbed into eye.</p>	H-3	<p>2 x Custody Visitors</p> <p>1 x Detention Officer</p> <p>1 x Detainee</p>	<p>A protocol is in place for how such visits are to be conducted.</p> <p>The Detention Officer will view the detainee through the cell hatch prior to ICV's entering the cell to ascertain that the detainee is likely to be receptive to meeting the custody visitors.</p> <p>Police Officer/Detention Officer always in attendance. Access to potentially violent detainees controlled and communicated to custody visitors prior to entering cell.</p> <p>(a) Alarms are fitted along cell corridors in all custody suites and can easily be activated to summon assistance from</p>	L-1	2

other officers present within the custody suite. Experienced ICV's identify to new ICV's on first visit.

(b) custody visitors brief escorting officer on format for visit and custody staff to be present just outside cell and out of sight of detainee at all times

(c) custody officer aware of all visits to detainees and will brief visitors accordingly if detainee violent/aggressive

(d) custody staff trained in first aid

(e) custody visitors who use walking sticks aware of how to position themselves in the cell to reduce risk of walking stick being taken by a detainee.

(f) bolt on cell door can be positioned to ensure cell door cannot be closed from the inside.

Custody Visitors will always visit in pairs and will always be accompanied by a detention officer who will wait immediately outside of the door for the duration of the visit.

At the start of the visit Custody Visitors will speak to the Custody Sergeant who will advise

					<p>if any detainees should not be spoken to due to increased risk of harm to the visitors.</p> <p>Custody Visitors are instructed to ensure they always locate themselves between the detainee and the cell door for quick egress if necessary.</p> <p>Custody Visitors instructed not to hand the pen over to the detainee and to keep it in their possession at all times.</p> <p>Training for ICV's is provided by the Health & Safety Manager for the Constabulary and also the Independent Custody Visiting Association. Both address the physical signs to be aware of in changes of attitude and behaviour of people reacting to stressful situations. In such circumstances ICV's are instructed to bring conversations to a speedy end and leave the cell.</p> <p>There are no known reports of injuries being caused to custody visitors in other Forces where the self-introduction to detainees is operated.</p>		
2.	Custody Visits to persons in custody.	Fire Emergencies	H-3	Custody Visitors/Force Staff	Custody Visitors to establish on the first and subsequent visits applicable fire procedures and location of fire exits. The Force,	L-1	3

					through an infrastructure of Fire Marshalls will provide the necessary arrangements in the event of an emergency i.e. emergency evacuation procedures relevant to individual custody suites.		
3.	Custody Visits to persons in custody.	Bomb threat/suspect device.	M-2	Custody Visitors/Force Staff	Policies, procedures and contingency plans in place to address such circumstances in all Force premises. Specific procedures in place for visitors to Force premises.	L-1	3
4.	Exposure to communicable diseases and infestations including exposure to blood or other bodily fluids.	Risk of Infection.	M-2	Custody Staff/Force Staff	Access to detainees with known diseases controlled and communicated to custody visitors prior to entering cell. Protocol for dealing with exposure to blood or other bodily fluids in place which has been issued to all custody visitors.	L-1	2
5.	Visits to custody suites (car park/premises)	Slips/Trips/Falls	M-2	Custody Visitors/Force Staff	Protocol for dealing with slips/trips and falls. Reporting processes in place at custody suite and ICV's have been notified of process. Custody suite has routine visual premises checks in place.	L-1	2

6.	Custody Visits to persons in Custody	Custody Visitors/detainees suddenly taken ill.	M-2	Custody Visitors/Force Staff/Detainees	<p>Protocols in place.</p> <p>Custody Visitors/Force Staff notified of the processes.</p> <p>Details of First Aiders held in every suite.</p> <p>Custody Visitors to notify OPCC.</p> <p>Risk assessment to be undertaken following any occurrences by OPCC if Custody Visitor involved. If incident involves detainee that custody suite protocol be invoked/risk assessment reviewed and amended for the particular detainee.</p>	L-1	2
7.	Detainee exposed to Captor Spray	Risk of exposure.	L-1	Custody Visitors/Force Staff	Access to detainees who have been sprayed with Captor controlled and communicated to custody visitors prior to entering cell. Very low risk of spray affecting custody visitors. Neutralising agent available in the event of exposure.	L-1	1

FURTHER ACTION REQUIRED

No.	Further Control Measures Required	ACTION (Who Responsible and by When)	Review Action and Date (inc. estimate of Residual Risk)
1	All visitors to be made aware of: <ul style="list-style-type: none"> • Protocol for exposure to blood or other bodily fluids. • The location of panic alarms. • How to activate and other methods of summoning help. • Ongoing training for custody visitors. • Who to report to in the event of an accident or the activation of a fire alarm. • Ongoing awareness of Custody Staff of potential danger to custody visitors. • Training at team level on health and safety issues. • Increased awareness of Fire/Bomb Threat procedures. • Procedure for leaving handbags at the Custody Desk at the start of a visit. 	Volunteer Manager Custody Manager Custody Manager Volunteer Manager Custody Manager Custody Manager Custody Manager Custody Manager Custody Manager	January 2018 January 2018 January 2018 January 2018 January 2018 January 2018 January 2018 January 2018 January 2018

<p>MATRIX KEY</p> <p>HAZARD SEVERITY OF INJURY</p> <p>1 = Minor cuts, grazes, sprains</p> <p>2 = Serious injury, fractures, concussion</p> <p>3 = Major injury or death</p> <p>LIKELIHOOD POTENTIAL TO OCCUR</p> <p>1 = Unlikely to occur</p> <p>2 = Is quite likely to occur</p> <p>3 = High probability of occurring</p>	<p>MATRIX</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>S</td> <td>3</td> <td> </td> <td>3 6 9</td> </tr> <tr> <td>E</td> <td></td> <td> </td> <td></td> </tr> <tr> <td>V</td> <td>2</td> <td> </td> <td>2 4 6</td> </tr> <tr> <td>E</td> <td></td> <td> </td> <td></td> </tr> <tr> <td>R</td> <td>1</td> <td> </td> <td>1 2 3</td> </tr> <tr> <td>I</td> <td></td> <td> </td> <td></td> </tr> <tr> <td>T</td> <td></td> <td> </td> <td></td> </tr> <tr> <td>Y</td> <td></td> <td> </td> <td></td> </tr> </table> <p align="center">POTENTIAL</p>	S	3		3 6 9	E				V	2		2 4 6	E				R	1		1 2 3	I				T				Y				<p>RISK RATING</p> <p>6-9 High Risk, not acceptable further controls required.</p> <p>3-4 Medium Risk, require further controls. Is the risk justifiable in relation to the training need?</p> <p>1-2 Low Risk, No further control measures are required.</p>
S	3		3 6 9																															
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V	2		2 4 6																															
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Appendix 3B



RISK ASSESSMENT FORM

APPENDIX 3B

Date of Assessment:	29/09/2017	Department/Unit/ Division:	Bridewell
Assessment made by:	Inspector Graham Osborne	Premises / Location:	Bridewell
Others involved:	Jackie Nash	Activity / Task Assessed:	ICV entry to custody suite
Person / Group Assessed:	ICVs	Reference Number:	
Other Relevant documents:		Review date:	

Existing Control Measures / Notes:

Detainees are brought on occasion from the court/front Counter via E Door. They will be escorted by officers and if detainee is violent should be handcuffed. The waiting area is clearly visible as entry/exit doors are of glass so there is a clear view at all times. All ICVs are aware not to enter building unless safe to do so. New starters are briefed by Site Inspector and ICV coordinator also makes staff aware. They are also aware that when they enter F door this must be shut before the E Door is opened. Location is also further secured as external area is fenced off with secure gates. All staff are aware to report lost cards to ICV Co-ordinator. All staff with door access cards are subject to vetting procedure before cards are issued. The door access cards are restricted so as to only allow access to the E door and no further.

ACTIVITY <small>What are you doing</small>	HAZARD <small>What might cause harm</small>	PERSONS AT RISK <small>Staff / Contractor / Public</small>	CONTROL MEASURES REQUIRED <small>What control measure do we need to implement to bring any risk down to an acceptable level</small>	Residual risk <small>H/M/L</small>	PERSON RESPONSIBLE FOR ENSURING CONTROL MEASURES ARE IN PLACE
Description					

ACTIVITY What are you doing		HAZARD What might cause harm	PERSONS AT RISK Staff / Contractor / Public	CONTROL MEASURES REQUIRED What control measure do we need to implement to bring any risk down to an acceptable level	Residual risk H/M/L	PERSON RESPONSIBLE FOR ENSURING CONTROL MEASURES ARE IN PLACE
Description						
1	Entering the waiting area at Bridewell by way of E Door	Detainee in waiting area or detainee brought into waiting area who becomes or is violent	ICV	Above control measures mitigate any risk	L	Site Inspector

ACTIVITY What are you doing		HAZARD What might cause harm	PERSONS AT RISK Staff / Contractor / Public	CONTROL MEASURES REQUIRED What control measure do we need to implement to bring any risk down to an acceptable level	Residual risk H/M/L	PERSON RESPONSIBLE FOR ENSURING CONTROL MEASURES ARE IN PLACE
Description						

ACTIVITY What are you doing		HAZARD What might cause harm	PERSONS AT RISK Staff / Contractor / Public	CONTROL MEASURES REQUIRED What control measure do we need to implement to bring any risk down to an acceptable level	Residual risk L/M/I	PERSON RESPONSIBLE FOR ENSURING CONTROL MEASURES ARE IN PLACE
Description						
2	Entering the waiting area at Bridewell by way of E Door	Detainee in waiting area or brought into waiting area who seeks to escape	Staff/detainee	Above control measures mitigate any risk	L	Site Inspector
3	ICVs issued with door access cards	Possible risk of OCG seeking to become ICVs to secure access	Staff/ICVs	Vetting system in place before any card is issued	L	Site Inspector
4	Entering the waiting area at Bridewell by way of E Door	Unsupervised access to the main custody area	ICV	Door access cards will have restrictions not to allow access to main area. Staff are aware they should remain in waiting area	L	Site Inspector

Signed Risk Assessor		Print Name	Inspector Graham Osborne/Jackie Nash	Date	01/10/2017
Signed Line Manager	n/a	Print Name		Date	
Signed Health & Safety (if	n/a	Print Name		Date	

applicable)					
Signed SMT Member (if applicable)	n/a	Print Name		Date	

Use the scoring table below to score the residual risk remaining after all of the control measures have been put in place.

SEVERITY LIKELIHOOD	MINOR	APPRECIABLE	MAJOR	SEVERE	CATASTROPHIC
Very unlikely	1(L)	2(L)	3(L)	4(L)	5(L)
Unlikely	2(L)	4(L)	6(M)	8(M)	10(M)
Possible	3(L)	6(M)	9(M)	12(M)	15(H)
Likely	4(L)	8(M)	12(M)	16(H)	20(H)
Very likely	5(L)	10(M)	15(H)	20(H)	25(H)

SEVERITY GUIDANCE		
	RATING SCORE	
MINOR	1	Minimal injury requiring no treatment or first aid with no lost time
APPRECIABLE	2	Minor injury requiring first aid and up to three days off work
MAJOR	3	Major injury affecting one person and requiring hospital / professional treatment or requiring 3-14 days off work
SEVERE	4	Major injury affecting more than one person or resulting in significant, permanent incapacity or disability for one or more persons.
CATASTROPHIC	5	Incident resulting in fatality or multiple, major permanent injuries to more than one person.

APPENDIX 4

APPOINTMENT OF VOLUNTEERS

- (i) Volunteers should be independent persons of good character and who are able to make informed judgements in which the community can have confidence and which the police will accept as fair criticism when it is justified. Any person over the age of 18, living or working in Nottinghamshire and resident in the UK for at least 3 years prior to the date of application, may be appointed as a Volunteer. To avoid potential conflict of interest, Police and Crime Commissioner Members and Staff, Police Staff, Special Constables, Magistrates, employees of the Probation Service and serving former Police Officers will be excluded. Applications from others involved in the criminal justice system will be considered individually, having regard to the public service principle of being seen to be independent and impartial.
- (ii) Volunteers will be recruited by the Commissioner on the basis of the person specification and following interview. In making appointments the Commissioner will have regard to the importance of ensuring that the overall set of independent Volunteers is representative of the local community and provides, so far as practicable, a suitable balance in terms of age, gender and ethnicity. The Commissioner will make all reasonable adjustments to accommodate those with disabilities and those who do not have English as a first language but who are able to communicate effectively so as to be understood, where they are considered suitable candidates. The selection process will include the completion of an application form, the checking of criminal records, the taking up of 2 references and the undertaking of an induction training session.
- (iii) Basic police security checks are undertaken, however past offending is not an automatic barrier to acceptance and each case will be considered on its specific circumstances. Any failure to disclose convictions will be treated very seriously and may lead to exclusion.
- (iv) Appointments are subject to vetting or security clearance. Vetting renewal will be undertaken for all Volunteers before appointments are renewed.
- (v) Each applicant will be subject to shortlisting and applicants invited for interview will be notified in writing of the outcome of their interview. Successful candidates will be provided with an appointment letter informing them of details of induction training. Following induction training newly appointed Volunteers will be given a written memorandum of understanding and Volunteer Agreement summarising the agreed responsibilities and expectations of the Volunteer and the Police and Crime Commissioner. Volunteers will also be given an Information Security document.
- (vi) Upon appointment, new recruits will be required to complete a six month probationary period during which time they will be partnered with experienced Volunteers.
- (vii) Volunteers will be appointed for a three year term subject to satisfactory completion of induction and a bi-annual review of suitability. If a Volunteer wishes to remain on the scheme at the end of the 3 year period, a review will be undertaken. Key factors in renewing appointments will be performance, reliability and attendance at team meetings and training sessions. At the time of the 3 year review basic police checks will again be undertaken.

- (viii) Upon leaving the scheme Volunteers will be asked to complete an exit form (Appendix 7) to identify any underlying reasons for leaving the scheme and to help assess any necessary steps that may prevent other volunteers from leaving.

REMOVAL FROM THE SCHEME

- (i) Where a Volunteer is in breach of the ethical code of practice, or acts in any way which it is thought to exceed the rules, or their functions and duties as set out in the job description, the matter will be brought to the attention of the Commissioner. A Volunteer may be removed from the scheme if the Commissioner is satisfied that the complaint is justified. Misconduct may include matters such as a conviction for a criminal offence or abusing the position of a Volunteer by failing to act in accordance with the agreed guidance and expectations. Poor performance can relate, for example, to a failure to attend for Visits or failure to complete adequate reports.
- (ii) Where poor performance is identified the Chief Executive will notify the Volunteer concerned, in writing, providing the Volunteer with a timescale in which to demonstrate improved performance. If there is a failure to improve performance during this time removal will be considered.
- (iii) Where removal from the scheme is considered, the Chief Executive will notify the Volunteer concerned, in writing, of the grounds on which removal is being considered.
- (iv) If the decision is to remove the Volunteer, he/she will be informed in writing. The procedure for removal will allow the Volunteer concerned to make oral or written representations to the Chief Executive prior to a decision being made. The Volunteer will be informed that if he/she disagrees with the decision he/she will have a right to appeal to the Police and Crime Commissioner. An appeal must be lodged within 21 days of the decision to remove the Volunteer.

APPENDIX 5

VOLUNTEERS TERMS OF APPOINTMENT AND APPEALS PROCEDURE

1. On appointment Volunteers will receive a Memorandum of Understanding which sets out expectations from the Nottinghamshire Police and Crime Commissioner and explains what levels of support/training/feedback they will receive.
2. All appointments will be on a probationary period of 6 months (this can be extended if the Chief Executive to the Police and Crime Commissioner considers it appropriate).
3. Appointments will only be confirmed on successful completion of this probationary period. In deciding what is successful the Chief Executive to the Police and Crime Commissioner will take into account the following:-
 - Number of visits carried out to comply with previously advised rotas.
 - Feedback from experienced Volunteers
 - Views from the Volunteer Manager..
4. On completion of enquiries relating to item 3 above, probationary Volunteers will receive notification, in writing, of the decision regarding their appointment. If the appointment is declined there is a right to appeal to the Police and Crime Commissioner. The appeals procedure is set out in item 9 below.
5. Following a satisfactory probationary period a Volunteer will be appointed for a period of 3 year during which they will carry out their duties in accordance with the terms of the appointment letter.
6. The Chief Executive to the Police and Crime Commissioner will review the performance of Volunteers from time to time and has the right to terminate appointment in the light of unsatisfactory performance of their duties. Volunteers may appeal against a decision to terminate their appointment. The appeals procedure is set out in item 9 below.
7. At the end of the 3 year period the Volunteer will be asked if they wish to continue after that time and the Chief Executive to the Police and Crime Commissioner will take into account the following:
 - Number of visits carried out to comply with previously advised rotas.
 - Feedback from experienced Volunteers.
 - Views from the Volunteer Manager.

- Attendance at the Commissioner's organised training/conferences.
 - Attendance at locally organised team meetings.
8. On completion of enquiries relating to item 7 above, the Volunteers will receive notification, in writing of the decision. If they are unsuccessful they may appeal to the Police and Crime Commissioner. The appeals procedure is set out in item 9 below.
9. The appeals procedure in relation to all matters regarding the appointment/termination of Volunteers will be carried out as follows: -
- The Volunteer will be advised in writing of the matters of concern regarding the appointment/reappointment. All correspondence will be sent recorded delivery.
 - The Volunteer will be asked to respond in writing within 21 days to the issues raised.
 - The Chief Executive will present a report to Police and Crime Commissioner, along with any written responses, or supportive documents from the Volunteer.
 - The Volunteer will be invited to hear any discussions and to answer any questions that the three officers of the Police and Crime Commissioner may wish to ask.
 - The Volunteer will be excluded from the decision making process which will be held immediately after the meeting.
 - The Volunteer Manager will notify the Volunteer within seven working days of the final decision of the three Police and Crime Commissioner officers.
 - The decision of the Police and Crime Commissioner will be final.

APPENDIX 6

MEMORANDUM OF UNDERSTANDING (VOLUNTEER AGREEMENT.)

This agreement between.....and the Nottinghamshire Police and Crime Commissioner indicates the importance with which the organisation views the relationship between itself and its Volunteers.

Role of a volunteer

A Volunteer is an unpaid person who performs roles that are additional to the regular work undertaken by full and part time staff. This agreement does not create an employment relationship.

Volunteer

Whilst on duty, volunteers will work under the supervision of, or with the support of Nottinghamshire Police and Crime Commissioner and staff.

As a Volunteer, you will be expected to: -

- Be bound by this volunteer agreement.
- Respect the ethos of NPCC/Nottinghamshire Police, in particular, (a) To maintain strict confidentiality in respect of all information, which may become known to you in your capacity as a volunteer. (b) To act in accordance with the relevant legislation, including the Data Protection Act 1998, The Computer Misuse Act 1990, Working Time Regulations 1998 and Health and Safety legislation.
- Maintain personal circumstances, which retain your eligibility to hold the position of Volunteer and to notify any change forthwith to the Volunteer Manager.
- Maintain a level of proficiency.
- Be smart, punctual and perform all functions efficiently.

Nottinghamshire Police and Crime Commissioner will provide.

- Re-imburement of out of pocket expenses.
- Appropriate training and personal development to allow you to fulfil the role of an NPCC Volunteer.
- Welfare and support mechanisms within duty service which, wherever possible, mirror those of NPCC employees.
- Application and access to NPCC procedures in relation to grievance, harassment and equal opportunities.
- An environment in which volunteers will be treated with respect and courtesy as colleagues whose personal skills and abilities are welcomed as a valued contribution to Nottinghamshire Police and Crime Commissioner.

I accept the offer of appointment as a Volunteer within Nottinghamshire Police and Crime Commissioner and agree to the terms and conditions set out in this document.

I am aware that Nottinghamshire Police and Crime Commissioner reserves the right without explanation, to withdraw consent for access to force premises or information systems.

Declaration

I declare that I am physically fit to carry out the duties outlined in the role profile and I agree to notify the Volunteer Manager if there are any changes regarding my fitness that may prevent me from carrying out my duties.

Signature of Volunteer _____

Print name in full _____

Date _____

**Signed on behalf of the
Nottinghamshire Police
And Crime Commissioner** _____

Date _____

APPENDIX 7

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER CLAIM FOR TRAVELLING EXPENSES – VOLUNTEERS

Name: _____ Engine Capacity _____ cc Reg No _____

Address _____

DATE	VENUE VISITED	FARES eg BUS/TRAIN/TAXI/ PARKING	NUMBER OF MILES	RATE PER MILE	MILEAGE ALLOWANCE CLAIMED	NOTES

DECLARATION BY VOLUNTEER

I DECLARE that where claimed, I have actually and necessarily incurred expenditure on travelling in the performance of approved duties and have actually paid the fares and made other payments for which reimbursement is claimed, all of which are in accordance with the current regulations of the Police and Crime Commissioner.

I CLAIM the allowances in the performance of the approved duties shown and have not made and will not make any claim on any other body in respect of these same duties.

Signature of Volunteer: _____

Date: _____

Signature of Authorisation by Police and Crime Commissioner _____

APPENDIX 8



INDEPENDENT CUSTODY VISITING SCHEME

EXIT FORM

The purpose of this form is to identify any underlying reasons for Independent Custody Visitors leaving the Scheme and to help assess any necessary steps that may prevent other volunteers from leaving for similar reasons. This information will also assist the Police Authority to conduct an effective role analysis and project training need for other Independent Custody Visitors.

NAME:

ADDRESS:

DATE APPOINTED:

LEAVING DATE:

1. What is your reason for leaving?

.....
.....
.....

2. If you have accepted another volunteer role, what attracted you to it?

.....
.....
.....

3. In relation to your time as an Independent Custody Visitor, do you have any suggestions for improvement?

.....
.....
.....

4. How do you feel about the training you have been offered or received?

.....
.....
.....

5. What have the relationships been like between yourself, fellow Custody Visitors and Police & Crime Commissioner Staff and could they be improved?

.....
.....
.....

6. Are there any other comments that you wish to make?

.....
.....
.....

SIGNATURE OF CUSTODY VISITOR:

DATE:

SIGNATURE OF VOLUNTEER MANAGER:

DATE:

On completion, please return this form to the Office of the Police & Crime Commissioner in the envelope provided.

**Any queries in respect of this scheme should be
addressed to:**

**Jackie Nash
Volunteer Manager
Nottinghamshire Police and Crime Commissioner's
Office
Arnot Hill House, Arnot Hill Park,
Nottingham NG5 6LU
Telephone: 0115 844 5998**

email: jackie.nash@nottinghamshire.pnn.police.uk