

<b>For Information</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Joint Audit &amp; Scrutiny Panel</b>
<b>Date of Meeting:</b>	<b>24 July 2019</b>
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<b>Agenda Item:</b>	<b>10</b>

## **Independent Custody Visiting Annual Report**

### **1. Purpose of the Report**

To report on the achievements and progress of the Nottinghamshire Independent Custody Visiting Scheme.

### **2. Recommendations**

The report will be circulated to volunteers, Nottinghamshire Police and other partners as well as being published on the website for public information.

### **3. Reasons for Recommendations**

The annual report will help to promote the Independent Custody Visiting Scheme to the public, partners and Nottinghamshire Police. The annual report helps to communicate the schemes purpose to allow public scrutiny of a closed area of detention.

### **4. Summary of Key Points (this should include background information)**

The report highlights the work undertaken over the past 12 months and sets out some objectives for the coming year. The report includes visiting statistics and demographics for those volunteering as Independent Custody Visitors.

### **5. Financial Implications and Budget Provision**

Financial resource will continue to be required to administer the scheme.

### **6. Human Resources Implications**

The scheme is managed by a Volunteer Manager currently employed by the Nottinghamshire Office of the Police and Crime Commissioner. The scheme currently has 25 active volunteers.

### **7. Equality Implications**

Efforts continue to be made to recruit a diverse volunteer base and to consider the needs of all detainees. The new pilot scheme that will be implemented over the next 12 months is particularly concerned with detainees with vulnerabilities, for example, those with mental health and young people.

#### **8. Risk Management**

Not applicable.

#### **9. Policy Implications and links to the Police and Crime Plan Priorities**

The Independent Custody Visiting Scheme seeks to support the delivery and quality policing, increasing confidence and satisfaction in Nottinghamshire Police.

#### **10. Details of outcome of consultation**

Not applicable.

#### **11. Appendices**

None.

## ICV Annual Report 2018-19

<p>Introduction</p>	<p>Nottinghamshire Police have two active custody suites. Bridewell custody suite is located in the City of Nottingham and Mansfield custody suite is located in Mansfield police station in the north of the County. Newark custody suite is not used on a day to day basis, but is still considered part of the custody estate for business continuity purposes.</p> <p>Bridewell continues to receive the highest number of detainees out of the two custody suites due to its capacity and location. Bridewell custody will be replaced within the next few years and plans to build a new custody facility are underway. Mansfield custody has recently had a refurbishment with cells being upgraded and the suite repainted.</p>
<p>Independent Custody Visiting in Nottinghamshire</p>	<p>Nottinghamshire are fortunate to have an excellent volunteer group. These individuals are from all walks of life who share a concern for the welfare of others and want to serve their community in a positive, meaningful way. Without their support, the scheme would not be able to function and we are very grateful to each one of them for their time and service.</p> <p>Paddy Tipping explained: "ICVs perform a really important role. They provide independent reassurance that Nottinghamshire's custody facilities and the detainees meet the highest quality and welfare standards. ICVs make a valuable contribution to policing and are among a whole army of public volunteers who donate their time willingly to help us deliver a better policing service."</p>
<p>Independent Custody Visitors</p>	<p>The ICV scheme in Nottinghamshire currently have 25 active volunteers. During the recent recruitment campaign, efforts were made to target recruitment to create a better balance in volunteer representation:</p> <ul style="list-style-type: none"> <li>• 12% are from BME background</li> <li>• 60% are female and 40% are male</li> <li>• 8% have a disability</li> </ul> <p>Volunteers aim to visit each suite 2 – 3 times per week.</p> <p>This year has seen the introduction of a new electronic report writing system. All volunteers have been trained to use a cloud based software application and now submit reports</p>

	<p>using a tablet. This has created a more efficient mechanism for inputting and the ability to generate statistical reports.</p> <p><b>Visits to detainees arrested under the Terrorism Act (Pace Code H)</b></p> <p>A small, qualified group of specially trained custody visitors are on standby to visit detainees held under the Terrorism Act. These volunteers are vetted to a higher level and regularly receive refresher training with Special Branch.</p>
Governance	<p>ICV's are encouraged to resolve as many issues as possible during the course of their visit with custody staff. All issues raised are reported via the electronic reporting system.</p> <p>ICV's are encouraged to raise and resolve minor issues dynamically with custody staff, as part of their visit. ICVs are encouraged to raise more serious concerns to the scheme manager who will investigate the matter. If necessary, the scheme manager will raise the issue with the custody inspector informally via an email or phone call or formally at a scheduled one-to-one meeting or ICV Team Meeting. Custody visiting is also a standing agenda item on the weekly PCC Team Meeting. Any serious concern would be escalated through to the weekly meeting between the PCC and Chief Constable. The scheme manager submits quarterly reports to the ACC responsible for custody. The scheme manager would also bring any serious incident or issue of national concern to the attention of ICVA.</p> <p>Volunteers are invited to quarterly team meetings to review the previous quarters data and to discuss concerns that have been raised.</p> <p>We offer on-going training and development to our volunteers through attendance at team meetings, regional and national conferences.</p> <p>At Christmas we held a very successful celebration event to thank all our volunteer colleagues. During volunteers week, the Commissioner invited all volunteers to attend a buffet lunch and presented them with certificates.</p>
Independent Custody Visiting data	<ul style="list-style-type: none"> <li>• During 2018-19 there were a total of 174 visits to custody.</li> </ul>

	<ul style="list-style-type: none"> <li>• 681 detainees were offered a visit; 65 (10%) were seen but declined the offer. Last year the figures were 709 and 65 (9%).</li> <li>• An average of 3.2 detainees were seen during each visit, the same as last year.</li> <li>• 73% of these visits took place during weekdays and 27% during the weekend. Last year it was 76% and 24% respectively.</li> <li>• Of the 174 unannounced visits made to custody, ICV's were granted immediate access to the custody area in 87% of cases.</li> <li>• Of the 174 unannounced visits one visit was made out of hours to Mansfield custody.</li> <li>• Feedback from ICVs have reported few formal complaints which continues from the previous year.</li> <li>• There was one visit to the TACT suite during 2018-19.</li> </ul>
<p>Independent Custody Visting scheme findings</p>	<p>In 2018-19 ICVs have reported:</p> <ul style="list-style-type: none"> <li>• Helpful and supportive staff.</li> <li>• Access to menstrual products for all female detainees and the right to speak with a female member of staff has been embedded into the booking in procedure.</li> <li>• Raising the issue of access to Nicotine replacements for detainees. It has been agreed that Nicotine gum will be provided for detainees.</li> <li>• There have been on-going issues with custody suites being short staffed. ICV's have continued to report on this and Nottinghamshire Police confirmed in January 2019 that staffing was at full establishment.</li> </ul>
<p>How the police respond to Independent Custody Visitor findings</p>	<p>Nottinghamshire Police have designated an Inspector as a single point of contact for the ICV scheme. Reports are generated and sent immediately to the Inspector who considers the content and replies appropriately. Any issues which are of concern to the Scheme Manager are recorded on a separate log and sent to the Inspector for further investigation. These are discussed at one-to-one meetings between the Inspector and Scheme Manager and/or quarterly ICV Team Meetings. All responses are documented and escalated as necessary.</p> <p>There have been some delays in responding to ICV concerns during the last quarter. This has been due to the sickness and retirement of the custody Inspector responsible for the ICV scheme.</p>

	<p>Processes are in place to raise serious matters through the regular weekly meeting held between the Police and Crime Commissioner and the Chief Constable.</p>
<p>Other areas of note/special events</p>	<p>Nottinghamshire has achieved Gold level in ICVA's Quality Assurance Framework process this year.</p> <p>HMICFRS undertook an unannounced inspection of police custody in Nottinghamshire during 1-12 October 2018 and a full report has now been published.</p> <p>In response to recommendations made by the HMICFRS, the PCC has agreed to commence a pilot scheme whereby ICVs will review redacted custody records of vulnerable people detained in custody. ICVs will track the detainee journey, highlighting concerns in a report to the PCC, Nottinghamshire Police and other partners and stakeholders.</p>
<p>Independent Custody Visiting future plans</p>	<p>Work is underway to recruit and set up the pilot scheme for custody record reviewing. Later in 2019 we plan to make changes to the visits themselves. This will still involve making visits with detainees, but will also involve shadowing custody staff, checking facilities and monitoring processes.</p>
<p>Further information and contact details</p>	<p>If you would like to find out more about the Independent Custody Visiting scheme please consider contacting the scheme manager or researching the websites listed.</p> <p>Kayt Radford, Volunteer Manager, Arnot Hill House, Arnot Hill Park, Arnold, Nottingham, NG5 6LU  <a href="https://www.nottinghamshire.pcc.police.uk/Get-Involved/Volunteering/Volunteering.aspx">https://www.nottinghamshire.pcc.police.uk/Get-Involved/Volunteering/Volunteering.aspx</a>  <a href="#">ICVA's website</a>  <a href="#">National Preventive Mechanism</a>  <a href="#">Independent Reviewer of Terrorism Legislation</a></p>