

Surrey Independent Custody Visitor Scheme End of Year Report 2012

1. Overall Scheme:

1.1 There are four custody centres in Surrey – Guildford, Reigate, Staines and Woking. Following a successful Planning Application Appeal in summer 2011, the Force is pursuing the development of a 24 cell dedicated custody facility in Salfords which will replace the Reigate Suite.

1.2

Summary	2009	2010	2011	2012
Total number of detainees in Surrey	20 000	19 016	19804	19085
Total number in custody at time of ICV visit	1142	1000	1167	1236
Total number accepting a visit	713	594	667	610
Total number not possible to visit	398	382	464	604
Total number refusing a visit	31	24	36	22

During the course of 2012, just over 19000 detainees were held in Surrey custody centres (this figure has been fairly consistent over the past 4 years). 1236 (6.47%) of these detainees were present in custody at the times at which ICVs visited. 610 detainees (3.19% of the overall total no of detainees) accepted an ICV visit, a further 604 detainees were not available to the ICVs for viable reasons - in the main because they were sleeping or in interview (full details held by Scheme Manager). Only 22 detainees refused an ICV visit. These figures have all been fairly consistent over the past 4 years. The Surrey sample size of the overall detainee throughput in custody (6.47%) continues to be above average when compared with other South East regional schemes and remains consistent with figures from the past 3 years. 96.5% of the detainees who were asked by ICVs if they were willing to discuss their treatment in police custody agreed to do so. This is felt to be a very good result and is largely due to the policy of ICVs introducing themselves and the Scheme to detainees as opposed to this introduction being officer led.

2. End of Year ICV Stats 2012

Summary	Guildford	Reigate	Staines	Woking	Totals
Number of visits to Custody Centre	65	62	60	67	254
Number of detainees	300	365	297	274	1236
Number of detainees accepting visits	137	190	152	131	610
Number of detainees refusing visits	2	3	11	6	22
Number of detainees where visits not possible	161	172	134	137	604

% of accepted visits to total number of detainees	46%	52%	51%	48%
% of refused visits to total number of detainees	1%	1%	4%	2%
% of visits not possible to total number of detainees	54%	47%	45%	50%
% of accepted visits (excluding not possible)	99%	98%	93%	96%
% of refused visits (excluding not possible)	1%	2%	7%	4%

2.1 ICVs are encouraged to carry out visits during the evenings and at weekends and these are monitored regularly and discussed at panel meetings. All panels operate a regular Out of Hours Rota.

- 2.2 The optimal number of ICV visits to Surrey custody centres in 2012 was 260. ICVs achieved 97.69% of this target. ICVs are to be commended on their flexibility and commitment in covering colleagues in case of emergency to ensure that the visiting rota is upheld.

Year	Total No of ICV Visits
2012	254
2011	242
2010	219
2009	221

3. Panel Updates

- 3.1 Guildford – The panel continues to be very stable. This allows a very supportive structure in which to train new members and improve knowledge.
- 3.2 Reigate - Detainee welfare concerns continue over the custody suite at Reigate being 'fit for purpose' – old and cramped - and the lack of an exercise yard. These concerns should be resolved once the Salfords Suite becomes operational in mid-2013. Several long-standing members of the Panel retired in the course of the year. Recruitment at the end of 2012 has seen all vacancies filled.
- 3.3 Staines – The panel is piloting a Co-Chair system with two newer members of the panel sharing the responsibility. This seems to work effectively. The Panel has seen a small turnover of members during the course of the year again but recruitment has seen all vacancies filled.
- 3.4 Woking - The protocol outlining a minimum ICV visit in very exceptional circumstances was used once to good effect in Woking when a member of staff could not be freed to escort the ICVs within a reasonable time period. On another occasion where this did not work, custody staff has been reminded of how the procedure should work. There has been good support from the Custody Inspector in this area. The Panel itself is largely stable and the same comments made for Guildford Panel in 3.1 above are relevant.

4. Concerns Raised on ICV Visits

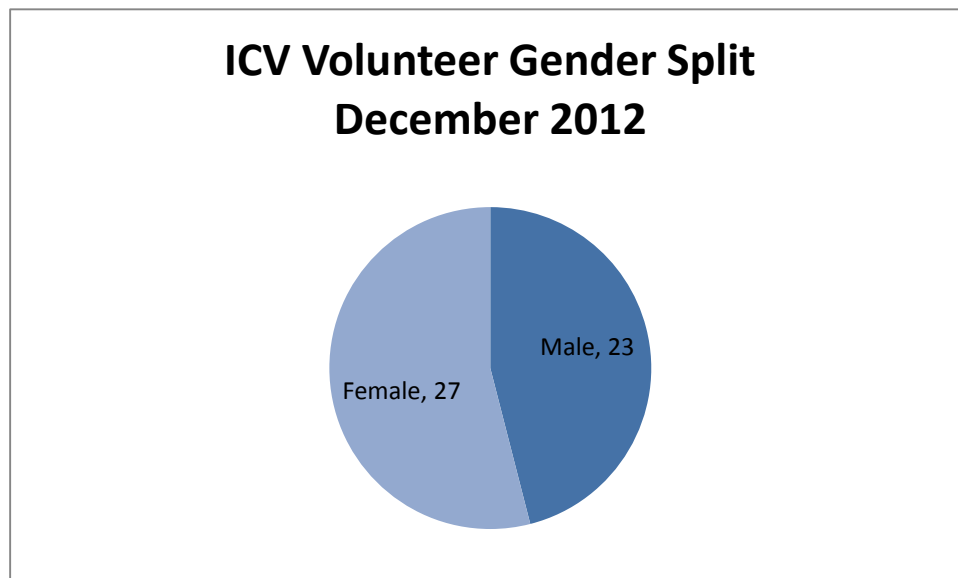
- 4.1 ICVs continue to resolve minor concerns raised by detainees relating to their welfare with custody staff at the time of their visit. The custody sergeant briefing by ICVs prior to leaving the Suite continues wherever possible. This allows for clarification of issues where necessary on both sides and aims at speedy resolution. It is favourably commented on by both ICVs and the Force.
- 4.2 Concerns reported to the Scheme Manager are logged in the Activity Log and followed up with the Force. The outcomes are notified to all ICVs to enable discussion at panel meetings and cross panel learning.
- 4.3 The Scheme Manager continues to attend and has regular input to the Custody Performance Group Meetings attended by the Chief Inspector and the Custody Inspectors. This continues to improve awareness and communication on both Force and Commissioner sides of custody/ICV issues.

5. Custody Visitors as at 31 December 2012

- 5.1 Recruitment at the end of 2012/early 2013 aims at recruiting 6/7 ICVs to keep panel nos at between 12-14 members.
- 5.2 At the end of 2012, the Scheme had 50 volunteers and will have 56/57 moving into 2013 based on anticipated recruitment. This number affords the Scheme some resilience should there be resignations or sickness.
- 5.3 The ICV Scheme aims to represent the Surrey population as far as is possible. The spread of ages of ICVs is as follows:-

	18-29	30-39	40-49	50-59	60-69	70+
2012	2	3	9	9	21	6
2011	3	2	9	12	24	9

The gender split of ICVs is as follows:-



6. ICVA

- 6.1 The Scheme continued its membership of the Independent Custody Visiting Association (ICVA) in 2012. ICVA provides training for ICVs at all levels, as well as support and reference for the Scheme Manager.
- 6.2 Surrey Police Authority took on a two year responsibility to provide the SE Regional Representative on the ICVA Executive in December 2010 and retained this commitment until the election of the Police and Crime Commissioner (PCC) expected in November 2012. This responsibility then transferred to Sussex.
- 6.3 ICVA started its transfer to charitable status before the advent of the PCC in order to benefit from other sources of funding. Work on this progresses and is expected to be complete by mid-2013.

- 6.4 Proposed new Codes of Practice were published by the Home Office for consultation at the end of December 2012 incorporating changes necessary due to transfer of the responsibility for the Scheme to the PCC as well as updating some practices. These are likely to be published in the second quarter of 2013 and ICVA will then publish new training materials.

7. Training, Seminars and Other Events

- 7.1 ICV training in 2012 covered sessions on PACE and Human Rights as well as updates on the new Surrey Police medical contract and updates on Police and Crime Commissioners. Training was delivered at panel meetings and via one Saturday Training Day.
- 7.2 A Training Plan for 2013 will be put to the ICV Steering Group on 15 April 2013 for agreement.
- 7.3 ICVs from the Surrey Scheme and the Scheme Manager also attended the Hampshire Annual ICV Conference.
- 7.4 Three ICVs attended the ICVA Annual Conference in Bristol in October 2012. A report has been circulated to all ICVs to enable shared learning. We would hope to send an ICV representative from each panel to the 2013 Conference in order to keep panels aware of national developments and provide valuable networking opportunities. The selection of an appropriate panel member to attend will be discussed with the Panel Chair.
- 7.5 The annual Thank You Event was held at G Live in Guildford this year, with the purpose of thanking the volunteers for their continued commitment. The event was very well attended and feedback has been very positive. ICVs clearly value Force attendance and input and see this as a very suitable thank you for their contribution.

8. Other Items of Note

- 8.1 Investing in Volunteers (iV) – iV is the UK quality standard for all organisations which involve volunteers in their work. It is about volunteer management not about custody visiting. Much of the work lay in up-dating practices and procedures to ensure that these were fit for purpose. The work was done in consultation with the volunteer ICVs themselves. The Scheme was accredited in October 2012 for three years, one of only four ICV Schemes in the UK to hold this award.