

**To:** Surrey Police Authority  
**Date:** 28 March 2011  
**By:** Nicola Hall  
**Title:** Independent Custody Visitors Scheme – End of Year Report

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**Purpose of Report/Issue:**

To provide the Authority with information on the Independent Custody Visitor Scheme to end of year 2010.

**Recommendation**

The Authority notes the information and satisfies itself that the Authority meets its obligations under the Police Reform Act 2002 with respect to its Custody Visiting Scheme.

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**Equalities Implications**

Following the November 2010 recruitment of 20 new ICVs, we have been successful in improving the diversity of the ICV profile both in respect of the age and ethnic demographic. Work in this area will be maintained.

**Risk**

None

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## Surrey Independent Custody Visitor Scheme End of Year Report 2010

### 1. Overall Scheme:

- 1.1 There are four custody centres in Surrey – Guildford, Reigate, Staines and Woking. The Force has appealed against the refusal of its planning application for the 30 cell Salfords facility to replace the Reigate Suite and the hearing is scheduled for May 2011. If this is successful, a 12 month to start up date is felt to be realistic.
- 1.2 Reigate Custody was closed for 5 weeks in summer 2010 whilst work on the roof of Reigate Police station was undertaken. Staines Custody was closed for 3 weeks for refurbishment in late November 2010. During both of these closures, the Force transferred custody staff to Guildford to give them the opportunity to assess the functioning of the suite at capacity. It was decided that this was a good opportunity to test the ICV Scheme's ability to cope with 24 cells being fully occupied. Guildford Panel carried out its usual weekly visit during these periods as a measure of how the Scheme might cope in its current format with a 30 cell suite at Reigate. It was concluded that whilst visits took longer than usual, it was still possible to see all d/ps and write the report within the two and a half hour visit slot (maximum expectation for an ICV visit).
- 1.3 The Farnham custody suite was fully decommissioned in February/March 2010 following HMIC/HMIP inspection and is now used for training of staff only.
- 1.4 During the course of 2010, just over 19000 detainees were held in Surrey custody centres (5% reduction against 2009). 1000 (5.2%) of these detainees were present in custody at the times at which ICVs visited. 594 detainees (3.1% of the overall total no of detainees) accepted an ICV visit, a further 382 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) and only 24 detainees refused an ICV visit. This continues to be an above average sample size when compared with other South East regional schemes and remains consistent with 2009 figures. 96.25% of the detainees who were asked by ICVs if they were willing to discuss their treatment in police custody agreed to do so (exactly the same no as in 2009). This is felt to be a very good result.

<b>Summary</b>	<b>2009</b>	<b>2010</b>
Total number of detainees in Surrey	20 000	19 016
Total number in custody at time of ICV visit	1142	1000
Total number accepting a visit	713	594
Total number not possible to visit	398	382
Total number refusing a visit	31	24

### 2. Custody Visitors as at 30 December 2010

- 2.1 Recruitment for new custody visitors has just been completed and 20 new recruits were offered positions. We now have 56 ICVs giving the Scheme more resilience should there be resignations or sickness and also ensuring

that we have sufficient numbers of fully trained ICVs as Surrey Police reviews its custody provision and the possibility of building more cells.

- 2.2 Following training led by ICVA the Scheme Manager is now able to deliver induction training in-house which leads to more flexibility in dates to deliver this training, a more tailored 'Surrey' approach and less cost to the Authority. Feedback from the 2 training days run so far is very positive.

### **3. ICVA**

- 3.1 SPA continued its membership of the Independent Custody Visiting Association (ICVA) for 2011. ICVA provides training for ICVs at all levels, as well as support and reference for the Scheme Manager.
- 3.2 Surrey Police Authority took on a two year responsibility to provide the SE Regional Representative on the ICVA Executive in December 2010.

### **4. ICV Member Structure**

- 4.1 It was agreed to implement a new member structure for the ICV Scheme to discharge its responsibility on the ICVA Executive and improve Member oversight of the Scheme. Henceforth, there will be a Lead Member (currently Mike Blank) who will fulfil the SE Regional responsibilities as well as having specific responsibility for Reigate Panel and three Link Members (Margaret Hicks, Louise Rhodes and Bill Barker) attached to Staines, Guildford and Woking Panels respectively. Members will provide cover for each other ensuring member attendance at all panel meetings. This new structure will be reviewed in 12 months time and its effectiveness assessed.

### **5. Training, Seminars and Other Events**

- 5.1 ICV training in 2010 covered sessions on Human Rights, the Risk Assessment Form, an introduction to OPR and its implications for custody, an input from the National Autistic Society and a feedback session on the recommendations of the HMIC/HMIP Joint Inspection of Custody. Training was delivered at panel meetings and via one Saturday Training Day and two evening sessions.
- 5.2 A Training Plan for 2011 was agreed by the ICV Steering Group on 17 January 2011. This includes sessions on mental health, interview scenarios to include an awareness of body language, raising awareness as to daily custody procedures e.g. shift handovers and further human rights training. Training will be needed once the Force finalises the paperless custody record (part of Enterprise), PACE training as appropriate depending upon amendments due in March 2011 and further training if necessary around the interviewing of terrorist suspects should proposed changes in legislation come into being.
- 5.3 Four ICVs and two Members attended the ICV Annual Conference in Leeds in November 2010. Feedback was excellent and a consolidated report has been circulated to all ICVs. We aim to send a similar number to the 2011 Conference in order to keep panels aware of national developments.
- 5.4 The annual Summer Barbeque will be repeated again at Mount Browne, with the purpose of thanking the volunteers for their continued commitment.

## 6. End of Year ICV Stats 2010

Summary	Guildford	Reigate	Staines	Woking	Totals
Number of visits to Custody Centre	56	48	55	60	219
Number of detainees	264	266	263	207	1000
Number of detainees accepting visits	130	183	173	108	594
Number of detainees refusing visits	5	8	8	3	24
Number of detainees where visits not possible	129	75	82	96	382

% of accepted visits to total number of detainees	49%	69%	66%	52%
% of refused visits to total number of detainees	2%	3%	3%	1%
% of number of visit not possible to total number of detainees	49%	28%	31%	46%
% of accepted visits (excluding not possible)	96%	96%	96%	97%
% of refused visits (excluding not possible)	4%	4%	4%	3%

- 6.1 The total no of visits in 2010 was 219, the total no in 2009 was 221.
- 6.2 ICVs are encouraged to carry out visits during the evenings and at weekends and this is monitored regularly and discussed at panel meetings. It is hoped that coverage will further improve in 2011 with the operation of a regular Out of Hours Rota in all custody suites. Effort was made in the recent recruitment campaign to make all new recruits aware of this requirement.

## 7. Panel Updates

- 7.1 Guildford – The custody suite seems to have worked though the snagging issues following the major refurbishment in 2009.
- 7.2 Reigate - Detainee welfare concerns continue over the ‘fitness for purpose’ of the custody suite at Reigate – old and cramped - and the lack of an exercise yard. The Force is pursuing the appeal on the proposed Salfords facility as mentioned in 1.1 above.
- 7.3 Staines - The Staines Panel has been running with a much reduced number of visitors since August 2010 following resignations for a variety of different reasons. This was compounded by the resignation of the chair and coordinator and general low morale. Whilst this has caused short term pressure on the panel, it is hoped that once the new recruits are trained this will have a positive influence on panel culture.
- 7.4 Woking - ICV visits were abandoned twice mid year as no DDO was available to escort ICVs around the Suite due to all staff being committed following large scale operations. It is envisaged that Woking Custody is likely to receive more and more detainees from this kind of activity and a protocol was agreed with the Force whereby ICVs will be (at a minimum) admitted to the Suite, allowed access to custody records and permitted to generally observe proceedings. This situation will be monitored.

## **8. Concerns Raised on ICV Visits**

- 8.1 ICVs continue to resolve minor concerns raised by detainees relating to their welfare with custody staff at the time of their visit. A new initiative has been introduced whereby they are encouraged to debrief with the custody sergeant prior to leaving the Suite wherever possible. This allows for clarification where necessary on both sides, speedy resolution of many issues and has been favourably commented on by both ICVs and the Force.
- 8.2 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 cross panel learning.
- 8.3 Since the implementation of OPR and changes in custody management in April 2010, the Scheme Manager has had regular input to the Custody Performance Group Meetings attended by the Chief Inspector and the Custody Inspectors. This has improved awareness and communication on both Force and Authority sides of custody/ICV issues.