

**To:** Surrey Police Authority  
**Date:** 12 March 2012  
**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 2011.

**Recommendation**

The panel 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**

In the two most recent rounds of recruitment (Nov 2010 and Oct 2011), we have been successful in improving the diversity of the ICV profile both in respect of the age and ethnic demographic. Data was collected anonymously in January 2012 to assess how ICVs identify themselves.

**Risk**

None

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## Surrey Independent Custody Visitor Scheme End of Year Report 2011

### 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 During the course of 2011, almost 20000 detainees were held in Surrey custody centres (this figure has been very consistent over the past 3 years). 1167 (5.9%) of these detainees were present in custody at the times at which ICVs visited. 667 detainees (3.4% of the overall total no of detainees) accepted an ICV visit, a further 464 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 36 detainees refused an ICV visit. These figures have all been fairly consistent over the past 3 years. The Surrey sample size of the overall detainee throughput in custody (5.9%) continues to be above average when compared with other South East regional schemes and remains consistent with 2009 and 2010 figures. 94.9% 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.

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

### 2. End of Year ICV Stats 2011

Summary	Guildford	Reigate	Staines	Woking	Totals
Number of visits to Custody Centre	63	58	55	66	<b>242</b>
Number of detainees	279	356	285	247	<b>1167</b>
Number of detainees accepting visits	138	219	183	127	<b>667</b>
Number of detainees refusing visits	12	10	11	3	<b>36</b>
Number of detainees where visits not possible	129	127	91	117	<b>464</b>
% of accepted visits to total number of detainees	49%	62%	64%	51%	
% of refused visits to total number of detainees	4%	3%	4%	1%	
% of number of visit not possible to total number of detainees	46%	36%	32%	47%	
% of accepted visits (excluding not possible)	92%	96%	94%	98%	
% of refused visits (excluding not possible)	8%	4%	6%	2%	

#### 2.1

	Total No of ICV Visits
2011	242
2010	219
2009	221

- 2.2 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 established a regular Out of Hours Rota in 2011.

### **3. Panel Updates**

- 3.1 Guildford – The panel continues to be very stable. It is acknowledged that the refurbished facilities at Guildford (end 2009) have greatly improved the conditions for detainees.
- 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.
- 3.3 Staines – ICV numbers had been much reduced at the end of 2010 and much of 2011 was spent getting new panel members sufficiently trained to support the visiting rotas. This has been successful and the panel is now operating both visiting rotas at full strength.
- 3.4 Woking - ICV visits were abandoned twice in the second half of the year due to delays of over an hour in allocating a DDO to escort ICVs around the Suite. A protocol has been developed outlining a minimum ICV visit in very exceptional circumstances as well as a system whereby ICVs should alert the Duty Inspector if a delay of more than 20 minutes is encountered. All staff and ICVs across the Scheme have been made aware of this and the situation will continue to be monitored.

### **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 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 Authority sides of custody/ICV issues.

### **5. Custody Visitors as at 30 December 2011**

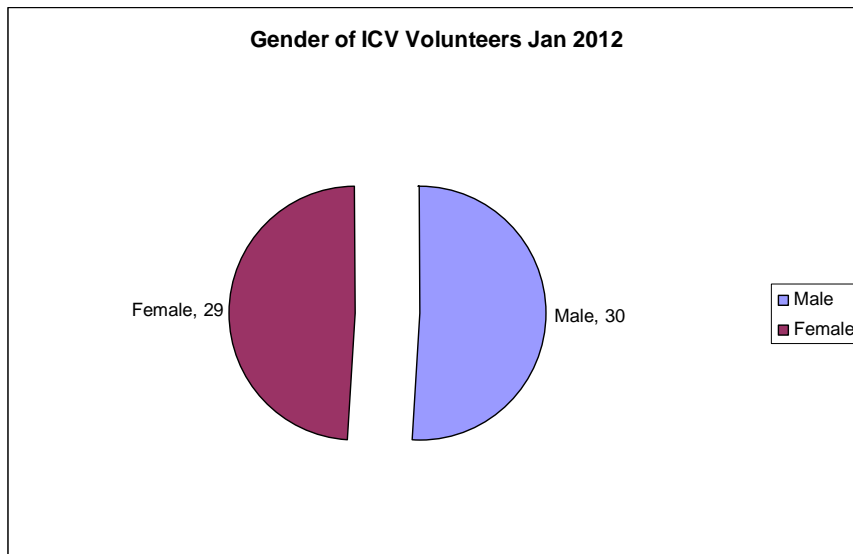
- 5.1 In 2011 we recruited 12 new custody visitors to the Scheme (4 for Guildford Panel, 5 for Staines and 3 for Reigate). All panels have between 14 and 15 members currently.

5.2 We now have 59 ICVs giving the Scheme resilience should there be resignations or sickness whilst also ensuring that we have sufficient numbers of fully trained ICVs as Surrey Police reviews its custody provision and plans for the opening of the Salfords custody suite in Reigate.

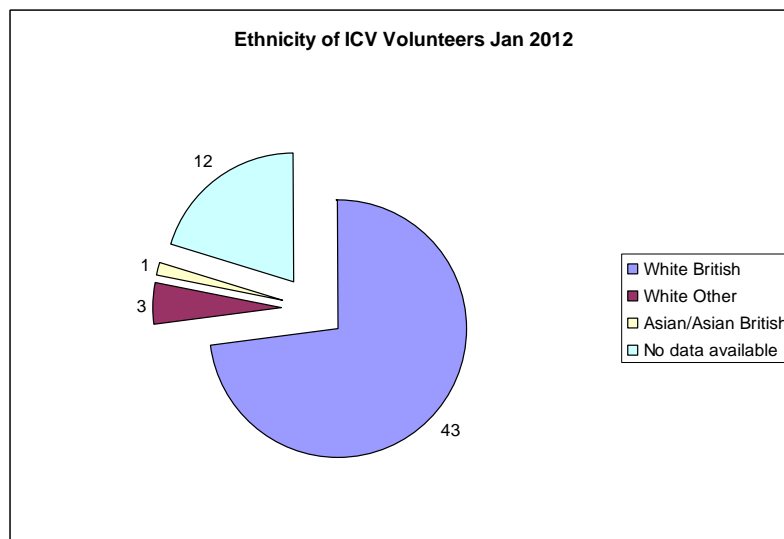
5.3 The spread of ages of ICVs is as follows:-

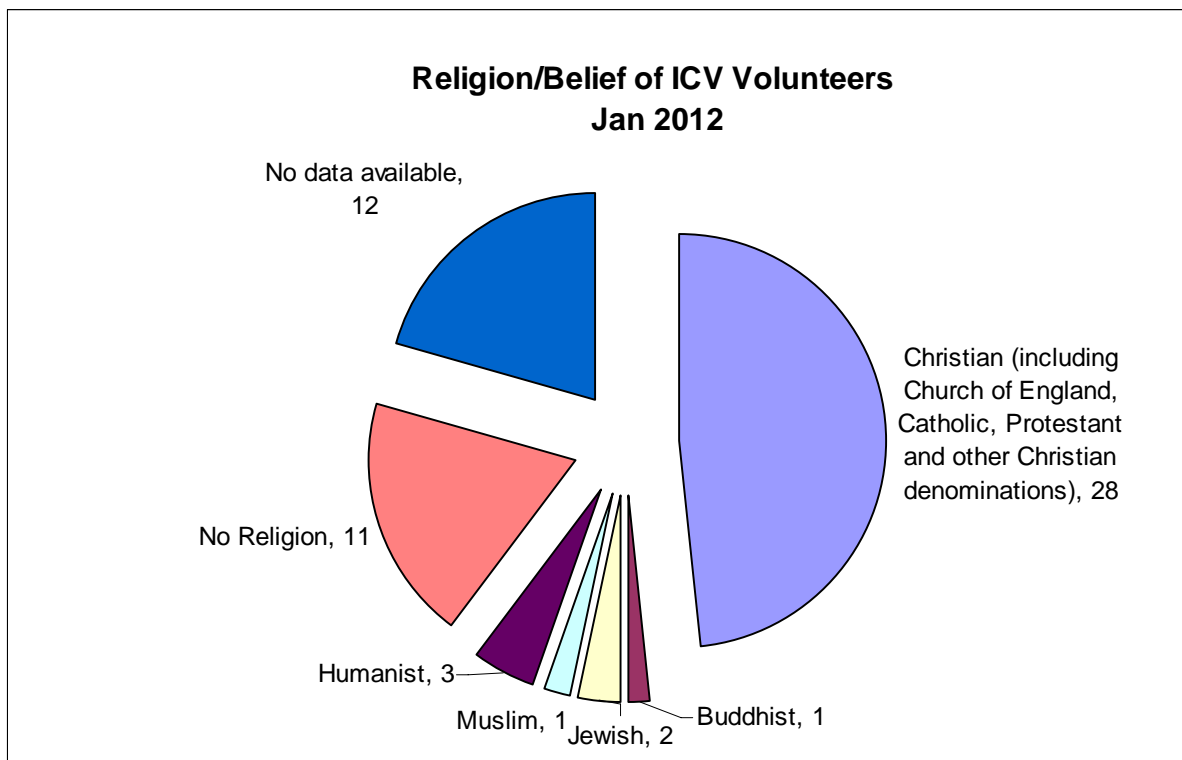
18-29	30-39	40-49	50-59	60-69	70+
3	2	9	12	24	9

5.4 The gender split of ICVs is as follows:-



5.5 The need to improve the diversity of the ICV volunteers in order to better represent the Surrey population was identified in the HMIC Inspection of Surrey Police Authority in 2010. In the two recruitment drives since then, efforts have been made to publicise the volunteer opportunity via partner organisations and a press release in addition to our traditional advertising of the opportunity on our website and via volunteer agencies. A recent survey suggests that our ICVs identify themselves as follows:-





## 6. ICVA

- 6.1 SPA continued its membership of the Independent Custody Visiting Association (ICVA) in 2011. 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 will retain this commitment until the election of the Police and Crime Commissioner (PCC) expected in November 2012. This responsibility is undertaken by Mike Blank, the SPA Lead Member for Independent Custody Visiting.
- 6.3 ICVA has started its transfer to charitable status before the advent of the PCC in order to benefit from other sources of funding. It is not clear at the time of writing how ICVA will adapt to engage with the incoming PCC or with any association replacing the APA. Mike Blank will continue to monitor this via his involvement on the ICVA Executive.

## 7. ICV Member Structure

- 7.1 SPA continues with the member structure adopted in 2010 for the ICV Scheme. The Lead Member (Mike Blank) fulfils the SE Regional responsibilities on the ICVA Executive as well as having specific responsibility for Reigate Panel and the three Link Members (Margaret Hicks, Louise Rhodes and Bill Barker) are attached to Staines, Guildford and Woking Panels respectively. Members provide cover for each other ensuring member attendance at all panel meetings as well as shadowing ICV visits quarterly to ensure quality and consistency. This structure will continue until 21 November 2012 when the PCC assumes responsibility for the Scheme.

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

- 8.1 ICV training in 2011 covered sessions on Mental Health and raising awareness of custody procedures. Training was delivered at panel meetings and via one Saturday Training Day.
- 8.2 A Training Plan for 2012 was agreed by the ICV Steering Group on 16 January 2012. This includes sessions on PACE, interview scenarios to include an awareness of body language and further human rights training. Specific training for ICVs will need to be undertaken once the Force finalises the paperless custody record to ensure that ICVs can continue to carry out their role effectively.
- 8.3 ICVs from the Surrey Scheme also attended external Human Rights training offered through British Institute of Human Rights and the Hampshire Annual ICV Conference.
- 8.4 One ICV and one Member and the Scheme Manager attended the ICVA Annual Conference in Belfast in November 2011. ICV lack of interest in this event was largely attributable to the logistics in travelling to and from Belfast and this feedback has been given to ICVA for consideration in planning future conferences. Regardless of this, the Conference was well-organised and of relevance. 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 2012 Conference in order to keep panels aware of national developments and provide valuable networking opportunities.
- 8.5 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 way for SPA to thank them for their contribution.

## **9. Other Items of Note**

- 9.1 Investing in Volunteers (iIV) – iIV is the UK quality standard for all organisations which involve volunteers in their work. It is about volunteer management not about custody visiting. SPA is aware of the importance of recognising the contribution of ICV volunteers and recognises the importance of maintaining and hopefully exceeding national standards in this area. After consultation with the ICV panels as to the value in pursuing this accreditation, it was agreed that we would work towards achieving this by the end of 2012. Pursuing the iIV accreditation will provide a benchmark against which the ICV Scheme can measure its performance against other volunteer schemes and identify any gaps in policy and procedure in order to take appropriate action. It was recognised that this would be an important way of differentiating our volunteer opportunity from the ever growing number of other volunteer opportunities in the market place.