

INDEPENDENT CUSTODY VISITING SCHEME HANDBOOK



JUNE 2022

2022v1

WELCOME

Welcome to the Handbook for the Surrey Independent Custody Visiting Scheme. The ICV scheme is a well-established system whereby volunteers attend Surrey Police Custody Suites on a random, unannounced basis to check on the treatment of detainees and the conditions in which they are held.

Custody Visiting, formerly known as Lay Visiting, came about as a result of Lord Scarman's inquiry into the civil unrest in several large cities in the UK in 1981. Lord Scarman recommended that in order to promote public confidence in policing, a system should be developed whereby policing activity should be made more publicly accessible, easily scrutinised and subject to greater questioning and comment. Custody Visiting was one measure introduced as a result of this. The first Visiting Schemes began to be set up in 1983 and the Surrey Scheme was established in 1987,

The Police Reform Act of 2002 placed Custody Visiting on a statutory basis and required the Home Secretary to issue a Code of Practice.

This Handbook contains revised guidelines as to how Independent Custody Visiting should be carried out, the recommended procedures for recruiting and managing Independent Custody Visitors (ICVs), guidelines for all Independent Custody Visitors depending on their role in the panel and other useful information. Please familiarise yourself with the contents of this Handbook and ask if you have any queries or require further clarification.

The guidelines have been reviewed in the light of information from:

- [The Home Office](#);
- [The Association of Police and Crime Commissioners \(APCC\)](#);
- [The Independent Custody Visiting Association \(ICVA\)](#);

Legislation such as:

- [The Human Rights Act \(1998\)](#);
- [The Police and Criminal Evidence Act \(PACE\) Code C](#)

We hope that this Handbook will be of use to Independent Custody Visitors as well as to others connected with the Independent Custody Visiting Scheme, and that you will find all the information you need in order to carry out your role.

You will find that your Panel will be able to give you valuable guidance and support.

Please also check out the password protected Independent Custody Visitor area on the OPCC website www.surrey-pcc.gov.uk/icv for other information, relevant to the effective performance of your role.

If you have suggestions about further information that would be useful, or if you have questions about anything in these guidelines, please do not hesitate to get in touch with the ICV Scheme Manager.

[Erika Dallinger](#)

ICV Scheme Manager



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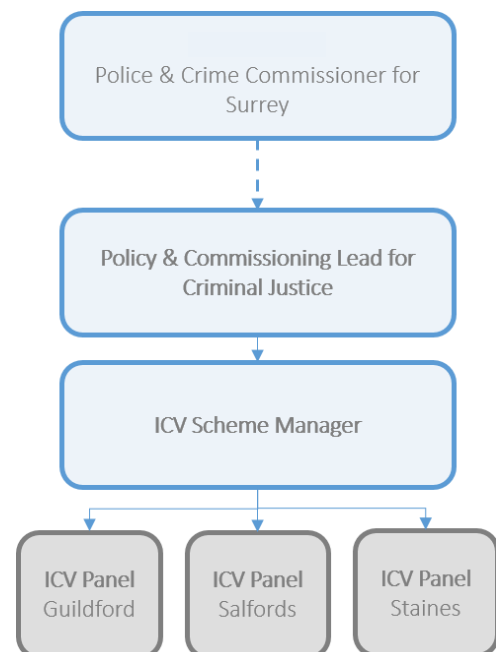
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Appendices

1. Introduction & Background

- The Office of the Police and Crime Commissioner for Surrey (OPCCS), like all other OPCCs in England and Wales, has a duty to implement and co-ordinate an Independent Custody Visiting Scheme. The primary purpose of the Scheme is to provide independent scrutiny of Surrey Police to ensure that detainees in custody are being treated fairly and in accordance with Code C of the 1984 Police and Criminal Evidence Act (PACE). The full version of the Act can be found at <http://police.homeoffice.gov.uk>. The Police Reform Act 2002 (Paragraph 51) places a statutory obligation on OPCCs in England and Wales to have in place an effective independent custody visiting scheme. The Home Office issues a Code of Practice governing Custody Visiting. Please refer to [Appendix A](#) for further details.
- The purpose of this Handbook is to provide the context of Independent Custody Visiting and the procedures that are involved in the process for Surrey.
- Surrey Police currently has three full-time custody centres in the county: Guildford, Salfords (near to Reigate) and Staines. There is an additional suite at Woking police station, which is no longer used as it doesn't meet HMRC requirements but is used as a training facility.
- Independent Custody Visitors (ICVs) are volunteers and are members of the local community who visit police custody centres to observe, comment and report on the conditions under which persons are detained. All visits are carried out in pairs, and are always unannounced at any time of the day or night.
- The Office of the Police and Crime Commissioner for Surrey is responsible for organising and overseeing the delivery of custody visiting in Surrey. It will keep the arrangements under review and revise them as it sees fit and in accordance with any changes made to the Code of Practice and National Standards. Central administration of the Scheme will be the responsibility of the Scheme Manager, supported as necessary by other personnel.

- An essential purpose of independent custody visiting is to strengthen public confidence in procedures within custody. Raising awareness is also vital to supporting effective recruitment of independent custody visitors.
- The Scheme will be reviewed annually and renewed on a three-yearly basis, and is written with regard to the Independent Custody Visiting Association's (ICVA) National Standards on Independent Custody Visiting, and the Home Office's Code of Practice on Independent Custody Visiting. Both the National Standards and Code of Practice can be found on the ICVA website at www.icva.org.uk
- The ICV Scheme is a very important statutory duty of the OPCCS. It focuses primarily on detainee welfare and conditions in custody. Custody Visitors have stated that they are made welcome and their position is valued and respected by custody staff. Custody Visitors find visiting a positive experience as it provides independent and impartial scrutiny of the police service, which increases public confidence. The OPCCS appreciates the commitment and dedication of the three ICV panels as they carry out their duties on behalf of the community. The structure of the Surrey scheme, under the leadership of the PCC is detailed below:



2. Recruitment, Selection and Retention

2.1 RECRUITMENT

- The commitment to diversity is demonstrated in the Office of the Police and Crime Commissioner for Surrey's recruitment process for Independent Custody Visitors. The OPCCS places equality at the centre of its work when forming policy or strategy, providing a service, consulting with the public or employing people.
- Recruitment for Independent Custody Visitors is open, non-discriminatory and well publicised. The OPCCS aims to provide a suitable balance for ICV Panels in terms of factors such as age (18+), gender and ethnicity. This inclusive approach will also extend to those with disabilities and those who do not have English as their first language. Whilst every reasonable effort will be made to accommodate applicants in these categories where they are considered suitable candidates, it should be noted that all ICVs must be able to evacuate the custody area quickly should the need arise and an individual risk assessment might have to be completed in some circumstances. Prospective visitors should be independent persons of good character who are able to make informed judgements in which the community can have confidence.
- Where an applicant has convictions (whether spent or unspent) for criminal offences, or has received formal caution, warning or reprimand, or has failed to disclose any such finding, the specific circumstances must be considered in assessing suitability to become an independent custody visitor. However, past offending is not an automatic barrier to joining the ICV Scheme.
- The ICV Scheme Manager will recruit, select and appoint Independent Custody Visitors. The ICV Scheme Manager will ensure that adequate numbers of independent custody visitors are available at all times. Panel Chairs and/or Vice Chairs are invited to attend the interviews and offer their advice.

2.2 PUBLICITY

- The ICV Scheme Manager will ensure that vacancies are openly advertised, using means such as the Office of the Police and Crime Commissioner for Surrey website, local radio, press releases and social media. Information will be made as clear and accessible as possible

2.3 APPLICATION PROCESS

- An application pack will be sent to candidates by post or by e-mail. This will include general background information about independent custody visiting, a role description, a person specification and an application form including an equal opportunities monitoring form. The equal opportunities monitoring forms will help the ICV Scheme Manager to ascertain the demographics of applicants and where improvements could be made to ensure that applicants are representative of the local community. The information provided on equal opportunities monitoring forms is solely for monitoring purposes, and will not in any way form part of the selection process. All the information and blank application forms for completion will also be available and downloadable on the Office of the Police and Crime Commissioner for Surrey website.
- In appointing Independent Custody Visitors, care must be taken to avoid any potential conflict of interest. For example, serving police officers and other serving members of police or OPCC staff will be ineligible. The same will apply to special constables, justices of the peace and police volunteers. Where doubt exists over conflict of interest, potential conflicts will be further explored at interview and guidance sought from ICVA if necessary.

2.4 INTERVIEWS

- Following the deadline for application forms, the ICV Scheme Manager will shortlist each application form received, using a scoring system, to determine candidates' suitability for the role on the basis of the person specification. Applicants who have been selected in the shortlist will then be invited to attend an interview.

- Interviews will be conducted by the ICV Scheme Manager (or another member of the OPCC staff) and the local Panel Chair, Vice or experienced ICV where possible. The interview panel will be a minimum of two people. An agreed list of questions will focus on the skills, values and experiences of the candidate and their ability to carry out the role effectively. A scoring system will be used by the selection panel for each interview in order to allow constructive feedback to be given following the process, both for suitable and unsuitable candidates. The selection panel will record the reasons for decisions about appointment and non-appointment. At all stages, unsuitable or unsuccessful applicants will be notified in writing.

2.5 VETTING OF APPLICANTS

- Following interview, all successful applicants will be required to undertake and successfully fulfil the Surrey Police vetting procedure. Appointment is subject to satisfactory vetting and references from 2 contacts.

2.6 INITIAL INDUCTION TRAINING

- Successful candidates will be required to undertake the initial induction classroom based training session prior to a period of 'on the job' training. Full details are outlined in [section 3](#) of this handbook.

2.8 TENURE

- Once the initial classroom based training session has been completed, candidates will be formally appointed for a twelve-month probation period and the ICV will be asked to sign a Memorandum of Understanding ([Appendix B](#)), which summarises their agreed responsibilities and legitimate duties. During this time it is expected that the new ICV will complete all the training outlined on [section 3](#). At the end of their training period, an Appointment Interview will be conducted by the ICV Scheme Manager. Subject to mutual agreement, the ICV will then be appointed for a term of three years or until their Surrey Police vetting expires (whichever is sooner).

- After three years, a formal re-assessment will be carried out by the ICV Scheme Manager. The key factors in renewing appointments for a further term of three years will include satisfactory performance and re-vetting.

2.9 IDENTITY CARDS

- It is the newly appointed ICVs responsibility to liaise with staff at Mount Brown in order to obtain the required ID card prior to their first visit. The ICV Scheme Manager will support them in this process. The ID card is to be carried at all times during custody visits but can be removed from sight during detainee interview.

2.10 COMMUNICATION

- In order for the Scheme to be effective, efficient communication is vital in ensuring that the process runs smoothly and that all parties involved are informed of custody-related matters.
- Independent Custody Visitors should generally liaise with their Panel Chair and/or the ICV Scheme Manager on local custody-related matters. The respective roles and responsibilities are summarised later.
- [Appendices C](#) sets out the details of the individual roles and responsibilities that contribute to the ICV process.

2.11 LEAVING THE SCHEME

- Whilst Custody Visitors are asked to give as much notice as possible when retiring or resigning from the Scheme in order to allow for recruitment, it is recognised that this is not always possible.

2.12 REQUESTS FOR REFERENCES

- References can be supplied by the ICV Scheme Manager upon request.

2.13 APPROPRIATE ADULTS

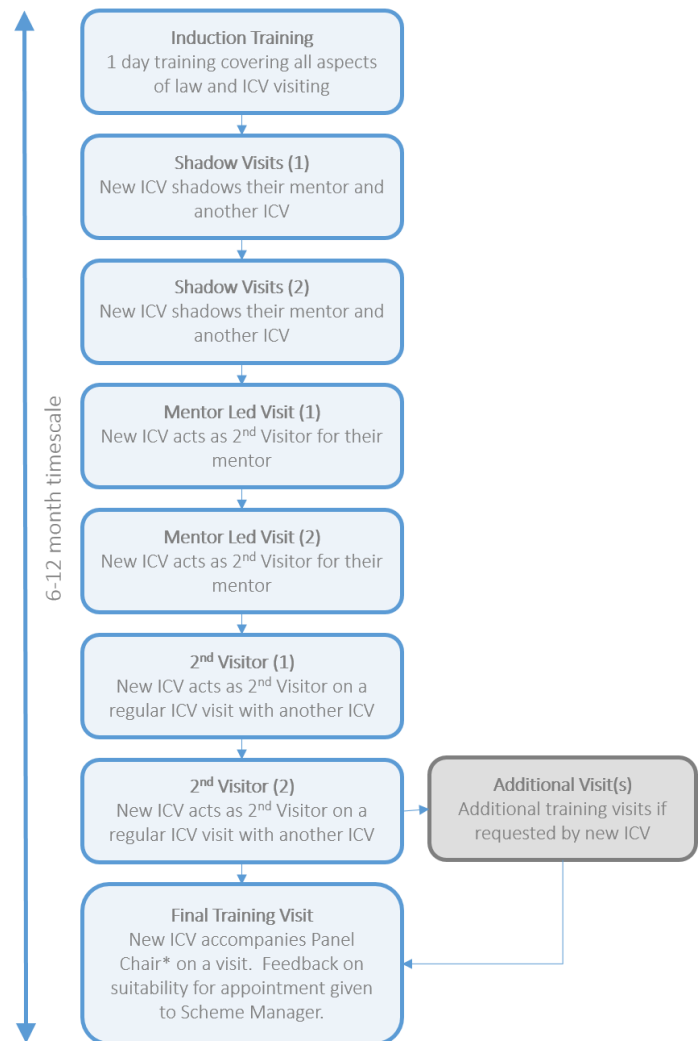
- It is no longer possible to be both an AA and ICV and we will not recruit new ICVs who are AAs. If you decide whilst as an ICV you wish to become an AA, please contact the Scheme Manager immediately.

3. Training

3.1 INDUCTION TRAINING

- Initial training for newly recruited ICVs is essential in providing them with the confidence and skills to successfully undertake custody visits and therefore the OPCC places a great emphasis on this.
- Following successful vetting, prior to their first actual custody visit, all new ICVs will be required to attend an interactive classroom based training day to help them further understand the role and procedures.
- Following this classroom based training, ICVs will undertake a 6-12 month period of “on the job” training and mentoring whilst on their probationary period. The probationary period will be based around the carrying out of visits in tandem with experienced colleagues. This will involve developing and consolidating skills at the custody centre, as well as discussing practical issues and difficulties after visits have been completed at local panel level.
- Each new ICV will be assigned a mentor. Each Mentor will be an existing, experienced ICV who is prepared to work alongside and invest time in the new ICV. It is anticipated that on the first 4 custody visits undertaken by the newly recruited ICV the mentor will also be present. This enables the recruit to be given a consistent training message and hopefully speed up the time it takes for them to be comfortable in the scheme and acting as an ICV.
- The initial training during the probationary period is expected to take between 6 to 12 months. The suggested training approach is detailed opposite, but can be adapted slightly (in liaison with the Scheme Manager) to meet each Panel and candidate’s requirements.

- After the completion of their final training visit, the ICV will be invited to meet with the ICV Scheme Manager to discuss their training and experiences to date, prior to being officially appointed.
- Further refresher training sessions will be provided throughout their term as an ICV to ensure that they can carry out their duties as efficiently as possible.



* Or other experienced ICV selected by the Panel Chair

3.2 REFRESHER TRAINING

- Under the Memorandum of Understanding (Appendix L), visitors will be required to attend at least one session of training per year to refresh and enhance their general skills and knowledge. At panel meetings there may also be specific training to address changing legal, procedural and Health and Safety requirements, developing best practice or practical issues emerging from the visiting process. Networking with members of the other visiting panels will also provide an opportunity to share information and experience. Opportunities will also be given for ICVs to attend national conferences where appropriate.

3.3 TRAINING FOR PANEL CHAIRS, VICES AND COORDINATORS

- The ICV Scheme Manager will arrange training for new Panel office holders on request. This may include information on chairing meetings, taking minutes or other areas felt to be relevant.

3.4 EVALUATING TRAINING

- Visitors in receipt of training will be required to complete an evaluation form focusing on the effectiveness and format of the course so that any necessary changes can be made to improve future delivery.

4. Visiting Procedures in Custody

4.1 FREQUENCY AND COVERAGE OF VISITS

- Visits must be sufficiently regular to support the effectiveness of the system, but not so frequent as to unreasonably interfere with the work of the police. It has been agreed that custody visits will be organised to the custody centres at the minimum frequency set out below:
 - Guildford – 1 visit weekly plus one out of hours visit monthly
 - Salfords – 1 visit weekly plus one out of hours visit monthly
 - Staines – 1 visit weekly plus one out of hours visit monthly

4.2 CONDUCTING A VISIT

- Custody visits are to be undertaken in pairs at all times. This allows for visitors to remain objective and make informed judgements in which the community can have confidence and which the police will accept as fair. No more than two visitors should normally attend at any one time (except when observation visits are taking place, in which case there will be no more than three visitors at any one time) as any more may place an excessive burden on custody staff. Visits should always be unannounced and should not develop a regular pattern.
- During a custody visit, each ICV will take on a slightly different role, one acts as Lead Visitor, the other as Second Visitor. The responsibilities of each role is detailed in [Appendix C](#).
- It is therefore necessary for ICVs to contact each other in plenty of time to arrange a mutually convenient time to carry out their visit. Should an ICV be unable to carry out their visit at short notice, they should contact the Third Visitor on the panel rota who is a reserve. If the visit cannot be arranged by either of the above means, the Panel Coordinator and Panel Chair should be contacted as soon as possible, so that a substitute partner can be contacted. Independent Custody Visitors should try and be as flexible as possible to ensure that visits are carried out on a

random, 24-hour basis. This will boost the credibility of the Scheme, which will increase public confidence.

- Whilst visits are normally unscheduled, there may be instances when an ICV visit would help to defuse a particular tension in the local community. In this case, the officer-in-charge of the station can make arrangements through the ICV Scheme Manager for the Independent Custody Visitors to make an extra exceptional arranged visit outside of the normal rota.
- It is essential that Independent Custody Visitors and police staff develop and maintain professional working relationships based on mutual respect and understanding of each other's' legitimate roles.

4.3 ICV/APPROPRIATE ADULT ROLE

- Independent Custody Visitors may no longer be members of the Surrey Appropriate Adult Volunteer Scheme (SAAVS). However, existing AAs and ICVs must not alternate between these roles in the course of a custody visit and should not be asked to do so. If they visit a detainee as an ICV they cannot perform the Appropriate Adult role for the same detainee at any later stage.

4.4 ARRIVAL

- Independent Custody Visitors must be admitted to the custody area immediately upon arrival. Access should be delayed only when the Visitors may be placed in danger, for example if there is a disturbance in progress in the custody area. It is unacceptable for access to be delayed simply because the custody officer is busy, unless there is a valid operational reason. In such circumstances, the visitors should be admitted to the custody area but invited to wait in a central area where they can witness the reason for the delay until a member of the custody team is available to escort them on the visit. A full explanation should always be given to the Visitors as to why access is being delayed and this must be recorded by the Visitors in their report.
- Surrey Custody Visiting Scheme ID cards must be carried (but not necessarily displayed) by ICVs at all times, and should be presented to officers and staff when requested.

Independent Custody Visitors are encouraged to wear their 'ICV' badges, which will enable staff and detainees to easily and quickly identify them.

- ICV visits should commence with a briefing from the Lead Sergeant giving an overview of the situation in the suite at that time (more detail can be found in the Other Useful Information section at the back of this Handbook).
- The Lead Sergeant takes overall responsibility for the ICV visit at the outset ensuring that an Escorting Officer (generally a DDO) is allocated to the ICV's as soon as practicably possible.
- At the start of the ICV visit, a print of the whiteboard should be made as a reference document and provided to ICVs after cells have been visited. Any offences/names should be redacted by custody staff.
- At the outset of a visit, ICV's need to know:
 - [Number of detainees in custody](#)
 - [Cell and custody numbers](#)
 - [Status: Adult / Child / Male / Female PACE / non-PAVE / Vulnerable](#)
 - [Name and FIN of Lead Sergeant and Escorting Officer](#)

4.5 INSPECTING CUSTODY FACILITIES

- In the interests of security and the safety of Independent Custody Visitors, the Escorting Officer must accompany them during visits at all times. The Escorting Officer should remain, where reasonably practicable, 'within sight but out of hearing' during discussions between Visitors and detainees. The Escorting Officer must inform the ICVs of any health or safety risks at the start of the visit and advise them as necessary.
- Independent Custody Visitors must have access to all parts of the custody area including cells, detention rooms, charging areas, washing facilities, kitchen or food preparation areas and medical room (with the exception of the medical cabinet). Visitors should carefully observe these areas to ensure that they are clean, tidy and in a reasonable state of repair and decoration, and that bedding in cells is clean and adequate. Relevant storage areas may

also be seen and visitors should check that there are adequate stocks of bedding and other necessary items. Independent Custody Visitors may inspect empty cells and detention rooms to check heating/ventilation systems and that cell intercoms and toilet flushing mechanisms are working properly.

- Independent Custody Visitors may wish to use a checklist to assist them in carrying out their inspections.
- Cross-panel visiting is encouraged as a vital part of the Scheme ensuring good practice and standards are maintained. A cross panel visiting rota is compiled prior to the start of each calendar year by the Scheme Manager and details circulated. It is necessary to have one year's experience before joining this rota and any Independent Custody Visitor who wants to be included in the Cross Panel Visiting Rota should advise the Scheme Manager.

4.6 CCTV

- Independent Custody Visitors should check that the CCTV systems in custody are operating properly. They may also check live CCTV footage to ascertain life signs on the basis that they can observe in the same way through the cell door hatch. ICVs should not view CCTV footage retrospectively as such images are outside the statutory remit of ICVs and are governed by data protection legislation and privacy issues.

4.7 ACCESS TO DETAINEES

- Subject to some exceptions, ICVs may normally have access to any person detained at a custody centre. Detainees usually fall into the following categories:
 - [PACE detainees](#) - These will constitute the vast majority of detainees and are held under the provisions of the Police and Criminal Evidence Act 1984.
 - [Home Office prisoners \(Non-PACE\)](#) - these are remanded or sentenced prisoners who would normally be held in prison.
 - [Immigration detainees \(Non-PACE\)](#) - 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.](#)

- [Detainees remanded post charge.](#)
 - [Those detained on a bench warrant \(e.g. breach of bail or Breach of the Peace\).](#)
 - [People at risk - These may be persons held under Section 136 the Mental Health Act 1983 for their own protection in exceptional circumstances.](#)
- Subject to the exceptions referred to below, independent custody visitors must be allowed access to any person detained at the custody centre with the exception of those held for the investigation of Terrorist and Counter Terrorist (TACT) offences.
 - ICV's will generally visit all detainees. However, if custody is particularly busy, they may decide to dip sample detainees. In this case, they will ask custody staff additional questions around detainee vulnerability to select which detainees to visit. See section 4.X Dip Sampling for further information.
 - After full consideration, the PCC for Surrey has decided that TACT detainees held under PACE Code H will not be visited by ICVs in Surrey. In practice, it is anticipated that such detainees would be transferred quickly to one of the regional TACT holding facilities outside the county for interview. As enhanced vetting and training needs to be undertaken for ICVs who visit TACT detainees, visits to such detainees would need to be arranged on a request basis and this is not deemed practicable within the time scales anticipated before transfer is effected. This decision will be monitored and will be reviewed if necessary in the future. It should be noted that TACT holding facilities are visited by ICVs with enhanced vetting from the local area.

4.8 SELF-INTRODUCTION

- Detainees can only be visited with their consent. The escorting officer should risk assess each cell and ask the detainee to remain seated prior to entry by the Custody Visitors. Independent Custody Visitors will introduce themselves as members of the public, primarily concerned with the detainee's welfare and ask for the detainee's

consent to the interview. The ICVs will separately ask for the detainee's permission to view his/her custody record.

- If a detainee is not in a position to give consent, perhaps due to the effects of drink, drugs or mental health disorders, the escorting officer must allow limited access such as observation through the cell hatch. This may also apply where consent is given, but the escorting/custody officer judges the Visitors would be in danger from a violent or potentially violent detainee if they entered the cell.
- Detainees who are awake but officially 'on a rest period' should be offered an ICV visit. The self-introduction should acknowledge the rest period but ask the detainee if he/she wants to talk to the ICVs.
- Sleeping detainees may be woken at the discretion of the custody officer to seek consent to a visit; however, the normal procedure should be to observe them through the cell hatch to ensure signs of life unless significant concerns.
- Police interviews with detainees should never be interrupted to facilitate visits. However, Independent Custody Visitors may await the completion of the interview if they wish to see the person concerned.
- Juveniles may be visited with their own consent or that of their Appropriate Adult.
- In exceptional circumstances, the police may judge that it is necessary for a detained person not to be seen by Independent Custody Visitors in order to avoid any possible risk of prejudicing an important investigation. Any decision to deny Visitors' access to a detained person should be taken by an officer of or above the rank of inspector and recorded in the custody record. The decision to deny access should be taken in each case in the light of all relevant circumstances. There should be no presumption that access should be denied to any particular category of detainee because a decision has been made that a person should be held incommunicado.
- Any decision to deny or limit access to a detainee must be recorded in the custody record (together with the

appropriate authorisation) and should be documented by the ICVs in the visit report form.

4.9 CONVERSATIONS WITH DETAINEES

- Once the cell has been risk assessed and the detainee asked to remain seated, the escorting officer should stand 'within sight but out of hearing' of the Custody Visitors, usually this is just outside the cell door. The Custody Visitors will introduce themselves to the detainee and ask for permission to conduct a short interview.
- Conversations should normally be conducted in English. Where an Independent Custody Visitor is fluent in a detainee's language, it may be appropriate to conduct the visit in that language as long as the other Visitor is kept informed about what is being discussed. This should be agreed between the Custody Visitors at the outset of the interview.
- Conversations must focus on ascertaining whether or not detainees have been offered their rights and entitlements under PACE Code C (including receipt of the necessary paperwork) and on confirming whether the conditions of detention are adequate. Independent Custody Visitors should encourage an open exchange with the detainee and may wish to refer to a checklist to ensure that they cover all the relevant issues.
- Independent Custody Visitors must remain impartial and must not seek to involve themselves in any way in the process of investigation. Should a detainee press them for advice about co-operating with the police, making a statement or anything in relation to their defence, ICVs should explain that it is not part of their role to be involved. If a detainee seeks to make admissions or otherwise discuss an alleged offence, the visitor must tell them that the relevant contents of the visit may be disclosed to the police and may be later used in legal proceedings. If the detainee's concerns relate to their treatment in custody, or their rights and entitlements, the custody visitors should raise these with the escorting officer following their discussion.

- Whilst ICVs should make every effort to stop a detainee revealing details about their case, if the detainee makes admissions or significant comments to an Independent Custody Visitor, these must be recorded as fully as possible by the ICV as soon as possible on exiting the cell (separately to the Visit Report Form) and kept for later reference. The escorting DDO should be advised of this so that it can be notified to the investigating officer. This record may be requested by the Force as evidence and may have to be surrendered by the ICV.
- Should an Independent Custody Visitor know the detainee, they must signal to their partner to withdraw from the visit so that they can declare this knowledge. The decision has been taken for the Surrey Scheme, that in these circumstances it is inappropriate to continue the visit or access the custody record of this detainee. [Under no circumstances can the visit continue with just one Independent Custody Visitor.](#)
- Independent Custody Visitors are primarily concerned with overall conditions, standards and procedures at police stations. However, immediate concerns about the treatment of particular individuals must be passed on to those in a position to take corrective action. If a detainee indicates that they may harm themselves or any other person, this must immediately be brought to the attention of custody staff.

4.10 CUSTODY RECORDS

- Custody records can be viewed by Independent Custody Visitors, only when the detainee has given his/her consent. If a detainee is, for any reason, incapable or unable of giving his/her consent, the presumption will be in favour of allowing the Visitors to examine the record.
- In particular, Visitors will wish to verify:
 - [whether 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.](#)

4.11 MEDICAL ISSUES

- Independent Custody Visitors should not, under any circumstances, have access to a detainee's medical records, even where these are attached to the custody record. Key points relevant to medical treatment should be recorded on the custody record itself.
- Visitors should pay particular attention to detained persons who have any form of illness, injury, disability or mental disorder. 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. This information should be noted in the detainee's custody record.

4.12 DEALING WITH ISSUES ARISING FROM VISITS

- During a visit, should an issue arise, the ICVs should inform Lead Sergeant on duty either at the time or at the end of the visit during debrief (whichever is most suitable to the concern). If an ICV is not satisfied with the Sergeants response or the issue is perceived as serious, they must ask to speak to the Inspector
- All issues MUST be recorded on the visit form and in the case on issues/concerns which could not be rectified during the time of the visit, the OPCC must be contacted as soon as practicable following the conclusion of the visit.
- If a detainee makes a complaint of misconduct by a police officer, he or she must be advised to address it to the custody inspector/duty officer. With the detainee's consent, it may be appropriate for independent custody visitors to notify the custody inspector/duty officer that the detainee wishes to make a complaint. Furthermore, visitors may remind the detainee that they are entitled to free legal advice about the complaint or ask to see a doctor if an alleged assault is involved. Independent Custody Visitors

must not involve themselves in individual cases or make representations on detainees' behalf.

- Remand or sentenced prisoners held in custody centres 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 or writing to their solicitor or Member of Parliament.

4.13 CONFIDENTIALITY AND DISCLOSURE

- All Independent Custody Visitors will be required to sign a Memorandum of Understanding ([Appendix B](#)) at the beginning of their probation period. During the course of their duties, 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 do so. That information must be protected against improper or unnecessary disclosure.
- The ICV Visit Report Forms include an undertaking not to reveal confidential information obtained in the course of a visit. A breach of this undertaking may make a visitor liable to civil proceedings by the detained person concerned. This extends to discussion of individual cases and identities with other Custody Visitors and to the system of written reporting to the OPCCS of the results of visits. The unauthorised disclosure of facts concerning police operations or the security of police stations may also constitute an offence under Section 5 of the Official Secrets Act 1989.
- Conversations between Visitors and detainees are not privileged and it would be open to a court to issue a witness summons requiring the attendance of a visitor to give oral evidence or to produce documents such as a report of a particular visit. Visitors are under no obligation to give evidence or produce documents other than in response to a court order, but would be obliged to respond to such an order.

4.14 DIP SAMPLING

- ICVs should endeavour to keep the maximum length of a custody visit to less than 2.5 hours unless circumstances are truly exceptional. If, due to the number of DPs, a visit looks like it will go on significantly longer than this, ICVs are encouraged to 'dip sample' using their discretion.
- Visits should first be prioritised to vulnerable detainees (children and young people, females, those who may have been in for a long time etc) before dip-sampling is considered.
- An ICV visit to custody should always entail a visit to as many detainees as possible, but after visiting all the vulnerable detainees, it is at the discretion of the visitor how many further detainees should be visited. It might also be decided not to inspect general areas of the suite on these occasions.
- If dip-sampling is used during an ICV visit, please record the custody numbers and demographics of detainees held at the time of the visit but not included in the dip sample on the separate Dip Sampling report. [ICVs cannot assume access to the d/p's custody record under these circumstances.](#)
- ICVs are in the best position to decide what is most appropriate at the time of the visit and to flag any concerns around this issue either on their visit report forms, by separate e-mail or at panel meetings.

5. Central Administrative Arrangements

5.1 INSURANCE

- All Independent Custody Visitors are covered by Office of the Police and Crime Commissioner for Surrey's Public Liability Insurance and by a Personal Accident Policy on a sliding scale based on age ([Appendix D](#)). This will provide cover in respect of damage or injury caused to Independent Custody Visitors by Surrey Police's negligence and will also indemnify the Surrey Police in respect of the Independent Custody Visitors' negligent acts.

5.2 EXPENSE CLAIMS

- Independent Custody Visitors are entitled to be reimbursed for legitimate expenses incurred in carrying out their role e.g. travel and parking if applicable. Independent Custody Visitors may claim their expenses by sending a form (copy together with current mileage rates can be downloaded from the website) and receipts to the ICV Scheme Manager. Claims should be submitted on a quarterly basis and a separate expenses policy is issued annually.

5.3 REPORT FORMS

- All visits carried out will be recorded on an official report form (held within custody). This must be completed at the time of the visit. Photo copies will be made. A copy will be given to custody staff, one will remain in the ICV folder in the unit and a copy will be sent to the Scheme Manager. The Scheme Manager will assess all report forms and will follow up on any outstanding issues and record outcomes on the Activity Log. Copies of all report forms will also be sent by the Scheme Manager to the Criminal Justice and Custody Department. The information provided will also be used to compile statistics for consideration by the local ICV panels, the Scheme Manager and the ICV Steering Group.
- The Independent Custody Visitors have the opportunity to ask for a written report on a particular incident /finding should they consider it necessary to do so.

5.4 ACTIVITY LOG

- An Activity Log of all issues raised by all ICV Panels is compiled to monitor issues raised and action taken. This is circulated to all ICVs prior to panel meetings or upon request to ensure timely feedback and flag any issues that may need monitoring. This Activity Log is also circulated regularly to the Custody Standards department and to all Custody Inspectors.

5.5 REGIONAL ICV SCHEME MANAGERS' MEETINGS

- The ICV Scheme Managers from Hampshire, Kent, Surrey, Sussex and Thames Valley police authorities find it useful to meet regularly to discuss ICV developments and share best practice.

6. Complaints Procedures

6.1 MAKING A COMPLAINT

- Any complaint made against an Independent Custody Visitor should be communicated to the ICV Scheme Manager as soon as possible (but at least within 14 calendar days following the incident that is the subject of the complaint). The Scheme Manager will investigate this by speaking to the parties concerned and seeking to address the complaint informally. Should the severity of the complaint be significant or form part of a series of complaints relating to a particular individual, a formal process to remove the Independent Custody Visitor may be invoked.
- In the same way, any 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 OPCCS will review the circumstances leading to the complaint and consider what, if any, remedial action is required to resolve it. **If the complaint is about the Scheme Manager, the matter should be notified to the Chief Executive of the Office of the Police and Crime Commissioner for Surrey.*
- Complaints against an individual police officer or member of Surrey Police civilian staff must be immediately brought to the attention of the Scheme Manager who will seek to resolve these in discussion with Surrey Police.

6.2 REMOVAL OF CUSTODY VISITORS

- There may be occasions when the Office of the Police and Crime Commissioner for Surrey has to consider the suspension/removal of a Custody Visitor from the Scheme, either because of misconduct or unacceptable performance within the volunteer role. This may include such matters as:
 - A conviction for a criminal offence
 - A breach of confidentiality
 - Behaviour which is detrimental to the ICV Scheme

- Bringing the Scheme in to disrepute
- Unsatisfactory performance
- Non-attendance at the minimum number of meetings
- Falsification of expenses

- If such occasion should arise, the ICV Scheme Manager will notify the ICV concerned of their immediate suspension pending investigation.
- The ICV Scheme Manager will notify the circumstances and make a recommendation to the Chief Executive for them to assess and make a determination on removal of the Custody Visitor from the Scheme. The Scheme Manager will advise the Custody Visitor concerned that their removal from the Scheme is being considered. Details of the grounds for removal will be given in writing.

6.3 RIGHT OF APPEAL

- Should the ICV concerned be dissatisfied by the decision advised, he or she may appeal to the Police and Crime Commissioner for Surrey. This Appeal should be made in writing and should be made within 14 calendar days of receiving the letter informing them of the outcome.

7. Support for Independent Custody Visitors

7.1 WEBSITE

- On being accepted as an ICV, you will be given a password with access to a private log in ICV area on the PCC website (www.surrey-pcc.gov.uk). Please check this regularly; there is a lot of information that will be helpful to you in the carrying out of your role. If you have any further questions or are unsure about anything, please ask!

7.2 PANELS

- On being appointed as an Independent Custody Visitor you will be allocated to one of the three local panels. Each Panel has a Chair, a Vice and a Minutes and Rota Coordinator as well as a number of experienced Custody Visitors who will be able to guide and support you through your initial visits.
- Currently each Panel meets quarterly to arrange their visiting rota, discuss any issues, problems or concerns and generally be up-dated on developments in the custody area. Panel meeting dates are published well in advance and can be checked on the website.
- Custody Visitors are expected to attend their Panel's quarterly meetings. Apologies for non-attendance should be given to the Panel Chair and the ICV Scheme Manager. It is agreed, that an absolute minimum of two panel meetings out of four must be attended in each calendar year, unless circumstances are truly exceptional. Failure to do this will result in termination of an ICV appointment.

7.3 PANEL CHAIRS AND VICES

- Panel Chairs and Vices have a key role to play in the ICV Scheme because they are:
 - Responsible for the smooth and effective running of the Panel;
 - The first point of contact for any team members who need help, advice or support in relation to visiting duties; and

- A conduit for feedback to the ICV Steering Group, the Scheme Manager and Surrey Police.
- Although there is considerable responsibility attached to the role, the Office of the Police and Crime Commissioner for Surrey hopes that Panel Chairs and Vices will find that the rewards of being such a key part of the ICV Scheme balance the additional work involved. Help and support is always available from the ICV Scheme Manager.
- Panel Chairs and Vices are elected bi-annually by all Panels at the last meeting of the year and serve for a period of two years. Except in exceptional circumstances, Panel Chairs and Vices should:
 - Not serve for more than two consecutive years in either office; and
 - Have completed at least one full year as a Custody Visitor
- Role profiles and responsibilities of Panel Chairs and Vices can be found at [Appendices C](#) of this Handbook. The Panel Chair, whilst having overall responsibility for the smooth running of the Panel, should be supported by the Vice and Coordinators in carrying out the required administrative duties.

7.3 PANEL COORDINATORS

- A full role profile for a Panel Coordinator can be found at [Appendix C](#) of this Handbook. If Coordinators incur any expenses in connection with their duties, these can be reimbursed via the expense claim form by attaching the appropriate receipt.

7.4 PROCEDURE FOR THE ELECTION OF PANEL CHAIRS, VICES AND COORDINATORS

- The procedure that should be adopted for the election of these positions is as follows:
 - In most cases, the Vice will accede to the Chair position
 - Nominations for a new Vice will be sought at the two meetings leading up to the final meeting of the year in which the election is to be held. If there is more than

one candidate, a paper vote will be held. The ICV Scheme Manager will count the number of votes for each candidate and announce the result, which shall be recorded in the minutes of the meeting

- In the event of an equality of votes being cast, the Chair shall have a second or casting vote.
- The ICV Scheme Manager and the Panel Chair will seek Panel Coordinators as and when required.

7.5 ICV STEERING GROUP

- The ICV Steering Group meets quarterly and consists of all Panel Chairs and Vices, the ICV Scheme Manager, a senior member of the OPCCS team (usually the PCC) and a senior representative of the Force (currently the Chief Inspector responsible for Criminal Justice and Custody).
- The Steering Group works to pre-agreed Terms of Reference. These can be found at [Appendix C](#) of this Handbook.

7.6 THE ICV SCHEME ANNUAL REPORT

- At the end of each calendar year, the Office of the Police and Crime Commissioner for Surrey will prepare an Annual Report on Custody Visiting. Panel Chairs may be asked to help draft the input on the work of their team. This Report will be published on the OPCCS website at www.surrey-pcc.gov.uk.

7.7 ICVA

- ICVA is a voluntary organisation that promotes Custody Visiting across the UK through advocacy, training, publicity and on-going support to all involved in the process. ICVA's website is at www.icva.org.uk.
- By providing a forum on matters of mutual interest, ICVA enables ideas and information to be exchanged on relevant issues. It aims to assist the Home Office, OPCCs and other interested bodies in establishing best practice for Custody Visiting schemes, increasing public awareness and understanding of the schemes.
- The ICVA Executive Committee meets quarterly and consists of representatives from OPCCs representing the

UK regions. The South East Region (Surrey, Hampshire, Sussex, Kent and Thames Valley) is represented by a representative from one of the constituent OPCCs.

8. Health & Safety

- All Surrey Police officers, members of the Special Constabulary, police staff, agency staff and volunteers, regardless of their role, have a duty of care to Independent Custody Visitors visiting police stations and custody suites in order to perform their duties.
- Independent Custody Visitors are expected to co-operate with Surrey Police and with OPCCS on all matters of health and safety. All Independent Custody Visitors are required to take reasonable care of themselves and others who may be affected by their actions or omissions.
- Listed below are some practices/procedures, which every ICV should bear in mind when fulfilling their duties. This list is meant as guidance and does not attempt to be all encompassing:
 - We advise against wearing necklaces, ties or anything-else around the neck that could be pulled when making a Custody Visit
 - If you have any temporary mobility issues e.g. a sprained ankle etc. which might make the swift evacuation of a cell difficult in case of an emergency, you should not visit custody and arrange a replacement visitor.
 - Any permanent change to your general state of health, which might make the swift evacuation of a cell difficult in case of emergency, must be notified immediately to the ICV Scheme Manager. You should arrange to step down from the Visiting Rota and arrange cover until you are fully recovered.
 - In line with the Force Risk Assessment for operational staff, expectant mothers will not be permitted into custody due to the heightened risk of infection in the custody environment and possible complications that might follow any infection, fall or accident. A sabbatical from visiting is offered during this time with continuing participation at panel meetings and training events.

Please discuss this with the ICV Scheme Manager as soon as possible.

- Always visit in a pair and ensure you are accompanied in the Custody Suite by a member of the Custody Staff at all times (within sight but out of earshot as much as is possible whilst talking to the detainee)
- Make arrangements to meet your fellow visitor outside the police station ensuring you have mobile phone numbers to contact them in case of query or delay/no show. This is important for all visits, but particularly for those that take place out of hours or when it is dark. In these circumstances, consider arranging to park in the same place so that you can return to your vehicles together following the visit.
- Ensure that the Surrey Independent Custody Visitor badge is clearly displayed whilst visiting the custody suite to allow immediate identification. Photo ID badges may be removed if preferred when visiting detainees.
- There is a joint responsibility around ICV safety whilst in the custody suite between the ICV themselves and Surrey Police Custody Staff. Custody staff should advise ICVs before the visit commences of any detainee who might pose a risk to the ICVs in terms of violent or erratic behaviour or in terms of infectious disease. The ICVs should check verbally with staff prior to cell visits if anything significant was identified in the detainee risk assessment, which may affect the decision making of the ICV and the method of interviewing.
- Always follow advice of Custody Staff regarding personal safety in gaining access to potentially violent detainees. Interviews can be carried out through the cell hatch if necessary.
- Familiarise yourself with the emergency evacuation procedure in every custody suite you may have cause to visit. In the event of an evacuation, follow the instructions given to you by custody staff.
- Cell should be risk assessed by escorting officer prior to ICVs self-introducing. Escorting officer should ask the detainee to sit prior to ICVs entering the cell.
- Stand just within the cell door allowing easy exit if necessary
- Detainee should be seated whilst interview takes place. If detainee stands or approaches the ICVs during the course of the interview, the detainee should be asked to sit down again. If the detainee does not comply, the interview should be terminated.
- Although it may appear discourteous, avoid shaking hands with the detainee. Holding a file in your hands is a good way of avoiding this.
- In the unlikely event of being spat at by a detainee, report the matter to the custody sergeant immediately and request medical attention if there is any possibility of ingestion.
- Any assault or incident potentially compromising the safety of ICVs occurring during the interview must be disclosed to the custody sergeant and an Adverse Incident Report created.
- Any safety concerns must be reported immediately to the escorting officer.
- Wash your hands thoroughly at the first opportunity when leaving the custody suite.
- Hepatitis B vaccinations are available through the Surrey Police Occupational Health Department if desired.
Details available from the ICV Scheme Manager upon request.

INDEPENDENT CUSTODY VISITING SCHEME HANDBOOK

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APPENDIX A. Police Reform Act 2002, Paragraph 51

1. Every police authority shall—
 - a. make arrangements for detainees to be visited by persons appointed under the arrangements (“independent custody visitors”); and
 - b. keep those arrangements under review and from time to time revise them as they think fit.
2. The arrangements must secure that the persons appointed under the arrangements are independent of both—
 - a. the police authority; and
 - b. the chief officer of police of the police force maintained by that authority.
3. The arrangements may confer on independent custody visitors such powers as the police authority considers necessary to enable them to carry out their functions under the arrangements and may, in particular, confer on them powers—
 - a. to require access to be given to each police station;
 - b. to examine records relating to the detention of persons there;
 - c. to meet detainees there for the purposes of a discussion about their treatment and conditions while detained; and
 - d. to inspect the facilities there including in particular, cell accommodation, washing and toilet facilities and the facilities for the provision of food.
4. The arrangements may include provision for access to a detainee to be denied to independent custody visitors if—
 - a. it appears to an officer of or above the rank of inspector that there are grounds for denying access at the time it is requested;
 - b. the grounds are grounds specified for the purposes of paragraph (a) in the arrangements; and
 - c. the procedural requirements imposed by the arrangements in relation to a denial of access are complied with.
5. Grounds shall not be specified in any arrangements for the purposes of subsection (4)(a) unless they are grounds for the time being set out for the purposes of this subsection in the code of practice issued by the Secretary of State under subsection (6).
6. The Secretary of State shall issue, and may from time to time revise, a code of practice as to the carrying out by police authorities and independent custody visitors of their functions under the arrangements.
7. Before issuing or revising a code of practice under this section, the Secretary of State shall consult with—
 - a. persons whom he considers to represent the interests of police authorities;
 - b. persons whom he considers to represent the interests of chief officers of police; and
 - c. such other persons as he thinks fit.
8. The Secretary of State shall lay any code of practice issued by him under this section, and any revisions of any such code, before Parliament.
9. Police authorities and independent custody visitors shall have regard to the code of practice for the time being in force under subsection (6) in the carrying out of their functions under the preceding provisions of this section.
10. In this section “detainee”, in relation to arrangements made under this section, means a person detained in a police station in the police area of the police authority.

APPENDIX B. Memorandum of Understanding

I, _____ (Print full name), having been appointed by the Office of the Police and Crime Commissioner for Surrey (OPCCS), as an Independent Custody Visitor to the _____ Panel, agree that I shall:

1. By signing below, subscribe to the following declaration against discrimination: “We the Independent Custody Visitors and other persons appointed by the OPCCS are dedicated to the values which underpin the Police Service: integrity, fairness, equality, justice and courage. We will actively support the culture of the OPCCS and build a culture which is overtly hostile to those who discriminate on the grounds of race, religion, skin colour, age, sexual orientation, disability, gender, social class or any other inappropriate factor.”
2. Promptly inform the Scheme Manager of any change in my contact details, of any police cautions and convictions, including motoring offences, that may be recorded against me during my term of appointment and also of any change in my circumstances that may affect my ability to continue my duties;
3. Keep my Identity Card safely and use it for no purpose whatsoever other than to obtain entry to police premises to carry out my duties. I shall return my Identity Card to the Scheme Manager at the expiry or termination of my term of appointment together with the ICVA Training Manual and any materials issued to me;
4. Maintain confidentiality and not discuss what I have seen and heard in the course of my duties other than with the police, OPCCS representatives and fellow Independent Custody Visitors;
5. Make informed judgements in which the public can have confidence and which the police will accept as fair criticism;
6. Maintain effective working relationships with police officers and staff as set out in the Surrey Independent Custody Visiting Scheme;
7. Familiarise myself with the OPCCS ICV Scheme and associated Complaints Procedure;
8. Carry out the duties of an Independent Custody Visitor in line with the Scheme and its appendices and with the training provided. In particular, I shall:
 - a. Have due regard to health and safety issues for myself and for others at all times whilst carrying out my duties;
 - b. Make at least 4 Custody visits a year as set out in agreed Panel rotas and promptly inform the Panel Co-ordinator, Scheme Manager and fellow Custody Visitors if a rostered visit cannot be undertaken;
 - c. Attend at least one continuous training event organised by the OPCCS each year;
 - d. Attend at least half of the Panel meetings arranged by the Scheme Manager each year;
 - e. Complete and submit claim forms for travel allowances to the Scheme Administrator within 6 months of the visit or event to which they relate.

The Office Of The Police And Crime Commissioner for Surrey agrees that it will:

1. Ensure that all its officers and volunteers are asked to sign a declaration against discrimination in the following terms: “We the officers and volunteers of the OPCCS are dedicated to the values which underpin the Police Service, integrity,

fairness, equity, justice and courage. We will actively build a culture in the OPCCS, and will assist the Chief Constable to do so in Surrey Police, which is overtly hostile to those who discriminate on the grounds of race, religion, skin colour, age, sexual orientation, disability, gender, social class or any other inappropriate factor.”

2. Adequately resource the ICV Scheme;
3. Appoint one of its officers as Scheme Manager;
4. Have regard to health and safety matters affecting custody visitors;
5. Maintain adequate insurance for its custody visitors;
6. Regularly review the ICV Scheme and its operation and inform custody visitors of any changes made to it;
7. Maintain close contact with representatives of Surrey Police regarding custody visiting matters and ensure that any issues and concerns arising from custody visits are responded to and dealt with by Surrey Police;
8. Pay close regard to Home Office and Independent Custody Visiting Association guidelines and best practice on custody visiting and keep custody visitors informed of developments relating to custody visiting both locally and nationally;
9. Operate procedures for dealing with complaints about custody visitors and for terminating the appointment of custody visitors in accordance with the Scheme;
10. Provide support for all custody visitors;
11. Arrange quarterly meetings between Panel Chairs, their Vices, the ICV Scheme Manager, a senior member of the OPCCS team and a representative of Surrey Police Criminal Justice and Custody and Custody Department.
12. Whenever possible, ensure that a member of the OPCCS attends Panel meetings;
13. Provide initial training for new custody visitors and further on-going training as appropriate;
14. Publicise the ICV Scheme and the work of Independent Custody Visitors;
15. Process travel allowance claims promptly and efficiently.

Signature of Custody Visitor: _____

Date:

Signature of ICV Scheme Manager: _____

Date: _____

ICV Scheme Manager Name: _____

APPENDIX C. Roles & Responsibilities of All Involved in Independent Custody Visiting

ROLE OF ICV STEERING GROUP

- To actively support the Surrey Independent Custody Visiting Scheme, raising its profile within Surrey Police, making sure all officers are aware and respect the importance and necessity of the ICV role and Scheme.
- To provide overall direction and guidance for the Scheme via its quarterly meetings.
- To provide opportunity for Panel Chairs and their Vices to bring Panel concerns to the attention of the OPCCS.

ROLE OF ICV SCHEME MANAGER

- To be the main point of contact between ICVs and the OPCCS on all issues.
- To ensure adequate numbers of Independent Custody Visitors so that all Panels can operate effectively, arranging recruitment as required.
- To raise with the local Custody Inspector and/or Custody Standards any issues arising from custody visit report forms that were not fully resolved at the time of the visit and to feedback to the ICVs concerned and to the panels on actions taken via the Activity Log.
- To keep a record of all custody visit report forms and produce statistics on a regular basis as required.
- To organise induction and refresher training for ICVs as appropriate.
- To attend quarterly panel meetings and provide feedback on the Scheme
- To ensure Surrey Police representation at quarterly panel meetings.
- To liaise closely with senior members of the OPCCS team to ensure that the Scheme operates within the agreed aims and objectives, bringing to their attention any incidents of note.
- To continually monitor the effectiveness of the ICV Scheme and conduct a three yearly review.
- To manage the ICV Budget
- To maintain liaison with relevant stakeholders and partners including the APCC, ICVA, Surrey Police and other SE regional Scheme Managers
- To conduct probationary interviews with newly appointed ICVs appointing them as appropriate.

- To conduct three yearly re-appointment interviews with existing ICVs.
- To ensure that all panels are operating effectively with timely election of new officials.
- To process ICV expenses claims in a timely fashion.
- To investigate all complaints about custody visitors and, where necessary terminate the appointment of custody visitors due to poor performance or inappropriate behaviour.

ROLE OF INDEPENDENT CUSTODY VISITOR

- The fundamental role of an Independent Custody Visitor is to check on the welfare of detainees held in police custody. In order to do this, ICVs will need:
 - To arrange to visit custody with another visitor according to the panel rota at a mutually agreed time. It is recommended that arrangements for visits are made at least 10 days in advance so that a substitute visitor can be identified if necessary.
 - To ensure that custody visits are carried out at varying times of the day and night based on analysis of the panel's statistics.
 - To complete report forms fully and concisely for every visit undertaken. One report form is to be left at the custody centre, one retained by the lead visitor and the other sent via the internal mail to the Scheme Manager.
 - If a rostered visit cannot be made, it is the responsibility of the ICV concerned to contact the Third Visitor on the rota to establish a replacement. If the Third Visitor cannot assist, it is the responsibility of the ICV concerned to communicate their inability to attend custody to the Panel Coordinator who will find a replacement.
 - To attend quarterly panel meetings. Apologies should be directed to the Panel Coordinator and copied to the ICV Scheme Manager. Regular attendance at Panel Meetings is a fundamental obligation of all ICVs (an absolute minimum of two meetings per year must be attended in order to retain accreditation).
 - To develop and maintain a professional working relationship with police personnel based on mutual respect and understanding of each other's roles
 - To remain impartial and refrain from becoming involved in any way in the process of the investigation.
 - To maintain and respect confidentiality at all times.

- To immediately declare if a detainee is known to them and to discuss whether or not to proceed with the interview with the other Visitor.
- To attend training sessions as required.
- To submit regular expenses claims, together with receipts where appropriate to the ICV Scheme Manager. These should be submitted no later than 6 months after the expense is incurred.

ROLE OF LEAD VISITOR

- The Lead Visitor should lead the visit whilst ensuring that their partner is fully involved and engaged in the visit. ICVs should always aim to present themselves and their role professionally both to detainees and to custody staff, the Lead Visitor has overall responsibility for ensuring that this happens and for ensuring that the visit runs smoothly and that successful ICV visit outcomes are achieved.
- No ICV should lead a visit until they have 12 month's experience as a Second Visitor.
- These guidelines give an overview as to the responsibilities of the Lead Visitor:
 - a. Initiate contact with the Second Visitor a minimum of two weeks before the visit is due to take place to arrange day/time. This will allow sufficient time to contact the Third Visitor or make other arrangements in case of difficulty in finding a mutually convenient slot. NB. Earlier contact is of course advisable if the week is looking busy.
 - b. If the visit is Out of Hours (OOH), the OOH Lead Visitor needs to check with Lead Visitor for the normal weekly rota that there is no clash with in arrangements – a minimum of 12 hours should be left between weekly and OOH visit to ensure primarily that there is no confusion for the detainee over the ICV role and purpose.
 - c. If the visit is a Cross Panel one, the Lead Visitor should ensure that the Cross Panel Visitor knows where to park and where to meet them and should ensure that they are comfortable with the layout of the suite before the interviews with detainees commence.
 - d. The Lead Visitor should ring the buzzer and request entry to the suite.
 - e. The Lead Visitor should have the initial contact with the Custody Sergeant to determine all information needed to populate the header boxes on the ICV Report Form – names of staff, total number of staff on duty, number,

gender, vulnerability and PACE category of detainees and custody and cell numbers.

- f. The Lead Visitor should also establish whether there are any particular health and safety risks to the ICVs at the outset of the visit. It is good practice that the Second Visitor should be asked at the end of the initial exchange with custody staff whether they have anything to add (a chance to establish if anything has been overlooked)
- g. The Lead Visitor has overall responsibility for the Visit Report, ensuring that it is an accurate representation of the visit and issues that have been raised.
- h. The Lead Visitor should lead the debrief with the Lead Sergeant at the end of the visit and hand over the report form.

ROLE OF SECOND VISITOR

- The Second Visitor should play a full and active part in the visit, but should respect the fact that their colleague is leading the visit and not 'take over'. Be particularly mindful of this if you have more experience than your First Visitor partner. Please remember that disagreement/correction/contradiction in front of custody staff or detainees is unprofessional and reflects poorly on the ICV Scheme. If issues arise, these should be dealt with privately and confidentially; issues can be raised with Panel Chair and Vice and Scheme Manager as appropriate if they cannot be resolved in the visit.
- These guidelines give an overview as to the responsibilities of the Second Visitor:
 - a. Whilst it is the responsibility of the Lead Visitor to initiate visit arrangements, if the Second Visitor knows they are going to be busy that week or needs to make earlier arrangements, they should initiate early contact themselves.
 - b. The Second Visitor should not lead the initial conversation with custody staff but should be prepared to contribute at the end of the discussion if anything has been missed or further information is needed.
 - c. Conversations around dip-sampling should be joint decisions between Lead and Second Visitors.
 - d. The discussion as to who should lead the interviews with detainees should be agreed before entering the cell and the opportunity should be given to the ICV who is not leading the interview to ask further questions should be given before leaving each cell. This is very good practice and ensures that nothing is forgotten or overlooked.

- e. The content of the report should be agreed jointly between the Lead and Second Visitors. Visitors should agree between themselves who will physically write the report.
- f. Either visitor might go back to the Bridge during the writing of the report to clarify issues.

ROLE OF PANEL CHAIR

- The Chair is nominated bi-annually by the Panel and is required to undertake the following:-
 - g. Chairing quarterly panel meetings
 - h. Agreeing the agenda for panel meetings with the ICV Scheme Manager and Panel Coordinator
 - i. Working closely with Panel Vice Chair and Coordinator to ensure smooth operation of Panel and communicating any issues to ICV Scheme Manager in a timely way
 - j. Monitoring panel attendance and dealing with any non-attendance issues in consultation with the Scheme Manager.
 - k. Assisting with the interviewing, recruitment and training of new Scheme members and ensuring smooth integration into the Panel. This may necessitate additional visits for familiarisation purposes.
 - l. Attending quarterly ICV Steering Group meetings at Mount Browne.
 - m. Circulating the Steering Group Aide Memoire to all Panel Members as soon as it is received for discussion at Panel meetings.
 - n. Responding to invitations to speak/attend meetings, e.g. custody staff training, ICVA events, talking to other groups etc

ROLE OF VICE CHAIR

- The Vice Chair, who is also nominated bi-annually, by the Panel, has the following responsibilities to the Scheme:
 - a. Chairing panel meetings in the absence of the Chair
 - b. Attending the quarterly ICV Steering Group meeting
 - c. Assisting in covering the visit rota when needed
 - d. Acting as Chair designate during the two years of office

ROLE OF THE PANEL COORDINATOR

- Panel Coordinators are appointed on a more informal basis than the Chairs and Vices and tend to stay in place unless other commitments prevent them from performing this role. In some panels, the duties are split between two panel members, one taking responsibility for the Rota, the other for writing up agendas and minutes of meetings.
- To produce the meeting agenda 10 days in advance of each panel meeting and send it to the Panel Chair and Scheme Manager for agreement. Distributing the agenda to all panel members once agreed by e-mail where possible or otherwise by post (Meeting dates previously agreed and booked by Scheme Manager)
- To attend the panel meeting and take minutes.
- To write up the minutes and send them, within 2 weeks of the panel meeting, to the Scheme Manager and Chair for agreement and subsequently to distribute to all panel members by e-mail where possible or otherwise by post.
- To compile the visiting rota for the panel and send it to all panel members and to the Scheme Manager at least 3 weeks prior to the first week covered on the new rota.
- To identify a replacement visitor should the nominated Third Visitor on the rota not be able to attend custody for any reason.
- To organize observation visits for newly recruited panel members on their probation period and for ICV Link Members as appropriate.
- To ensure that newly recruited panel members are integrated into the visiting rota, gaining experience from visiting with different members of the Panel.

ROLE OF CUSTODY INSPECTOR

- Become familiar with the Surrey Independent Custody Visiting Scheme, actively supporting it and raising its profile to Custody Staff.
- To ensure that custody officers and staff request to see the identity card of all ICVs upon arrival in the custody area.
- To ensure that all custody staff are aware that ICVs should be admitted immediately to the custody area. Access should only be delayed where the visitors' safety may be at risk or where there is a valid operational reason. A full explanation of any delay should always be given to the visitors.
- To ensure that Lead Sergeants are facilitating the ICV visit optimally, briefing the ICVs on arrival in the suite and making themselves available for the debrief when the ICVs leave the suite.
- To ensure that ICVs are accompanied at all times during the visit, but to ensure that the escorting officer remains

'within sight, but out of hearing' during discussions between the detainee and the ICVs as much as is practicable.

- Monitor visit report forms ensuring that appropriate action is taken.
- Attend local Panel Meetings on a quarterly basis providing background and answers to concerns raised. Attendance at Panel Meetings is only required for the discussion around Review of Visit Reports. After this, the Inspector is able to leave the meeting.
- Commit to providing a timely response to ICV Scheme Manager on written reports that have been requested. These reports will be forwarded to the volunteers and subsequently discussed at Panel Meetings.
- Highlight any concerns or issues in relation to ICV conduct during visits to the ICV Scheme Manager.
- To ensure that ICVs have access to all parts of the custody area, excluding the medical cabinet and the interview rooms if an interview is taking place.
- To resolve any relevant complaints during the ICV visit if possible.
- To ensure that a copy of the ICV Scheme is available at all times at the custody centre, so that it can be referred to by all visitors, officers and staff.
- May request an exceptional ICV visit at times where circumstances dictate this might be operationally advantageous.

ROLE OF CRIMINAL JUSTICE AND CUSTODY DEPARTMENT (CHIEF INSPECTOR)

- Become familiar with the Surrey Independent Custody Visiting Scheme, actively supporting it and raising its profile within Surrey Police, making sure all officers are aware and respect the importance and necessity of the ICV role and Scheme.
- To regularly liaise with the ICV Scheme Manager on custody-related matters.

- To attend and provide an oral update on custody matters at the quarterly ICV Steering Group Meeting.
- To communicate to all custody inspectors any information relevant to custody issues following agreed actions with ICV Scheme Manager.
- To assist, where appropriate, in the training of Independent Custody Visitors.
- To highlight any concerns or issues in relation to ICV conduct during visits to the ICV Scheme Manager.

CUSTODY STAFF

- In order to support an effective ICV Scheme within Surrey, staff and officers working within Surrey Police custody facilities will:
 - a. Familiarise themselves with the Surrey ICV Scheme
 - b. Maintain effective working relationships with Independent Custody Visitors
 - c. Have due regard to health and safety issues concerning Independent Custody Visitors at all times whilst carrying out their duties
 - d. Consult ICV Report Forms regularly and consider the issues raised.
 - e. Ensure appropriate representation and attendance of Surrey Police at quarterly ICV Steering Group Meetings.
 - f. Ensure appropriate representation and attendance of Surrey Police at quarterly panel meetings (local Custody Inspector or above).

APPENDIX D. Summary of Insurance Cover for Independent Custody

Visitors

Independent Custody Visitors are covered by both the Surrey Police Public Liability Insurance and Personal Accident Policies when attending custody suites. Visitors should ensure that their motor insurance company is aware if they are using their cars to journey to and from custody centres. This does not normally result in additional premiums but ensures that visitors are covered in the case of an accident.

The Public Liability Insurance Policy provides cover for property damage or injury caused to volunteers as a result of the negligence of Surrey Police. This covers all members of the public on Surrey Police property.

The Personal Accident Policy provides cover for volunteers up to the age of 75 as follows:-

Category:	D		
Insured Persons:	Volunteers of the Insured		
Operative Time:	NSOT02 - Non-employees (See Non Standard Operative Times Section for full definitions)		
Section A:	Personal Accident Cover		
Item		Sum Insured	Max Individual Limit
1	Death	£150,000	
2	Loss of one eye or one limb	£150,000	
3a	Loss of both eyes or two or more limbs, or loss of one eye and one limb	£150,000	
3b	limb	£150,000	
3c(i)	Loss of speech	£150,000	
3c(ii)	Loss of hearing in both ears	25% of 3c(i)	
4a	Loss of hearing in one ear	£150,000	
4b	Permanent Total Disablement	Yes	
5	Permanent Partial Disablement	£150	
	Temporary Total Disablement	per week	
6	Deferment Period 0 week(s) Benefit Period 104 week(s)	£75	
	Temporary Partial Disablement	per week	
	Deferment Period 0 week(s) Benefit Period 104 week(s)		
7	Medical Expenses incurred in connection with a valid claim under items 1 - 6 of the Policy not exceeding 15% of the compensation paid under items 1 - 4b or 30% under items 5 and 6 whichever is the greater but subject to a maximum of £15,000 per person.		

Thereafter a sliding scale of cover applicable to visitors up to the age of 85 has been negotiated.

The current policy is in place until 30 September 2015.

[Changes in Provision over the Age of 75 as of 30 September 2012](#)

The benefit will be reduced to £100,000 in respect of items 1-3 and £50,000 in respect of items 4a and 4b, and no benefit will be payable in respect of Items 5 and 6, for any Insured Person after expiry of the Period of Insurance during which that Insured Person reaches age 75 to 80.

The benefit will be reduced to £50,000 in respect of items 1-3 and no benefit will be payable in respect of Items 4a, 4b, 5 and 6, for any Insured Person after expiry of the Period of Insurance during which that Insured Person reaches age 80 - 85.

The benefit will be reduced to £15,000 in respect of items 1-3 and no benefit will be payable in respect of Items 4a, 4b, 5 and 6, for any Insured Person after expiry of the Period of Insurance during which that Insured Person reaches age 85.

APPENDIX E. Consular Conventions and Mandatory Notification Obligations

The following countries have agreements with the UK whereby if one of their nationals is taken into custody, their Embassy or Consulate will be advised as a matter of course. The detainee has no say in the matter.

For other countries, custody staff will ask the foreign national detainee if they want their Embassy/Consulate advised and act accordingly.

ICVs need to be familiar with this list so that they can check whether this notification has taken place. It will be noted on the custody record. If there is any query, please raise with custody staff and note on the visit report form accordingly.

- Austria
- Belgium
- Bosnia and Herzegovina
- Bulgaria
- China
- Croatia
- Cuba
- Czech Republic
- Denmark
- Egypt
- France
- Germany
- Greece
- Hungary
- Italy
- Japan
- Mexico
- Mongolia
- Netherlands
- Norway
- Poland
- Romania
- Russian Federation
- Serbia
- Slovakia
- Slovenia
- Spain
- Sweden
- Ukraine
- United States of America

APPENDIX F. Management of Detainees in Surrey Custody Suites - 2015

The following is taken from a briefing note to all custody staff written by Detective Chief Inspector Karen Mizzi in 2015 regarding the management and treatment of detainees in Surrey. It stands true in 2018.

1. ISSUING OF BLANKETS & TOILET PAPER - DDO RESPONSIBILITY
 - i. Blankets WILL be offered to DP's routinely and not just given upon request. ** FOLLOWING RISK ASSESSMENT OF THE INDIVIDUAL DP **
 - ii. Toilet paper will be routinely supplied in the cell ready for the DP to use. Water Soluble toilet paper will be issued to custody suites ASAP. After clearing a cell, the attending Detention Officer will leave some toilet paper sheets within the cell preferably on the back of the toilet pan.
2. BOOKING IN OF DETAINEES – ARRESTING/ESCORTING OFFICER 7 CUSTODY SERGEAT'S RESPONSIBILITY
 - i. The need for arresting/escorting officers to communicate suspected risks to custody staff and for custody staff to accurately record and respond to these risks during the initial risk assessment process is of paramount importance. Please ensure that where an Arrival sheet has been completed any risks identified must be communicated to the Custody Sgt.
 - ii. The custody staff should ensure communication remains fluid between them and arresting / escorting officers waiting to gain entry to custody, in order to assess and respond to risk and prioritise entry as necessary.
 - iii. Where a Use of Force has been applied to control / restrain the detained person by the Arresting / Escorting officer prior to entering custody, they must communicate this fact to the Custody Sgt; explaining what type of mechanical restraint or Taser was used and whether any injury was caused. This information MUST be recorded on the Niche Custody Record in the Risk Assessment fields at the time of booking into custody.
 - iv. Where use of force is applied whilst the detained person is held in the custody suite, the Custody Sgt must ensure the Custody Risk Assessment is updated to this effect, including the type of restraint used(with or without mechanical restraint) and if any injury resulted.
3. REFERRAL TO HCP – SERGEANT'S RESPONSIBILITY
 - i. ALL adult DP's should be routinely offered on arrival the option of seeing a HCP and the fact recorded on NICHE (Note this is already covered on the risk assessment
 that the authorising custody Sergeant completes). Note: The HCP will prioritise which cases they will see first with preference to DP's who may have medical / mental health issues and require a decision for fitness to detain / interview etc.
 - ii. Where a detainee refuses or does not want to see an HCP but concerns have been identified, a visual assessment by a HCP may be appropriate and this must be recorded on the care plan within the custody record.
 - iii. Detainees who disclose they are suffering with depression need to be assessed carefully throughout their time in custody particularly when it is a diagnosed condition that is medicated with regular reviews of the DP's care plan to ensure their welfare is monitored.
 - iv. Not every detainee with diagnosed depression will require initial intervention from a Healthcare Professional depending on their history, up to date medication regime, and demeanour when first presented to custody.
 - v. This will be a decision for the Custody Officer to determine and note the reason for non-referral, being mindful of changing circumstances during the custody process and the potential or need for referral at any time during detention.
 - vi. Where an HCP advises a high level of care for a DP they should stipulate the time period the care regime should be in place, including any advice about reducing the level and recorded in NICHE custody record. If this is unclear the Custody Officer should re-refer the detainee back to the HCP before reducing the level as set out in the care plan.
 - vii. The opportunity for independent (Inspector) review officers to consider the current state and demeanour of the DP against the appropriateness of the current Care Plan should be taken every time a S40 Reviews of Detention is conducted.
4. FEMININE HYGIENE PACKS - DDO RESPONSIBILITY IN CONJUNCTION WITH SERGEANTS RISK ASSESSMENT

- i. Female DP's will be routinely offered a feminine hygiene pack. This can be done when the DP is placed into the cell.
- ii. All Female DP's will be asked additional questions through the Dignity Questionnaire.

Note: Significant Harm could include physical / sexual abuse, neglect, exposure, including Child Sexual Exploitation i.e. prostitution, grooming etc. It is everyone's responsibility to ensure children are safeguarded from harm.

5. CHILDREN & YOUNG PEOPLE – SERGEANT'S RESPONSIBILITY

- i. ALL juvenile DP's will be routinely referred to see the HCP for FFD / FFI. This is MANDATORY due to their specific vulnerability as a child and regardless of whether or not they have a medical need to see one.
- ii. All female detainees under 16 must have a named female DDO for the duration of their time in custody. Please ensure the details (including transfer at shift handover) are recorded in the custody record. Where there is no female DDO available the Custody officer must consider either transferring the DP to another suite where one is available or requesting that a female DDO moves to the relevant suite to manage the care of the DP.

6. SAFEGUARDING – CHILDREN UNDER 18 – SGT'S / DDO'S RESPONSIBILITY

- i. All children aged 17 years and under will be provided with an Appropriate Adult. Where the child / young person's parent / guardian are unavailable or have refused to attend, the Surrey Appropriate Adult Volunteer Service will be contacted to attend and support the detainee throughout the process.
- ii. Rights & Entitlements will be offered to the child or young person (even if the AA is not available) at the point of booking in; the Custody Sgt will ensure that is repeated when the AA is present. If the custody Sgt has any concerns about the child's ability to understand this process the Sgt may ask the AA to speak to the child / Young Person over the phone and / or require the AA to attend the custody suite asap to ensure the welfare & rights of the child are met (irrespective as to whether the OIC is ready to interview the child / young person). SAAVS have a protocol with Surrey Police that provides a 1 x hour call-out.
- iii. If a child in custody discloses information that may cause a concern about their welfare or health that suggests they may be at risk of significant harm then the member of staff MUST report the matter to the custody Sgt. The custody Sgt will then liaise with the OIC and / or the MASH / EDT, to ensure any concerns are referred to the appropriate authority (SIU/ Children's services). The information should be recorded via a 39/24 - Child coming to notice form.

7. DETAINEES WITH HEARING IMPAIRMENT – SGT / DDO RESPONSIBILITY

- iii. Please notify the DP that the custody suite has hearing loop equipment installed and inform them to switch their hearing aid to the appropriate frequency.

8. IMMIGRATION ADVICE - DDO & SGTS RESPONSIBILITY

- i. DP's requiring Immigration advice should be referred to the Legal Services Commission's Immigration advice line.
- ii. Foreign Nationals (where applicable) must be offered the right to have their High Commission, Embassy or Consulate notified of their detention.

9. TRANSGENDERED DETAINEES – SGT / DDO RESPONSIBILITY

- i. Transgendered detainees are to be given a choice as to whether they want the searching officer to be male or female

10. DETAINEES RETURNING FROM HOSPITAL

- i. All DP's returning from hospital should have a medical note from the hospital explaining what medication (if any) or care regime should be put in place. This information should be under cover and brought to the attention of the HCP upon the DP's return to enable the HCP to then assess the DP for FFD / FFI and in liaison with the Custody Sgt and amend the Care Plan where necessary.

11. EXERCISE YARD - DDO'S TO OFFER ON VISITS AS APPROPRIATE

- ii. DP's who are held overnight or for long periods should routinely be offered the use of the outside exercise yard and not just upon request.

(It is recognised that staffing levels / risk / workload within the suite may impact on our ability to facilitate this immediately; therefore it is important that the rationale is recorded on the DP's detention log and visits allowed when workload allows).

12. ACCESS TO RELIGIOUS MATERIAL

- i. All three suites cells / corridors should have mecca signs now marked on the ceiling

- ii. Each suite has new copies of the Holy Bible, the Torah the Koran & prayer mats etc. Please treat these articles with respect. They will be stored in boxes at each suite and issued as and when required and returned to the boxes.

13. RIGHTS RELATING TO TREATMENT – COMPLAINT AGAINST POLICE

- i. Detainees should be able to make a complaint about their care and treatment (Code H PACE) before they leave custody. The Custody Sgt will bring such matters to the attention of the Custody Inspector (when working) or Duty Inspector (who is not involved in the investigation) & (subject to operational commitments) they will attend and meet with the detainee.
- ii. The Detainee will be provided with the complaints leaflet and the matter recorded on the Complaints against Police form and submitted to PSD. In addition to the fact that the DP has made a complaint will be recorded on the custody record and any CCTV footage (if applicable) secured. (Note: a procedure setting out the process for a complaint raised by detainees in custody is currently out for consultation but in essence the complaint should be dealt with prior to the DP leaving the suite unless it will unnecessarily delay their release from custody).
- iii. Posters will shortly be placed in the four suites informing DP's of their right to make a complaint and the role of the IPCC.

APPENDIX G. Holding The Force To Account



Independent Custody Visiting and Holding The Police to Account.

Start by Choosing the Appropriate Level of Accountability

