



Qualities necessary for an Independent Custody Visitor (ICV)

Think about the role of the ICV and the different people and situations they will encounter whilst carrying out their duties. For example: the welfare of the detainee as well as the work of the Police, the expectations of the Commissioner's Office who manage the Scheme, and your fellow custody visitors.

- What sort of person would make a good custody visitor?
- What qualities and skills would the custody visitor need?

Helpful	Unhelpful
Accuracy	Abrupt
Approachable	Aggressive
Availability	Assumptions
Clear communication	Bossy
Confidence	Counsellor
Confidentiality	Easily fobbed off
Curious	Flippant
Diplomatic	Interfering
Discretion	Judgemental
Empathic	Know it all
Enquiring	Opinionated
Factual	Overly familiar
Flexibility	Overly sensitive
Good listener	Patronising
Impartial	Poor communicator
Information gathering	Poor listener
Non-judgemental	Prejudice
Observant	Superior
Open minded	Sympathetic
Pleasant	Talkative
Questioning	
Resolute	
Respectful	
Tactful	
Team work	
Understanding	
Unshockable	