

### **Independent Custody Visitor Role Description**

1. The fundamental role of the Independent Custody Visitor is to check on the conditions in which a detainee is kept, their health and wellbeing and that their legal rights and entitlements are being upheld, with reference to the relevant codes within the Police and Criminal Evidence Act 1984 (PACE).
2. To carry out the duties of an Independent Custody Visitor as set out in the Scheme Handbook (September 2016) and Home Office Code of Practice for Independent Custody Visiting (March 2013).
3. To arrange visits with fellow custody visitors in a timely manner, in line with agreed rosters and to ensure that visits vary in times of the day and days of the week.
4. To keep the panel convenor and fellow custody visitors informed of any problems with rostered custody visits in a timely manner so as to limit inconvenience to other members.
5. Where appropriate to consult the detainee's custody record to clarify and check any concerns raised by the detainee.
6. To develop and maintain a professional working relationship with Police personnel based on mutual respect and understanding of each other's legitimate roles.
7. To discuss with the custody officer any concerns and requests arising from the custody visit.
8. To complete a report (with your fellow visitor), ensuring that all relevant information is recorded accurately, clearly and concisely.
9. To note on the report, any issues that have serious implications which were not able to be resolved directly with the custody officer at the time of the visit.
10. To discuss and agree with your fellow visitor the content within the report before signing it.
11. To email the report to the Office of the Police and Crime Commissioner before leaving the Police station and leave a copy at the station.
12. To maintain and respect confidentiality at all times.
13. To remain up to date with matters relating to custody. To attend the Annual Seminar (at least one in each 3 year term), training sessions (at least one in each 3 year term) and at least 2 panel meetings each year. Adherence to the minimum requirements is expected. Unless there are exceptional circumstances for non-attendance, ICVs who do not meet these minimal requirements may be asked to leave the scheme.
14. To inform the panel convenor of any training requirements.
15. To submit expense claims in line with the Scheme Handbook.

**Independent Custody Visitor  
Person Specification**

<b>Essential Criteria</b>	<b>*Measured by</b>
1. Must be at least 18 years of age	Application
2. Must be resident in the UK for at least 3 years prior to the date of application	Application
3. Must live in the Hampshire and Isle of Wight area	Application
4. Demonstrate sufficient time and flexibility to carry out the role	Application/Interview
5. Ability to work with the Office of the Police and Crime Commissioner and colleagues to meet the objectives of the scheme	Application/Interview
6. Ability to communicate clearly and concisely (both orally and in writing) with a diverse range of people	Application/Interview
7. Knowledge and awareness of equality and diversity issues	Application/Interview
8. Demonstrate the values appropriate to this role i.e. a non-judgemental attitude and a genuine concern for the welfare of others	Application/Interview
9. Demonstrate impartiality	Application/Interview
10. Demonstrate an understanding of confidentiality	Application/Interview
11. The ability and confidence to question and challenge	Application/Interview
12. Observational skills in relation to visual inspections	Application/Interview
13. Capability to use IT to receive and send communications	Application/Interview
14. Ability to travel by private or public transport to undertake visits	Application/Interview
<b>Desirable Criteria</b>	<b>*Measured by</b>
1. Some background knowledge of Independent Custody Visiting and the role of the Police and Crime Commissioner for Hampshire	Application/Interview
2. An interest in the rights and welfare of individuals in the Criminal Justice System	Application/Interview
3. Demonstrate willingness to improve knowledge and skills in relation to this role	Application/Interview

\*All person specifications should indicate how and when the respective criteria will be measured.

### Independent Custody Visiting Charter

This Charter is an agreement between the Police and Crime Commissioner (PCC) and the appointed volunteer. It outlines the expectations and requirements of both parties in relation to the effective operation of the Hampshire and Isle of Wight Scheme as detailed in the Scheme Handbook September 2016.

**The OPCC undertakes to:-**

- Ensure the smooth and efficient operation of the custody visiting scheme
- Provide official identification
- Make initial adequate training available to all custody visitors
- Provide opportunities for custody visitors to keep up to date with current practice and to share learning and experience
- Update custody visitors regularly
- Provide appropriate administrative support
- Ensure custody visitors receive out of pocket expenses in accordance with the Commissioner's Scheme of Allowances and the Scheme Handbook.
- Review, act upon and feedback all items arising from visit reports
- Liaise closely with Hampshire Constabulary
- Provide adequate insurance

**The volunteer undertakes to:-**

- Act in accordance with the current Scheme Handbook and ICVA National Standards
- Abide by the Home Office Code of Practice on Independent Custody Visiting (2013)
- Maintain confidentiality of personal information accessed whilst being a custody visitor **at all times** including information relating to other members of the scheme
- Safe keep your identity card and use it only on custody visiting business
- Undertake a minimum of 8 visits per year in accordance with the panel rota, except in exceptional circumstances with the agreement of the panel convenor
- Undertake to keep up to date with current practice in matters relating to independent custody visiting
- Attend at least 2 out of 4 panel meetings per year
- Attend at least one training session and at least one annual seminar in each 3 year term
- Inform the PCC of any change in circumstance which affects the scheme administration or their status as an independent custody visitor
- Ensure visit reports are completed fully, clearly and accurately and emailed to the ICV mailbox on completion of visit
- Safely return documentation and identity card on leaving the scheme

**We jointly agree to the responsibilities set out above**

Signed by OPCC	Signed by volunteer
Scheme Administrator	
Print name <b>Elaine Cullen</b>	Print name
Date	Date

## Independent Custody Visiting Volunteer Support

As a volunteer, you and your immediate family (living at the same address) have access to free, **confidential and impartial** support, provided by Health Assured.

### Using the service

Contact the service direct, no need for a referral.

- **free phone 0800 030 5182\***
- outside the UK +44 161 836 9498 (calls will be charged)
- \*Use 0161 836 9498 if calling from a mobile

### Support available

These services are free, confidential and available to all volunteers and their immediate family members:

- a 24 hour a day, 365 day a year confidential telephone advice and information line covering a wide range of issues including work, personal and family related.
- one to one counselling – either face to face or telephone (up to a maximum of six sessions a year per issue)
- legal and tax advice helpline (legal advice available to *volunteer only*)
- serious illness and accident support
- medical information (GP call-back available)
- online support

### What can it be used for?

You can contact the service for all kinds of different reasons, whether they are ICV work-related or personal

- counselling
- relationships
- work
- bereavement
- family issues
- child and dependent care
- financial
- legal
- stress
- consumer issues
- medical

### **Independent Custody Visiting Convenor Role Description**

The convenor (lead volunteer) is essential to the smooth running of the area panel. The post is likely to be held by a volunteer who has completed at least one three year term as an Independent Custody Visitor (ICV).

The convenor is appointed for a period of three years. Elections will take place during the Quarter 3 panel meeting (usually in December). The appointed member will begin their term of office at the first scheme meeting the following year (usually March).

The key tasks are as follows:

1. To arrange and chair quarterly meetings of the panel.
2. To keep records of the panel meeting proceedings and to communicate with the panel as necessary.
3. To establish and circulate the rota to panel members in a timely manner to achieve the required number of custody visits to each custody centre.
4. To bring to the attention of the scheme administrator any issues arising from custody visits or meetings.
5. To inform the scheme administrator of any resignations from the panel to allow time to recruit replacement visitors.
6. To assist the scheme administrator in the selection of new custody visitors and to assist with their training and to ensure that new custody visitors are supported by the panel.
7. To prepare and submit to the scheme administrator half yearly summary reports of the activities undertaken by the panel for the attention of the Police and Crime Commissioner (PCC).
8. To oversee the work of the panel and to ensure its smooth running. In this respect to build professional working relationships with Constabulary custody staff.
9. To attend quarterly meetings with other panel convenors, the scheme administrator and Constabulary custody staff.

To assist the convenor with the above tasks, the scheme administrator will provide a range of support including help and advice, stationery, help with room hire and other incidental administrative tasks and expenses.

**The role of the deputy convenor** will be to deputise (on an interim basis) for the convenor should he/she be unable to carry out any of the tasks listed.

**Independent Custody Visiting  
Election of Convenor / Deputy**

**Nomination for Convenor / Deputy** (please indicate as appropriate)

**Panel** \_\_\_\_\_

I would like to nominate \_\_\_\_\_ to this position.

I have sought his/her consent to this nomination.

Please write here why you believe this member is the right person for this role:

Continue on the other side of this page if necessary.

Print name:

Signed:

Dated:

Please email this nomination form to the scheme administrator [icv.scheme@hampshire.pnn.police.uk](mailto:icv.scheme@hampshire.pnn.police.uk) or post it to the Office of the Police & Crime Commissioner, St George's Chambers, St George's Street, Winchester, Hampshire SO23 8AJ. Whichever method you use to return the form, it must be signed.