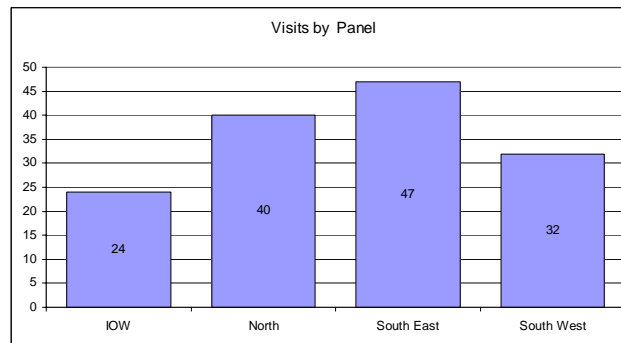


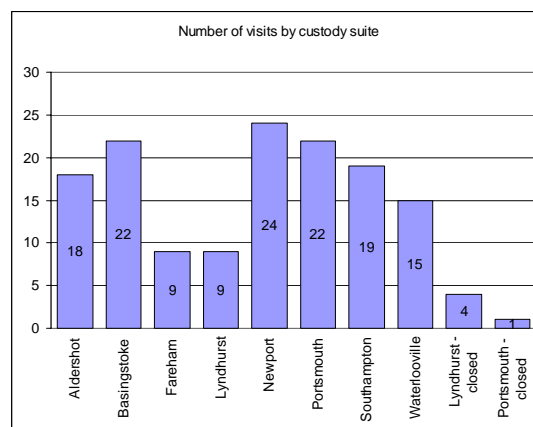
<b>From:</b>	Elaine Cullen Independent Custody Visitor (ICV) Scheme Administrator
<b>Purpose</b>	To provide a six month review of the progress of the Hampshire and Isle of Wight ICV Scheme
<b>Title</b>	Hampshire and Isle of Wight Independent Custody Visiting Scheme - <b>1<sup>st</sup> July to 31<sup>st</sup> December 2015</b>
<b>Date</b>	1 <sup>st</sup> March 2016

## Visits

The number of detainees passing through custody between 01/07/2015 - 31/12/2015 was 12,112. The total number of visits to custody suites during the period was 143 and 410 detainees were interviewed.

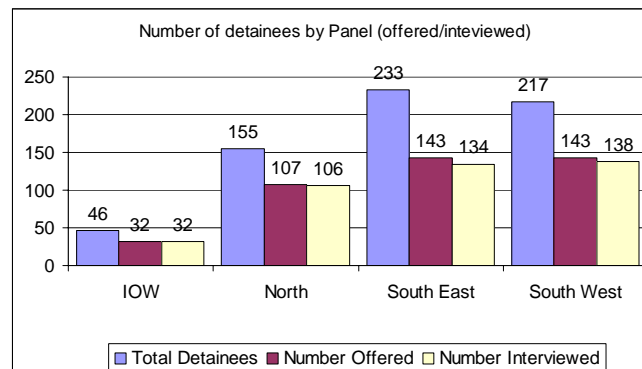


Resignations and sickness within the panels caused difficulties and some visits were missed. Fareham has closed permanently unless there is a business need and Lyndhurst is now open only at weekends. In the later part of the year, custody closures were communicated at short notice and sometimes not at all. There is work to be done with the Constabulary to put a system in place that ensures we are informed of closures, particularly out of office hours.



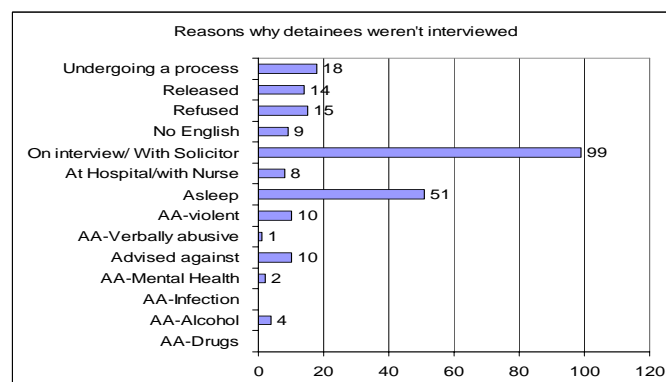
At the time when visits were made, 651 persons were detained; of these 425 were offered an interview and 410 agreed to talk to custody visitors. The percentage uptake of visits (those who accepted an interview) was 96 per cent (96.70 per cent in

the first half of 2015). The number of persons detained in custody reduced from the first half of the year (Jan to Jun = 13,432).

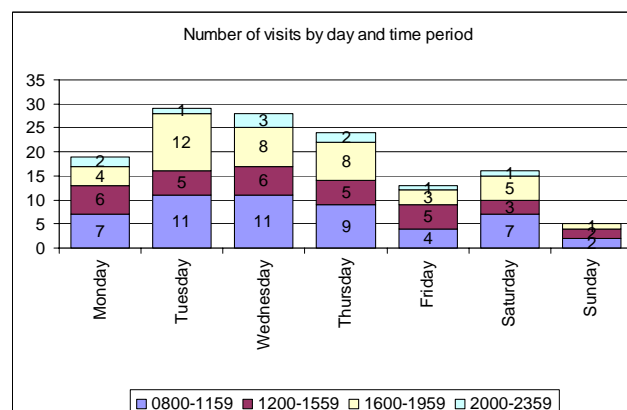


ICVs who are concerned about detainees that they cannot interview, are able to check their custody log without their consent. ICVs checked the custody logs of 58 detainees who were not able to be interviewed and these included juveniles, vulnerable adults or those who could not speak English.

The main reasons why detained persons were not interviewed was due to them being on interview/with a solicitor or because they were asleep. In the case where detained persons were asleep, ICVs check for signs of life.



Custody visits can take place at anytime of the day or night, seven days per week. The graph below shows what time visits took place during this period. No visits were carried out between midnight and 8am. The scheme administrator is encouraging ICVs to do an early morning visit at least once per quarter as historically this is a time when custody staff would not be expecting a visit.



ICVs pay particular attention to juveniles and vulnerable people (which includes those with mental health conditions and learning difficulties).

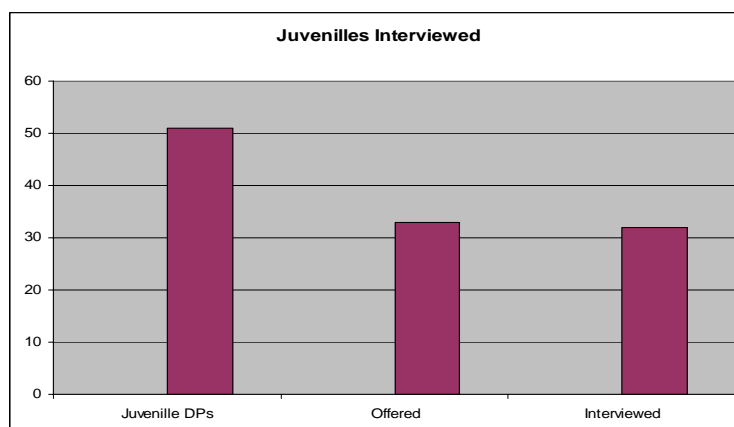
All juveniles and vulnerable adults should be supported by an Appropriate Adult (AA) whilst they are in custody. If there are delays in finding an AA this can lead to vulnerable people being detained for longer than necessary. The HMIC/HMIP November 2012 Hampshire inspection (item 7.4) recommended that *“appropriate adults should be available at all times to support without undue delay detained juveniles ages 17...”*. ICVs support the Constabulary in responding to this recommendation by noting cases where the availability of an AA is limited. ICVs highlighted a case on the Island where an AA had to be brought from the mainland as the Constabulary could not locate a suitable person locally. Such observations are reported to the Constabulary to assist it with negotiations with those authorities and agencies with responsibility for providing the appropriate adult service.

You will see from the data below that juvenile and vulnerable people represented approx 18% of the custody population during this period. The HMIC/HMIP November 2012 Hampshire inspection (item 7.3) recommended that *“Police custody should not be used as a place of safety for section 136 assessments”*. ICVs support the Constabulary in responding to this recommendation by noting the number of S136 cases in custody during visits.

In comparison to the same period the year before, there was a significant drop in the number of S136s brought into custody. This is due to the Constabulary working closely with Medisec Ambulance service who now transports people who need a mental health assessment directly to a health based place of safety. The amount of youths in custody has dropped significantly in part due to out of court disposals, Community Remedy and restorative justice initiatives. However the number of adults who require AA support dropped by only a small amount, even though the overall number of detainees dropped by 3000.

	No. of Detainees	No. of S136 Detainees	No. of Youth Detainees	No. of Adult Detainees requiring Appropriate Adult
Jul 14 - Dec 14	15221	83	1465	1246
Jul 15 - Dec 15	12112	28	1061	1176

Of the 651 detained persons in custody at the time of our visits, 51 were juveniles, representing approx 8%. The break down across the county was North = 19, SW = 20, SE = 10 and IoW = 2). Of these 33 were offered an interview and 32 accepted.



### **Actions from visits**

The HMIC/HMIP November 2012 Hampshire inspection (item 7.12) recommended that *“There should be thorough daily and weekly maintenance checks at all custody suites, including systematic identification and reporting of ligature points”*. ICVs support the Constabulary in responding to this recommendation by carrying out a visual check of the custody estate. During their visits ICVs noted holes in mortar, sharp edges and possible ligature points which were brought to the Constabulary’s attention and monitored until they were resolved.

A number of cells were out of action due to maintenance issues however this did not lead to any issues. There were issues in the SE region where cells were out of action due to historic problems with the heating system and which was not resolved.

The HMIC/HMIP November 2012 Hampshire inspection (item 7.52) recommended that *“Detainees should be informed of any reviews carried out while they are sleeping, and a record to this effect should be made in the custody record”*. ICVs support the Constabulary in responding to this recommendation by reviewing custody records. ICVs noted a number of occasions where detainees were not notified they had been subject to an Inspectors PACE review whilst they were asleep.

Additionally ICVs reported that a member of custody staff was not wearing ligature cutters, which should be worn at all times.

After an incident where a detainee was able to tear a strip off of a blanket, ICVs now dip sample blankets for wear and tear or damage during their visits.

During this reporting period, there was an incident where a DO left custody visitors unaccompanied for a period of time which goes against safety protocols. Custody staff were quickly reminded that this action contravened safety protocols.

### **Scheme and panel meetings**

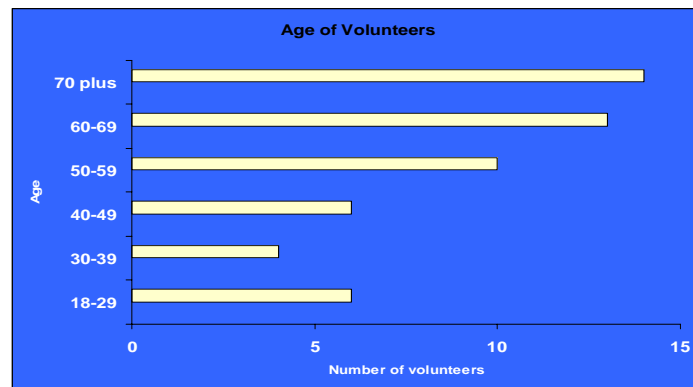
Two scheme meetings were held during this period, one in September and one in December. These were chaired by the scheme administrator and attended by the convenor of each panel (or an appointed representative), the Central Custody Inspector and a member of the Constabulary’s custody / facilities team. The Force custody DCI was invited to the meetings and received a copy of the minutes.

Two meetings with each area panel were held during this period, which were well attended by ICVs.

### **Volunteers**

At the end of 2015 there were 53 ICVs on the scheme. There were 5 resignations during the period however due to a recruitment campaign which began in the summer, 7 new volunteers were inducted in December ready to start in January 2016. All panels except the Isle of Wight have an appropriate amount of ICVs to carry out their visits. Due to lack of members and sickness, the South West panel struggled during this period but 5 out of the 7 new recruits joined this panel in January 2016. 1 new recruit went to the North panel and started in January 2016. The Isle of Wight struggled due to the convenor being on long-term sick leave and a resignation - 1 new recruit started with this panel in January 2016. The Isle of Wight is still under resourced and a recruitment campaign is ongoing for this panel.

The average age of volunteers at the end of this period was 56 and of these 27 were female and 26 male. There is half the amount of volunteers in the 18-29 range than there are in the 70 plus range.



Given that the highest percentage of detainees fall within the 22-30 category, the scheme has work to do to recruit more younger volunteers.

48 volunteers described themselves as White British, 1 White Irish, 2 Asian/Indian and 2 unknown. There is work to be done to increase diversity amongst our volunteers.

The scheme administrator carried out 12 reviews during this period which proved to be helpful for both parties. Volunteers valued the opportunity to speak to the administrator and feedback their thoughts to the OPCC.

### **Volunteer trainings**

New recruit training was carried out in December 2015. New volunteers attended a full day induction training which included a tour of Southampton Central Custody. The Constabulary's PACE advisor had input into the training as did a Custody Sergeant from Southampton Central. The feedback from this training suggested that it was very comprehensive and prepared the new recruits for their role.

The annual seminar took place on the 31 July 2015 and seven ICVs from neighbouring panels in attendance. Topics included the role of the Custody Sergeant and Detention Officer and custody risk management, an update on the new Police Investigation Centres (PICs), a review of work around those detained under Section 136 and presentations the Constabulary's Professional Standards Department, crime scene investigations and body worn video. The evaluation from the seminar suggested ICVs found it very helpful and a positive experience.

The Hampshire scheme is a member of the Independent Custody Visiting Association (ICVA). In October ICVA delivered a training session on mental health and how ICVs can better communicate with detained persons during their interviews. Given that a high percentage of the custody population have mental health conditions, this is a very important area. The Constabulary lead on mental health was involved in the session. The session was very well attended and volunteers evaluated/scored the training as very good.

### **Custody staff trainings**

In November and December, ICV training sessions were delivered to custody staff as part of the Constabulary's training programme. Evaluation from the sessions suggested that attendees found it useful and scored the session as 'excellent' in the main or otherwise as 'good'.

### **ICVA Scheme Administrators Conference (Birmingham)**

The scheme administrator attended the annual conference where the work of the ICV was discussed within a wider context. There were presentations from the Home Office and a representative from HMIP/HMIC joint inspectorate who gave an insight into what happens before and during an inspection. There were discussions about how the work of ICVs contributed to protecting vulnerable people in custody and the broader National Preventative Mechanism (NPM) and UN Optional Protocol to the Convention Against Torture (OPCAT). The administrator found it to be a very useful forum for exchanging knowledge, experiences and good practice.

### **Media**

A member of the SE panel was interviewed by the Portsmouth News which was a valuable promotion exercise. The article generated interest from a national publication and the OPCC Communications team, and the volunteer, are in discussions about a further national article.

### **Other notable events**

Katie Kempen the new Chief Executive of the ICVA visited the custody suite at Southampton Central. She met with the Commissioner, a Custody Inspector and two ICVs from the South West panel. She was impressed with the level of engagement from the Hampshire scheme. She was very interested to see Southampton Central PIC, as well as finding out about the positive difference the Hampshire Liaison and Diversion Scheme (HLDS) is making for detainees and custody generally.

### **Improvements to scheme**

Reports are now emailed directly from the custody suite as opposed to being posted to the OPCC. This is very helpful as the administrator has access to the report data immediately after the visit and any actions or concerns can be picked up and dealt with straight away.

The Hampshire ICV Guidelines are being updated. A period of consultation with volunteers was carried out and their feedback was gathered and will be incorporated where appropriate in to the updated document.

The HMIC/HMIP November 2012 Hampshire inspection (item 7.19) recommended that *"Detainees should be able to make a complaint about their care and treatment, and be able to do this before they leave custody"*. In addition, in September 2015, the IPCC released a report 'Access to the Police complaints system' which highlighted a discrepancy in the way that Police forces processed complaints (especially from those detained in custody). With this in mind, Hampshire Constabulary was asked to report on their processes at the scheme meeting in

December and now report regularly on custody complaints and statistics at the meeting which had not previously been done.

### **Future focus**

The Hampshire Constabulary HMIC/HMIP inspection in November 2012 listed 55 recommendations and ICVs are able to check on approximately half of these recommendations during their visits. The scheme administrator will be monitoring findings, outcomes and themes.

The scheme administrator will engage with volunteers about their training needs and provide opportunities for discussion and training on matters relevant to the role of the ICV.

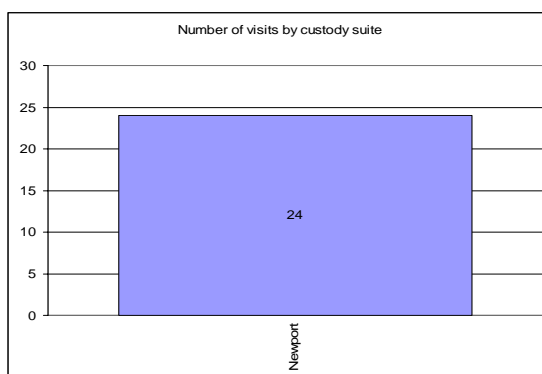
The scheme administrator will endeavour to improve diversity within the volunteer pool, with a view to being more representative of the custody population.

Elaine Cullen 1/3/16  
Scheme Administrator

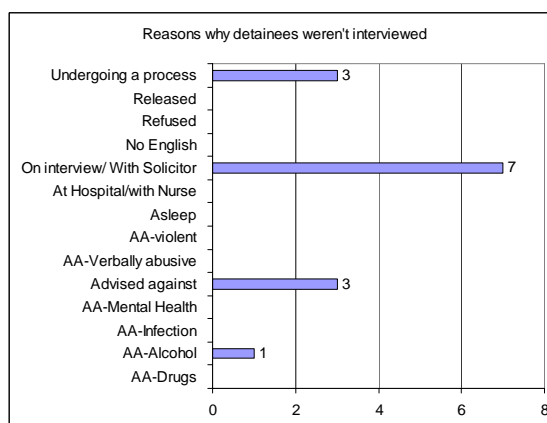
## CONVENOR REPORTS BY AREA

### Report of the Interim Convenor of the IoW Panel

During the period, 24 visits carried out at Newport. At the time of ICV visits, there were 46 of which the panel were able to interview 32.



The reasons why detainees were unable to be interviewed are show below.



Whilst there was a spread across the daytime Monday to Friday, there needs to be more focus on weekend and occasional night visits.

Juveniles and particularly vulnerable adults are a concern due to the lack of Island based Appropriate Adults. This leads to delays in getting an AA from the mainland with consequential extra demands on the custody staff in monitoring their safety. However this group represent a reducing percentage of the overall number of detainees and has been further helped by redirection to a more suitable mental health place of safety for assessment.

Issues of concern at the time of the visit are generally dealt with by the Custody Sergeant. Other issues are referred to the OPCC to take up with the Constabulary and the outcomes are reported at the Panel meetings by the Custody Inspector. One such issue was that ligature cutters were not being warn at all times, this was promptly addressed.



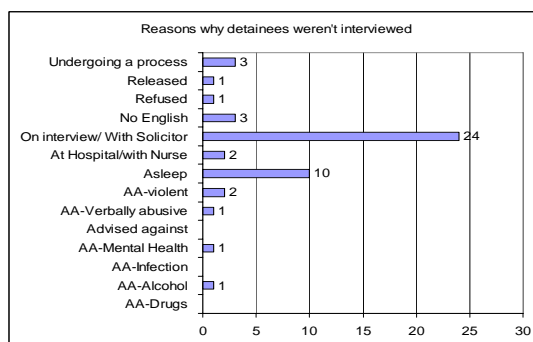
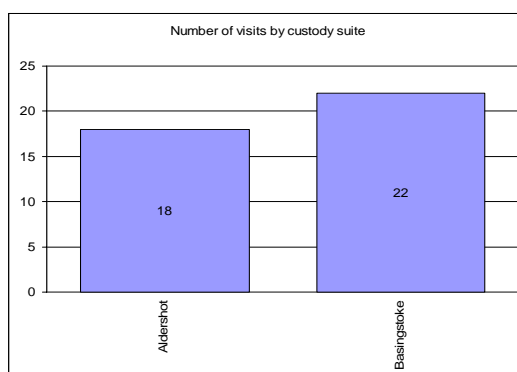
Two Panel meetings were held during this period and generally well supported by members. There is the intention to obtain more information from these meetings and include a training element to reflect the changing demands of custody procedures.

The membership has fallen below the required numbers and a recruitment programme is scheduled for early 2016. Efforts to reflect the age profile and diversity of detainees will be made in the selection process.

Due to the number of new members required, the initial and ongoing mentoring/training will be challenging.

### Report of the Convenor of the North Panel

During the period, 22 visits were carried out at Basingstoke and 18 at Aldershot. At the time of ICV visits, there were 155 detainees of which the panel were able to interview 106. There was 1 refusal in total making the take up rate 99%



The North Panel currently has 11 members, 1 having joined at the end of the period in December 2016.

Visits were spread across the week and throughout the day and night, with special importance being given to occasional night visits. 41 out of the scheduled 42 visits were completed. It was noted that activity at Basingstoke is considerably greater than at Aldershot.

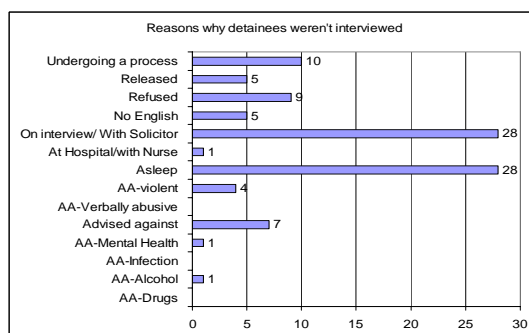
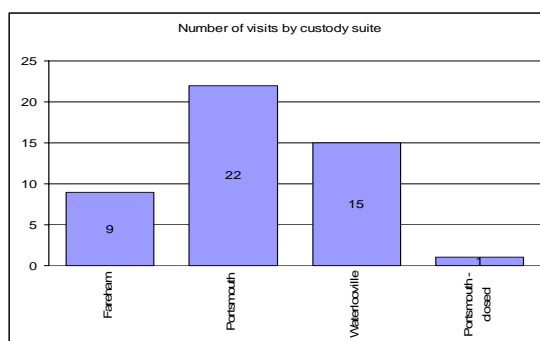
Minor repairs to cell blocks and custody suites continue to be carried out efficiently and in good time despite the restraints on expenditure.

No breaches of PACE were found.

The North Panel continues to operate as an enthusiastic and committed team and enjoys a good working relationship with all custody staff.

### Report of the Convenor of the South East Panel

During the period, 22 visits were carried out to Portsmouth Central, 9 to Fareham and 15 to Waterloooville. At the time of ICV visits, there were 233 detainees of which the panel were able to interview 134. There were 9 refusals in total, making the take up rate 94%



No particular matters of concern have been raised within the period. The required number of visits did not take place as Portsmouth was closed for scheduled maintenance; therefore visitors were not able to carry out visits. As 2015 progressed, the use of Fareham became unpredictable and it was difficult for ICVs to carry out their scheduled visits. Fareham was closed fully in the Autumn of 2015 and would only open as operational needs arose. It was therefore agreed that Fareham would be removed from the SE statistics. Furthermore, it was agreed that ICVs would endeavour to visit Fareham when open, often at extremely short notice.

Extensive recruitment had taken place earlier in 2015 and 6 new panel numbers have successfully completed their probation period. During the period, 1 ICV retired which now leaves the panel 19 strong. Due to the closure of Fareham, this puts the panel 5 members over the required number but this is proving beneficial to cover annual leave, sickness etc. The panel currently has 1 member on maternity leave but hopes to rejoin the rota in the summer of 2016.

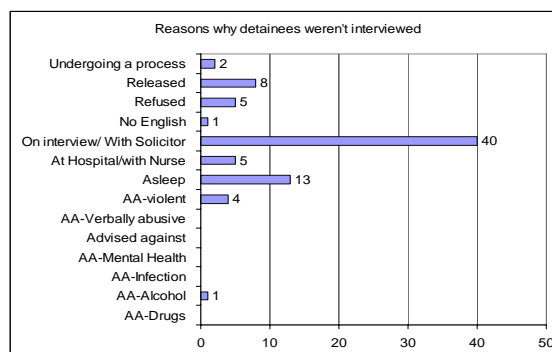
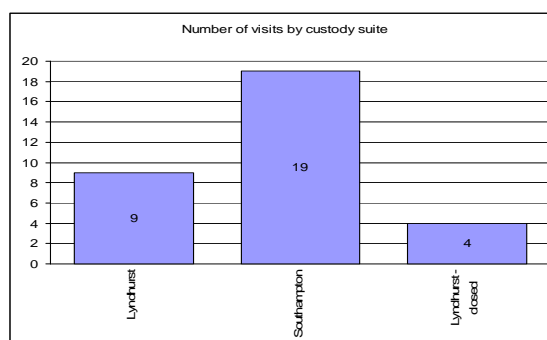
The problem of visitors accessing custody at Waterloooville had previously caused delays but this has now significantly improved and delays are rare.

2 more Police Investigation Centres (PICs) are planned, one in the SE and one in the North. In November 2 ICVs from the SE panel took part in visits to Southampton Central PIC. This was deemed to be a useful learning experience.

Good relationships with the custody staff at the two suites are maintained.

### Report of the Convenor of the South West Panel

During the period, 19 visits were carried out to Southampton Central and 9 to Lyndhurst. At the time of ICV visits, there were 217 detainees of which the panel were able to interview 143. There were 5 refusals in total making the take up rate 96.25%.



The reduced number of ICV's continued to make the second half of the year difficult and the number available reduced by an additional two ICV's, leaving just 9 visitors to cover Southampton and Lyndhurst Custody suites. Inevitably there were short notice cancellations made as a result of health issues etc and although some were covered visits were missed. However during Quarter 3 all planned visits were made to Lyndhurst but only 8 out of a possible 12 were completed at Southampton. In Quarter 4 only 3 visits were made to Lyndhurst due to closures of the custody suite resulting from staff shortages but all possible visits to Southampton (11) were completed. The Custody Suite was closed for a short period in November and one visit was not done during this time.

Urgent recruitment was undertaken to remedy this problem and five new ICV's were appointed and trained ready to start visits in January 2016. Panel numbers are now at the required level.

On one occasion ICV access was in excess of acceptable limits. This was covered in report number 2015/256. ICVs were delayed entry for 10 minutes and noted '*staff very busy on arrival – unavoidable*' and accepted this reason.

In November 2 ICVs from the SE panel took part in visits to Southampton Central. This was deemed to be a useful learning experience.

Katie Kempen – the new Chief Executive of the Independent Custody Visiting Association, made a visit to Southampton Central in December to see the custody suite and meet local ICVs. The Police and Crime Commissioner, Insp. Strange and Elaine Cullen were also present at the meeting and various aspects of custody design and visiting were discussed. She was particularly interested to learn that ICV's had raised the matter of the inappropriate way religious books were stored and how the problem had been resolved by the efforts all concerned and the quick response by the constabulary. The Hampshire Constabulary guidance on this has now been shared with all schemes around the country.

No breaches of PACE were found.

Good relationships with the custody staff at the two suites are maintained.