

INDEPENDENT CUSTODY VISITING

**POLICE & CRIME
COMMISSIONER**

HAMPSHIRE & ISLE OF WIGHT



Independent Custody Visiting Annual Report 2025/2026

DONNA JONES

**POLICE & CRIME
COMMISSIONER**

HAMPSHIRE & ISLE OF WIGHT



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Contents

A5

Welcome	Page 3
What is Independent Custody Visiting?	Page 4
ICVA Quality Assurance Framework	Page 5
Detained Persons and Visit Statistics	Pages 6–8
ICV Report Feedback	Page 9
Feedback & Issues	Page 10
North Panel Co-ordinator Report	Page 11
Isle of Wight Panel Co-ordinator Report	Page 12
Southampton Panel Co-ordinator Report	Page 13
Portsmouth Panel Co-ordinator Report	Page 14
Events	Page 15
Key Developments	Pages 16-17
Recruitment	Page 18
ICV Training	Page 19
Looking Forward 26-27	Page 20

Welcome



Independent Custody Visitors play a vital role in maintaining public confidence in policing. As volunteers from our communities, they make unannounced visits to custody suites, check on conditions, and speak directly with detainees about their welfare and treatment. Simply by being there, they provide reassurance that people are being treated fairly, with dignity and respect, and that standards are being upheld.

It has been a busy year for the scheme locally, with over 28,000 detainees passing through police custody across Hampshire and the Isle of Wight. In response, Independent Custody Visitors have maintained a strong and visible presence, carrying out 207 visits and completing 1,595 welfare checks between 1 April 2025 and 31 March 2026. Their consistent scrutiny not only identifies where things can be improved but also helps drive the high standards we expect to see in custody every day.

This year also marks a significant achievement, with the scheme awarded Gold standard status through the Independent Custody Visiting Association's Quality Assurance Framework. This recognition reflects the quality of both the visits themselves, and the strength of support provided to our volunteers.

I would like to thank all our Independent Custody Visitors for their commitment and professionalism. Their work provides an essential check on the system and helps ensure that custody remains safe, fair and accountable.

Donna Jones

Police & Crime Commissioner for Hampshire & the Isle of Wight

What is Custody Visiting?



Independent Custody Visiting is a well-established system whereby volunteers from the local community call at police custody suites in pairs, unannounced at any time, to check on the treatment of detainees, to ensure the conditions in which they are held are appropriate and that their rights and entitlements are being observed.



With agreement, the visitors can speak to detainees about their treatment or conditions, and take up any issues of concern with custody staff. A report of their findings is made prior to leaving the suite.



The work of ICVs provides the Police and Crime Commissioner (and in turn the local community) with assurance that anyone held in custody is treated fairly and has access to appropriate facilities.



ICVs come from all sections of the community. They must be aged over 18, reside in Hampshire or on the Isle of Wight, and be a resident in the United Kingdom for at least three years prior to the date of application. No specific qualifications are required as full training and support is provided, however visitors should be good listeners, non-judgmental and unbiased.

DID YOU KNOW?

ICVs can also inspect custody records where appropriate and if consent has been obtained from the detainee. If an ICV discovers an issue on their visit, this is raised to the Custody Officer present or the Custody Inspector if the matter is of a serious nature that requires urgent attention.

There are currently 36 ICVs volunteering across the scheme. ICVs attend four quarterly panel meetings a year and receive regular training. Each custody suite has a block police Inspector who attends the quarterly panel meetings to provide an update and to allow the volunteers to ask any questions.

ICVA Quality Assurance Framework

The Independent Custody Visiting Association (ICVA) is a national membership organisation which has a quality assurance framework (QAF) to assess how well schemes comply with the Home Office Code of Practice. This in turn governs independent custody visiting, and the standard of volunteer management.



The Hampshire and Isle of Wight ICV scheme is proud to have achieved Gold standard of custody visiting. The scheme has been assessed by ICVA as providing an excellent standard of custody visiting and volunteer management

Police and Crime Commissioner Donna Jones, Deputy Police and Crime Commissioner Alex Rennie and Hampshire and Isle of Wight ICV Scheme Manager Mike Hill with the Gold QAF Certificate



To find out more information about ICVA's Quality Assurance Framework please click here

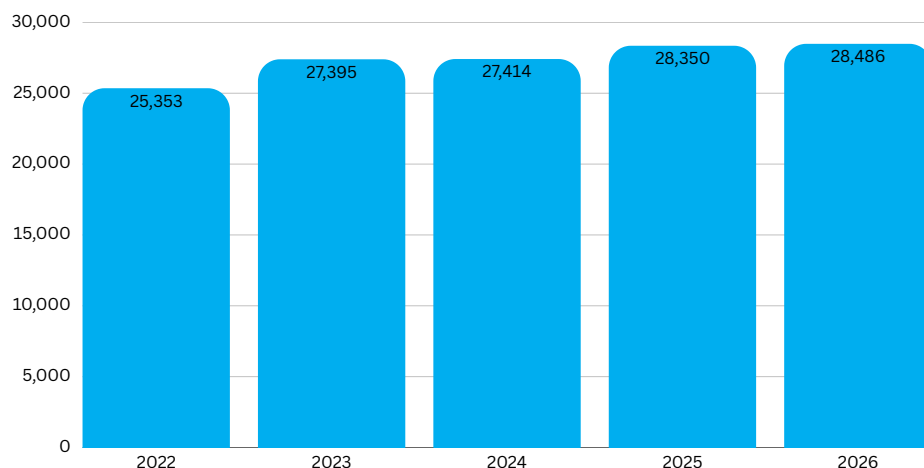
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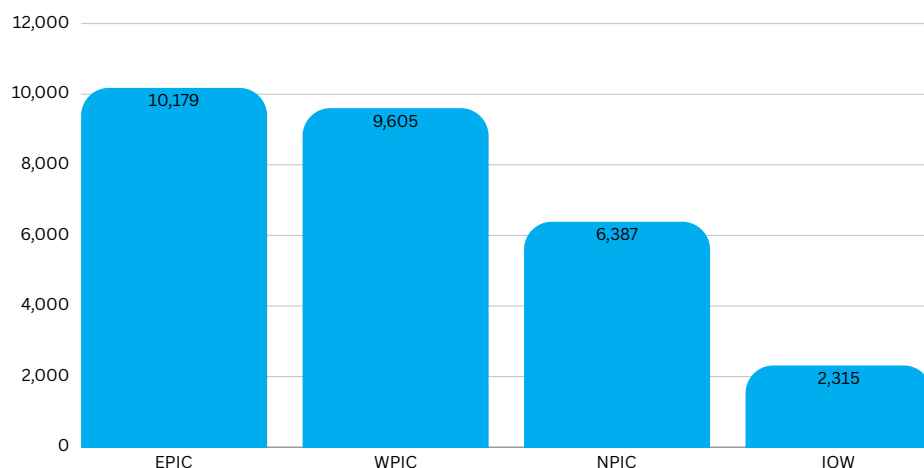
1st April 2025 to 31st March 2026

Custody footfall per year



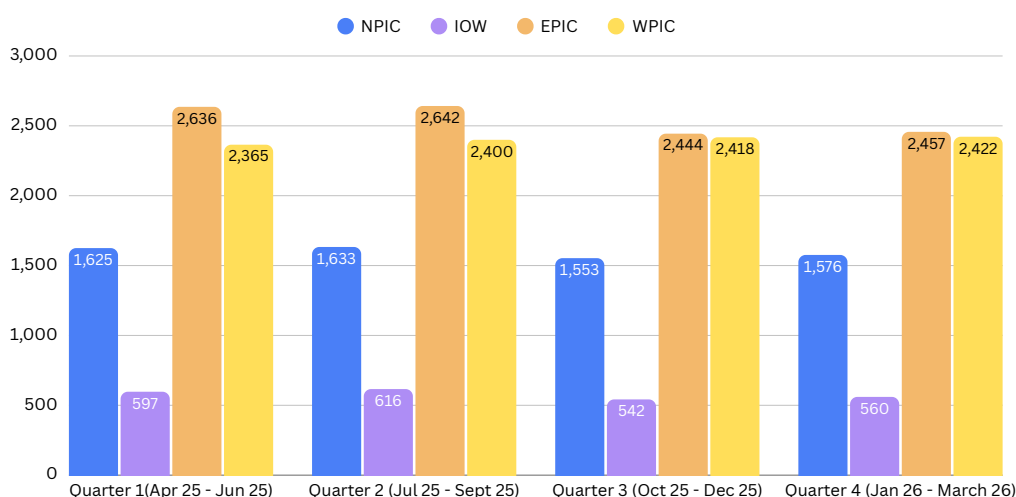
28,486
people were detained
in Hampshire and Isle
of Wight in 25-26

Number of people detained per custody suite



**Portsmouth Custody
(EPIC) was the busiest
custody suite with
10,179 detained
people**

Custody footfall per quarter per suite



**Quarter 2 Jul-Sept
was the busiest
period of the year**

Detained Persons & Visit Stats



207



Visits undertaken



1,595



Detained person welfare checks undertaken



2351



Detained persons in custody at the time of ICV visits



1,031



Detained persons interviewed



564



Times signs of life checked of sleeping detained persons



332



Times action taken on behalf of a detained person



312



Custody records checked

DID YOU KNOW?

Not all detained persons are available for ICVs to interview due to either being advised against visiting by custody staff or they decline to be interviewed

Reason for not seeing a DP
Declined Interview
Advised Against:
Drugs
Alcohol
Infection
Mental Health
Verbally Abusive
Violent
Detainee Not Available:
With legal advisor/On Interview
With HCP/At Hospital
Undergoing a process
Detainee:
Asleep
Language problems
Released

Detained Persons & Visit Stats



Number of
detainee
welfare checks
by ICVs per
quarter.



Quarter 1 (April 25 – June 25)	404
Quarter 2 (July 25 – Sept 25)	385
Quarter 3 (Oct 25 – Dec 25)	417
Quarter 4 (Jan 26 – Mar 26)	389
TOTAL	1,595

Amount of
time ICVs
spent checking
on detainee
welfare.



Quarter	Hours/Minutes
Q1 Apr 25 - Jun 25	66hrs 11mins
Q2 Jul 25 - Sept 25	69hrs 10mins
Q3 Oct 25 - Dec 25	67hrs 45mins
Q4 Jan 26-Mar 26	65hrs 24mins
Total	268hrs 30mins

DID YOU KNOW?



**68% of detained
persons in custody
at the time of ICV
visits had a welfare
check in 2025-
2026**

ICV Custody Visit Feedback



ICVs report back on how detained persons (DP) are being treated in custody.

Detainee Comments:

"Thank you all for all you do"

First time DP in custody: "staff have been amazing"

Staff "better than expected"

"Custody staff have been great"

ICVs regularly compliment the professionalism and kindness of custody staff.

ICV Comments:

"Custody Sgt was extremely helpful in answering all DP queries"

"Hand held devices used by Detention Officer made a difficult visit easier"

"Witness calm manner from Sgt dealing with a very aggressive detainee who was kicking the door of cell. The officer was assertive but calmly dealt with the DP"

"Officer was very professional in explaining the current situation to a violent detainee"

DID YOU KNOW?

The majority of requests are dealt with by the Custody Officers at the time of the visit. All detainee requests and issues are reported back to the OPCC via the ICV report form.





ICVs visited a female with a bad back and were able to get a chair for the detainee in the cell to make the DP more comfortable.

ICVs visited a detainee who had hurt their foot and was able to see a nurse and provided with wheelchair.

There were 9 occasions where there were delays to ICVs visiting detainees with one visit that had a 1 hour and 10 minute delay resulting in ICVs only visiting vulnerable and child detainees.

DP thanked ICVs for doing checks on detainees, DP well looked after. Noted Southampton treated detainees the best.

DP said that they had been well treated and that there had been an improved awareness of mental health and checks within custody teams at Southampton.

ICVs have reported that there have been significant delays in transferring detainees to court which is having a negative effect on the wellbeing of detainees and adding to the workload of custody staff.



DID YOU KNOW?

If ICVs experience a delay in visiting detained persons there is a new delayed visiting procedure that must be followed by custody staff to try and facilitate a visit. Visits are only aborted as a last resort.

North Panel Co-ordinator Report



North Panel - visit Basingstoke Police Investigation Centre

Achievements: There have been no missed visits, the team have stepped up to the mark, when one of their colleagues dropped out of the rota at very short notice. Our relationship with custody continues to be strong. A big thank you to ICVs Dave Thomas and Deepa Suresh for doing the ICV recruitment video. All panel members were invited to sit in on a shift handover. This was well received and was an extremely useful insight into what is involved. The volume of information to be shared is high.

Challenges: The panel are now down to nine members with one on long term sick leave. One member left in July, followed by another in October. Three new ICVs recruited and appointed, however two of these have dropped out and we are awaiting the completion of vetting for the third.

Issues from visits: Delays of over an hour in-between booking in and authorization are still happening occasionally but are usually due to the number of detainees being booked in at that time. A Nepalese translation form had been requested and supplied. The emptying of rubbish from the cells on a regular basis had been raised. There has been one occasion where ICVs were initially refused access to custody. The ICVs reminded custody that they cannot refuse our visit because they are busy.

Improvements: Completion of the report forms needs to be thorough with more detail where possible.

Panel Coordinator's comments: "It would be good to get a few more members to join the team to build some resilience to cover for sickness and unexpected changes to availability".





IOW Panel - visit Newport Custody

Achievements: Recruitment and retention of new members has been more positive in the reporting period. The Panel has achieved their full quota of visits, even though there have been several times that members have not been able to do their scheduled visits at short notice. In January, panel members attended the Isle of Wight Volunteers Fair to raise awareness of the scheme.

Challenges: Attendance at panel meetings continues to be a challenge, although in January 2026 meeting there was full attendance. Panel Members are made aware of meetings well in advance. There is a regular turnover of panel members and recruitment is on going.

Issues from visits: No main issues noted.

Improvements: Still working on more regular rota visits at night time and weekends. Need to continue to monitor temperature especially in the kitchen and "Library" cupboard. Both areas are continuously very warm, especially the kitchen. A new kitchen is due to be built, although this has not materialised yet.

Panel Coordinator's comments: "I am very fortunate to have a very strong core team of members who are experienced and have team spirit which encourage new members in their probationary period. There is really good interaction between staff and ICVs without being too familiar. The Custody Inspector is very approachable and is seen regularly in custody by ICVs. There have not been any major issues of concern during the reporting period."



SW Panel Co-ordinator Report



SW Panel - visit Southampton Police Investigation Centre

Achievements: Despite the challenges, we have remained strong, focused and reliable. Members are quick to offer assistance to plug gaps and support colleagues.

Challenges: We lost three ICVs for various reasons and struggled to replace them. Recently, we have had a number of excellent applications from people with plenty of life experience. We are now in the happy position of having a full team. During this period we fell three short of our quota of visits and are now undertaking additional visits to compensate for those missed. Our relationship with each of the custody teams is very positive, based on mutual respect and cooperation. Beyond the teams themselves, we have experienced some communication difficulties and will be seeking to resolve going forward.

Issues from visits: Our most commonly raised issues are:

- Long delays in authorisation not being logged and explained in custody records
- Sleeping reviews not being notified to DPs at the first opportunity
- DPs not receiving confirmation that contacts have been informed as requested
- Additional pressure on staff caused by SERCO failing to pick up in a timely manner, leading to extended detention times

Improvements: The introduction of hand-held tablets has enabled staff to operate far more efficiently and the roll-out was well managed. The use of additional Police Sergeants to deal with bail returns and provide general assistance where needed has allowed Custody to better manage the peaks and troughs in DP arrivals.

Panel Coordinator's comments: I have been extremely proud of my team and am looking forward to completing the training our new members.



SE Panel Co-ordinator Report



SE Panel - visit Portsmouth Police Investigation Centre

Achievements: The panel achieved our visit quota, and relationships with staff have very nearly always been excellent. We have had a successful recruitment process with four new members joining.

Challenges: There has been a fairly high turnover of panel members over the last year, including two resignations for medical reasons and one due to work pressure, but partly thanks to recruitment of several law students we have kept panel numbers fairly high. Out of 44 interview refusals 14 gave a reason: most of the DPs were too sleepy. Others included language difficulty, having lunch, needing nurse, wanting solicitor present.

Issues from visits: Delay in authorization of DPs with no reason was given on the visit report. There were just over 200 such DP delays. We have found over the year a huge variety of reasons for authorization delay, including DP queue, disposals, handover, and staffing.

Improvements: Authorization delays: too many cases of no reason appearing in the log, which I think can be mitigated at times by staffing levels, which are sometimes reportedly at minimum level.

Panel Coordinator's comments: "With the exception of two or three occasions, panel members have stuck with new rota system, creating a good variety of visit days/times. Reserves have very seldom been needed."





The Annual Seminar was a hybrid event of the annual seminar we hold every year and the ICV Celebration event. 21 ICVs attended with representation from all panels at the event.

During Volunteers' Week ICVs were praised by the Police and Crime Commissioner for their dedication to upholding human rights and welfare in custody.



Congratulations to Basingstoke ICV Panel veteran Kieran O'Kelly on receiving his 20-year Long Service Certificate from the Police and Crime Commissioner.

Congratulations to Southampton ICV Becky Watts on receiving her 10-year Long Service Certificate from the Police and Crime Commissioner.



Congratulations to Southampton ICV Mike Reardon on receiving his 5-year Long Service Certificate from the Police and Crime Commissioner.

ICVs from the Isle of Wight attended the Isle of Wight Volunteers Fair to help promote the scheme to members of the public and recruit new volunteers to the scheme.



Key Developments



Launch of ICVA E-learning Platform

At the Scheme Managers' Conference in November, ICVA launched its new online training platform for ICVs. The new platform provides a range of training modules for scheme managers to assign to ICVs.



ICV Scheme Policy and Handbook Update

The ICV Scheme Policy has been created to house all updated ICV policies in one place and the handbook has been updated as part of the ICVA Quality Assurance Framework. Both documents are available on the ICV pages of the OPCC website.



ICV Recruitment Video

The ICV promotional/recruitment video has been created and is available to view on the ICV website. A big thank you to ICVs Deepa Suresh and Dave Thomas for being willing participants in the video.



ICV Visit Report Form Update

The ICV visit Report Form has been updated after consultation with Panel Co-ordinators to ensure the form is more user friendly for ICVs and to capture relevant information on new services for women and girls in custody.

Custody Visitor 1:		Custody Visitor 2:	
Visit Date:		Station:	
Times (24hr):		Significant delay (Total mins - det):	
Arrived	Admitted	Children	Adult
DETAINEE NUMBERS		Offered Interview:	
Total:		Children	Adult
Cell no		Legal advice ☐	Rights ☐
Custody no		GP Demeanour:	Contact ☐
Child/Adult	Child ☐ Adult ☐		
Gender	F ☐ M ☐ O ☐		
Ethnicity			
Age	11-17 / 18-24 / 25-34 / 35-49 / 50-64 / 65+/ N/A		
Current?	Y ☐ N ☐		
Female support			

ICV Custody Record Document

A new variant of the printed custody record has been specifically created for ICVs. This new version is designed to extract and print all of the information from the custody record that ICVs are legally entitled to have access to. The print excludes all material that ICVs should not access.



Key Developments



Digital Welfare Checks

All detention officers now have mobile data terminals to complete digital welfare checks on detainees. Performance improvements and time savings whilst completing checks are already being seen within custody.



Custody Triage Process

A new Custody Triage Process is now in place in all blocks. The new process aims to streamline the handling and prioritisation of detainees in custody ensuring safety, efficiency, and effective risk management.



Menopause Packs

As a result of the Baird Inquiry recommendations around female detainee welfare, additional measures were introduced by Force Custody to support women and girls. This included the creation of menopause packs available to female detainees over 40 years old. These are now available in all custody suites.



Comfort Cards

A new comfort card is now available in custody suites. The card has been designed for detainees who might be embarrassed or uncomfortable asking for sanitary items in custody. The card was developed by a young female who had lived experience of custody via a Youth Justice Service Project.



Recruitment



This year seven new ICVs have joined the scheme after an extensive recruitment drive. Hampshire and the Isle of Wight has 36 active ICVs visiting custody on a regular basis.

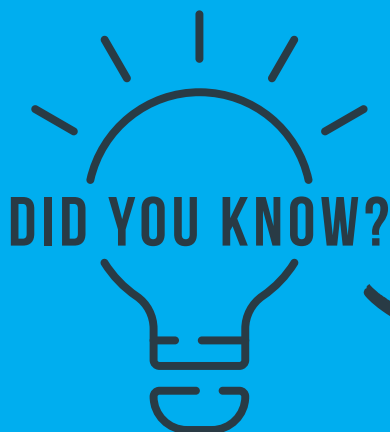
The scheme is promoted throughout the year with the aim of increasing public awareness so that the local community can understand the incredible work of our Independent Custody Visitors.

We continue to advertise for volunteers through social media platforms, universities, colleges, voluntary organisations and volunteer fairs.



ICVs Brian Pain and Lawrence Clark from the Southampton Panel attended the University of Southampton careers fair promoting the scheme and recruiting for new ICVs.

ICVs Richard Pooley and David Brown from the Portsmouth Panel attended the University of Portsmouth law fair promoting the scheme and recruitment for new ICVs.



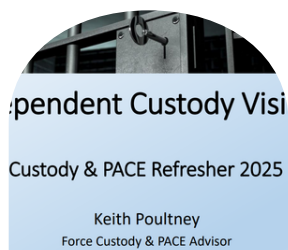
We ensure that our volunteers are not out of pocket when attending visits and panel meetings, and have a process for claiming back mileage incurred.



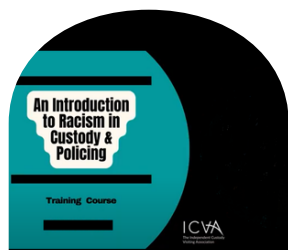
Custody Record Training: ICVs refreshed their knowledge around viewing custody records, the requirements for custody records and what ICVs can and can't see.



Initial Induction Training: Two sessions were conducted: one in Hampshire and one on the Isle of Wight. New ICVs learnt about the concepts of custody visiting, understanding the role, how a visit works and what the processes are.



Custody & PACE Refresher Training: ICVs received an update and refresh in knowledge of custody law including PACE Code C.



Anti-Racism Training: As part of the national ICVA QAF, ICVs were required to complete training on racism in policing and custody.



Assertiveness Training: ICVs completed the ICVA bitesize training video. The training explained what assertiveness and assertive behaviour is, gave some tips on how to be assertive in a custody context and what to do when assertiveness doesn't attain the response needed.

DID YOU KNOW?

Did you know that ICVA has a dedicated online training platform enabling ICVs to complete bite-size training modules?

READ MORE



ICV Training Plan 25/26			
Dates	Training	Objectives	Type
09.01.2025 13.01.2025 14.01.2025 15.01.2025	Custody Record Training	Understand the requirements for Custody Records in PACE. ICV access and consent to see custody records Learn what ICVs are allowed to see and what they can't see	Training input by Sgt Keith Poultney at Panel Meetings
Saturday 12 July 2025	Initial Induction Training SE & SW Panel	Understand the concepts of custody visiting Understand the role of the ICV Have an understanding of PACE Understand how a visit works and what the processes are. Feel competent in completing a custody visitor's report form Have a good overview of how to raise issues	Full day face to face training session including roll play.
Saturday 16 August 2025	Initial Induction Training IOW Panel	Understand the concepts of custody visiting Understand the role of the ICV Have an understanding of PACE Understand how a visit works and what the processes are. Feel competent in completing a custody visitor's report form Have a good overview of how to raise issues	Full day face to face training session



ICV Codes of Practice Update

The Home Office has announced a commitment to reviewing the Code of Practice for independent custody visiting over the coming year. We look forward to sharing ICV views during the full public consultation period.



Volunteer Voice Recommendations

As part of the Volunteer Voice Survey conducted this year, ICVs expressed a strong desire to raise public awareness of the scheme. We will continue to promote the scheme throughout the year at public events and through social media.



ICVA Quality Assurance Framework

The next iteration of ICVA's Quality Assurance Framework will be pushed back until after the Mayoral Elections and the transfer of PCC functions over to the new Authority when the scheme will be aiming for platinum status.



Recruitment

It is important that our scheme is representative of the local community. We will continue to work towards improving diversity within the scheme.



ICVA E-learning Modules

We look forward to the release of more ICVA custody visiting learning modules on the new e-learning platform for ICVs to complete.





If you would like more information about becoming an Independent Custody Visitor in Hampshire or the Isle of Wight , or for general information regarding the scheme, please contact:

ICV Scheme Manager
OPCC, The Long Barn, Dean Estate,
Wickham Road, Fareham, PO17 5BN



01962 871595



opcc@hampshire.police.uk

<https://www.hampshire-pcc.gov.uk/get-involved/independent-custody-visiting>

You can also keep up to date with the PCC and her office's day-to-day work via the newsletter by scanning the QR code or via social media



@DonnaJonesPCC
@opcchant



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If you need to contact the
police please either call 999
if it is an emergency

or dial 101 if it is a
non-emergency

