



NORFOLK POLICE AUTHORITY

Ensuring an Efficient and Effective Police Service

C.G Harding, MBE, LL.B. Solicitor
Chief Executive to the Police Authority

CUSTODY VISITORS COMMITTEE

THURSDAY, 3 FEBRUARY 2011 AT 10.00 A.M.

**The Police Authority Meeting Room, Building 8
Falconer's Chase, Wymondham
Norfolk NR18 0WW**

Note for members of the public: If you have any specific requirements to enable you to attend the meeting (e.g. induction loop or access arrangements), or if you require the agenda and corresponding papers in an alternative format, please contact Diana Dring, Committee Administrator, prior to the meeting (contact details overleaf)

A G E N D A

Suggested timings	Duration approx (mins)			
10.00		1.	To note any apologies for absence Please ensure that these are submitted to Diana Dring, Committee Administrator, Norfolk Police Authority	
		2.	Declarations of Personal and/or Prejudicial Interests To remind Members of the need to record any personal or prejudicial interests in items of the agenda. In the case of a prejudicial interest, Members must withdraw from the room during that item of business	
10.05	5	3.	To confirm the minutes of the meeting held on 4 November 2010	PAGE 5
		4.	To note whether any items have been proposed as matters of urgent business	

			ITEMS FOR DECISION (non-exempt):	
10.10	25	5.	Independent Custody Visiting - Support Services (Paper CVC11/1)	PAGE 11
			ITEMS FOR CONSIDERATION (non-exempt):	
10.35	25	6.	Independent Custody Visiting Panels Report On Activity During The Period – October to December 2010: a) Western (1) b) Western (2) c) Eastern (1) d) Eastern (2) e) Central (Paper CVC11/2)	PAGE 17
11.00	15	7.	Custody Issues (Paper CVC11/3)	PAGE 37
		8.	Any other Items of Business which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B (4) (b) of the Local Government Act 1972.	
11.20 a.m. approx		9.	To note that the date of the next meeting is Thursday, 5 May 2011 at 10.00 a.m.	

For dates of forthcoming Police Authority meetings, please see our website:
www.norfolk-pa.gov.uk

Note:

Members are requested to use the spaces in the staff car park outside Building 8 at Falconers Chase.

Committee Membership:

Mr A Byrne, Mrs V Jenkins, Mr J Perry-Warnes, Mr D Reeve, Mr A Malhis.

Enquiries to:

Diana Dring, Committee Administrator
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Jei šio dokumento kopiją norėtumėte gauti lietuvių kalba, prašome susisiekti su policija

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424455或发电子邮件至：policeauthority@norfolk.pnn.police.uk 联系警察当局。

**MINUTES OF THE MEETING OF THE CUSTODY VISITORS COMMITTEE HELD ON
THURSDAY 4 NOVEMBER 2010**

Present:

Mr R Chapman (Substitute)
Mrs V Jenkins (Chairman)
Mr A Malhis
Mr Perry-Warnes
Mr D Reeve

In attendance:

Miss S Bryant	Independent Custody Visiting Scheme Administrator/ Research Officer, Norfolk Police Authority
Mrs D Dring	Committee Administrator
Chief Inspector R Wiltshire	Head of Custody Services, Norfolk Constabulary
C Puiy	Project Director Police Investigation Centres

Observing

K Watkins	Independent Custody Visitor
B Wilton	Independent Custody Visitor

1. To note any apologies

Apologies for absence were received from Mr A Byrne, Mr Chapman substituted for him.

2. To note any declarations of interest

None

3. To confirm the minutes of the meeting held on 5 August 2010

The minutes of the meeting held on 5 August 2010 were agreed as a correct record and signed by the Chairman.

4. To note whether any items have been proposed as matters of Urgent Business

There were none.

5. Independent Custody Visiting – Support Services

The Independent Custody Visiting (ICV) Scheme Administrator/Research Officer presented the report which provided an update on the work undertaken within the Chief Executive's Office of Norfolk Police Authority in managing the Scheme.

Members were informed that following recent recruitment, 4 new Independent Custody Visitors had been appointed with effect from 1 October 2010; the new visitors had been allocated to Theftford and Dereham, Norwich, Great Yarmouth and North Walsham. This brought the total number of ICVs in the county to 31 and although less than the optimum figure of 38, it was noted that further recruitment would need careful management, bearing in mind the move to Police Investigation Centres (PICs) and the reduction in Custody Panels from 5 to 4.

The Committee were also informed that, mindful of the requirement for the Authority to reconfigure its ICV Panel's across the County, letters had been sent to all ICVs to seek their preference for the facility they would like to visit. Once all notifications had been received, consideration could be given to how the changeover would best be managed.

The Committee were advised that continuing promotion to raise awareness of the Custody Visitor Scheme had been undertaken through the display of posters in various localities, articles in newspapers and other publications. The Scheme Administrator had also attended the recent round of Appropriate Adult meetings in order to promote the work of the ICV service.

The ICV Scheme Administrator reported that a successful programme of training had been run over 2 weekends in September to ensure all Custody Visitors had the same level of knowledge. The sessions had covered Diversity in the Detention process, Children's Act 2004, Safer Detention Guidance and 'back to basics' training. Those present were pleased to note that feedback had been positive and further training was planned for those unable to attend. Members congratulated the Scheme Administrator on her excellent delivery of the training

The Committee was advised of plans for ICV's to visit custody suites in neighbouring Panel areas to gain experience of working in an urban (or more rural) facility. Such a practice would also provide ICVs with experience of attending busier suites in preparation for PICs, where there was a potential for larger numbers of detainees to be held. In response to a query regarding the means through which good practice could be shared across the county, the Scheme Administrator suggested that such information could be published in the quarterly newsletter or included within the 'advanced scenario' training session held at the close of Panel meetings.

With regard to the roof on the exercise yard at Thetford custody, Members were reminded that 2 Members had attended the facility to check the concerns raised by ICVs. As a result of this, the Estates Department had agreed to undertake some modifications at a minimal cost and the ICV Scheme Administrator undertook to seek clarification as to whether this work had yet been completed.

Members were advised that, following the revision of the Home Office Codes of Practice earlier in the year; the Independent Custody Visitors Association had circulated a draft revised National Standards document which, due to the tight deadline, the Chief Executive's office had responded and commented on various minor issues. The ICV Scheme Administrator would keep Members informed as matters progressed.

The Scheme Administrator reminded Members of the work with Suffolk Police Authority to align the ICV recruitment process and Scheme Guidelines. Whilst the Schemes would remain separate, it was intended for them to be complementary and, wherever possible, utilise common practises and procedures.

RESOLVED:

- i) That the contents of the report be noted
- ii) That the appointment of 4 new ICVs be endorsed with effect from 1 October 2010

- iii) That the ICV Scheme Administrator clarify whether works to improve the roof of Thetford Custody Had been completed

6. **Independent Custody Visiting Panels' Report on Activity During July to September 2010.**

The Committee received reports from the Western (1), Western (2), Eastern (1), Eastern (2) and Central Panel Co-ordinators.

a) Western (1)

The report of the Western (1) Panel was received, and Members noted that the percentage of detained persons visited during the period was higher, 51% (in comparison to 38% in the previous quarter). The relatively low number of visits in September (20%) was due to detainees being asleep or in interview at the time.

Members noted the breakdown of visit days and times over the last quarter, which was provided for all Panels and was useful in highlighting where patterns or gaps in visits might be occurring.

The Committee were pleased to note that weekly visits were being maintained, but acknowledged that the lack of late visits between 2200 and 0700, during the quarter would be addressed during the next period.

b) Western (2)

The report of the Western (2) Panel was received, and Members noted that the percentage of detained persons visited at Thetford Police Station was 33% (in comparison to 72% during the previous quarter). Whilst this appeared a significant downturn, it could be explained by the low number of detainees available to be visited i.e. not in interview etc. Timings of visits were well spread and the shortfall on late visits (between 2200 and 0700) had been met since the report was written.

The ICV Scheme Administrator reported that while visits had largely been undertaken between 1900 and 2200, this had mostly been due to high turnover of ICVs in the Thetford area and the more experienced people working full time. Now there was more stability within the team, such matters could, however, be rectified.

The Committee noted that 1 visit had been made to Dereham Police Station and, whilst some flood damage had occurred, the ceiling was now fixed.

c) Eastern (1)

The report of the Eastern (1) Panel was received, and Members noted that the percentage of detained persons visited had improved by 5% since the previous quarter. It was particularly pleasing to note the even spread of times of visits/days of the week and that the Coordinator had provided a positive report.

d) Eastern (2)

The report of the Eastern (2) Panel was received, and Members noted that the percentage of detained persons visited during the month of September was

100% with a total average of 58% during the period. The lack of visits between 1600 to 1900 had been discussed by the Panel and was being addressed.

The Committee was pleased to note that the Panel now had sufficient gender balance following the recent recruitment and that detainees at North Walsham Police Station continued to advise ICVs that they were being treated well whilst in police custody.

(v) Central

The report of the Central Panel was received, and it was noted that some visits had been missed during the quarter. The ICV Scheme Administrator explained that the individuals involved had left the Scheme at reconstitution and therefore no action had been taken. Whilst there had been no visits on Saturdays or Sundays during the period, the Co-ordinator was seeking to address these for the next quarter.

A discussion ensued regarding the numbers of declined visits at Bethel Street, even though the ICVs were content with the 'introduction' of the ICV service to detainees. It was suggested that potentially there would be offenders who were repeat offenders, or there would be people who had no inclination to talk to anyone whilst detained.

The Committee was pleased to note that the percentage of detained persons visited during the period was 52% (compared to 35% during the previous quarter), and that the custody staff were cooperative and working relationships with the ICUs had improved immensely.

RESOLVED

That the contents of the report be noted.

7. **Custody Update**

The Committee was advised that building work on the 6 new Police Investigation Centres (PICs) was on schedule and staffing arrangements had been finalised and staff had been allocated to posts. Members noted changes to the Custody Team personnel and the allocation of Inspectors to individual PICs. Skilled investigators would be available in Crime Investigation Units (CIU) at each PIC to provide a more efficient system of dealing with detainees.

Chief Inspector Wiltshire reported that the 'Smarter Working' model had been rolled out at Ipswich Custody which had been welcomed by staff. Interest had been shown by Cambridgeshire Constabulary and a visit had been arranged to show them the operation. Members were also advised that partners and agencies that would be involved in the new PICs had been contacted inviting any queries and a steady response had been received.

The Committee noted that the recruitment process for new detention officers had started, which included an open evening in Dereham and a keyboard skills test. Interviews were due to be held in early December and it was anticipated that 3 detention officers from March, Cambridgeshire would transfer to Norfolk under TUPE arrangements.

Chief Inspector Wiltshire confirmed that only one more round of Quarterly Investigation (QI) of each custody facility would be undertaken in December before the process was suspended until the new PICs opened. Future inspections regimes for the PIC facilities would need to consider the responsibility of the contractor who will provide maintenance of the building and equipment.

Members were advised that staff training had been very successfully delivered by Suffolk with grateful thanks to Sgt M Gooch. All Custody staff would be Safer Detention trained prior to taking up work and annual refresher training would be arranged. Personal Safety Training was under review to bring it in line with Suffolk and the change to use of PAVA incapacitant spray had made a difference.

RESOLVED:

That the contents of this report be noted

8. **Any other items of business**

There were none.

9. **Exclusion of the Press and Public**

RESOLVED:

That, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the ground that IT involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act, and the public interest not to disclose the information outweighs the public interest in disclosing it.

10. **Notes from the Co-ordinators Panel Meeting of 27th Oct 2010**

The ICV Scheme Administrator presented the notes of the Custody Visitors Co-ordinators meeting. Members noted that the Custody Visitors continued to work very well and that it was planned to arrange further cross panel visits in the next quarter. Issues raised in the quarterly reports were being actively addressed by the Co-ordinators.

Date of next meeting

Members noted that the next meeting of the Committee would be held on **Thursday 3 February 2011 at 10.00 a.m.**

(The meeting closed at 11.25 a.m.)

CHAIRMAN

NORFOLK POLICE AUTHORITY
CUSTODY VISITORS COMMITTEE

3 FEBRUARY 2011

AGENDA ITEM: 5

CVC11/1

INDEPENDENT CUSTODY VISITING – SUPPORT SERVICES

Report by the Chief Executive

This report provides an update on work undertaken within the Chief Executive's office in discharging the Independent Custody Visiting function.

1. **RECRUITMENT**

- 1.1 Members will recall from previous Committee meetings, the ongoing recruitment initiatives in order to ensure that there is an adequate number of suitably trained and accredited ICVs available at all times.
- 1.2 Since the last meeting and, following successful interviews and initial training sessions, 1 applicant has been offered an appointment with effect from 1 January 2011. This visitor will be assigned to the Eastern 1 Panel (conducting visits at Great Yarmouth Police Station). **The Committee is requested to endorse this appointment.**
- 1.3 Since the last meeting, one Custody Visitor has resigned from the Scheme (visiting Thetford Police Station) due to a new job and moving away from the county.
- 1.4 With this in mind, the total number of ICVs across the Scheme will be 31 as of 31 January 2011.

1.5

<u>Panel</u>	<u>No. of ICVs currently in post</u>	<u>Optimum no. of ICVs</u>
Central (Bethel Street police station)	6	10
Western 1 (Kings Lynn police station)	8	8
Western 2 (Thetford and Dereham police stations)	4	6

Eastern 1 (Great Yarmouth police station)	7	8
Aylsham (North Walsham police station)	6	6

1.6 Members will recall from the last meeting that once Police Investigation Centres (PICs) open in 2011, the Authority will go from having 5 Panels to 4 and this move has begun with the newly formed Aylsham Panel operating since 1 January 2011. Cross refer item 6 for more information regarding PICs.

1.7 Work continues to raise awareness of the Scheme and promote the work of our Independent Custody Visitors in the local community. The Scheme Administrator has successfully made contact with Co-operative Stores around the County and received agreement for them to place a promotional poster in store. Arrangements are also in place for the Scheme Administrator to attend Great Yarmouth College to promote the work of ICVs in that area with young people as well as attendance at the Priory Rotary Club in Kings Lynn.

2. **TRAINING**

2.1 The Training Plan for ICVs has recently been refreshed and re-circulated to individuals for information.

2.2 A refresher training day is scheduled for Friday 18 March 2011 at OCC, Wymondham. The purpose of the day is to provide information/guidance and advice for our custody visitors focusing on 'back to basics' utilising the expertise of an ICVA trainer. Custody Visitor Committee Members will be invited to attend.

2.3 In order to ensure that there is suitable resilience across the Panels in the County as well as ensure that those who usually attend a rural custody suite can observe an urban alternative (and vice versa), cross panel visits have been organised for January to March 2011. This also affords ICVs the opportunity to attend Bethel Street custody to observe the 'smarter working' practices and gain experience of a busier facility in preparation for the move to PICs.

2.4 We continue to work with the individual Panels to provide training which meets their needs, as well as the Scheme as a whole.

3. **ICVA REGIONAL CONFERENCE 2011**

3.1 The Regional Custody Visitors' Conference is to be held on Saturday 18 June 2011 at Norfolk Constabulary Police Headquarters, Wymondham.

3.2 All custody visitors will be invited to attend along with the Scheme Administrator and Members of the Custody Visitors Committee.

3.3 Suggested topics for the day include an update from ICVA, details regarding Police and Crime Commissioners and Olympics 2012: impacts on Custody Visiting. It is intended to make the day as interactive as possible with topics on the agenda being put forward by ICVs.

4. **REGIONAL INDEPENDENT CUSTODY VISITING ASSOCIATION (ICVA) MEETING – 24 NOVEMBER 2010**

4.1 Matters discussed at the meeting held on 24 November included:

- **Feedback from the ICVA Executive**
David Wood (Suffolk PA and ICVA Regional Representative) provided a comprehensive update on ICVA matters.
- **Regional Conference**
Those present confirmed the date for the conference and it was agreed that Norfolk Police Authority would host the event on 18 June 2011.
- **Flash Cards**
Sarah Bryant (Scheme Administrator from Norfolk Police Authority) advised that Staffordshire Police Authority had expressed an interest in utilising the 6 Counties Flash Cards. Those present agreed to share the product with Staffordshire in the spirit of collaboration should they wish to try it, albeit a small fee could be charged and put towards paying for the Regional Conference.
- **Frequency of meetings**
In light of the need to achieve greater efficiency savings, particularly given the current financial climate, it was agreed that the frequency of meetings would be reduced to 6 monthly and Scheme Administrators would liaise more regularly via email in order to make savings for all Authorities.

5. **NORFOLK CONSTABULARY CUSTODY MANAGEMENT GROUP MEETINGS**

5.1 The Scheme Administrator continues to attend the Constabulary's monthly Custody Management Group meetings to provide an update to custody users on issues pertaining to independent custody visiting.

5.2 In recent months, discussions have related to the management of the move to Police Investigation Centres and arrangements to ensure this is as efficient as possible for all concerned.

6. **PREPARATION FOR POLICE INVESTIGATION CENTRES (PICS)**

6.1 Members will recall that in light of the location of the Norfolk PICs, there was a need for the Authority to review the configuration of its current Panels and reduce the number from 5 to 4.

6.2 Correspondence was circulated to all ICVs in October 2010 to ascertain their preference for the facility they would like to visit noting that, for some, there could be a facility closer to their place of residence or work which may be preferred. For the majority, these changes were minimal; and it is proposed that as of 1 April 2011, there will be 4 Panels in place, located at Wymondham (also visiting Thetford and Dereham for a short time), Gorleston, Kings Lynn and Aylsham. Mindful, however, that the Aylsham PIC is the first to become operational in February 2011, the

Aylsham Panel commenced officially as of 1 January 2011; albeit continuing to visit North Walsham for a short period.

6.3 Mindful of the above , the configuration of the Panels will be as follows:

<u>Panel</u>	<u>No. of ICVs currently in post</u>	<u>Optimum no. of ICVs</u>
Wymondham	10	10
Kings Lynn	8	8
Gorleston	7	8
Aylsham	6	6

The Committee is requested to endorse the reconfiguration of ICV Panels in the County.

6.4 Additional guidance has been formulated to assist ICVs and, given the “purpose built” nature of the new facilities, some areas that may have previously been covered at former custody suites are no longer appropriate/relevant. For clarity therefore, Custody Visitors will be provided with a ‘plan’ outlining the parts of the custody area they should have access to.

7. **IMPACT IMPLICATIONS**

7.1 In producing this report I have considered all of the impact implications. Where there are material impacts, I have identified these. Where I have stated ‘none’, I certify that there are no material impacts.

- a) **Finance** – the costs arising from the recruitment process and training for ICVs can be absorbed within the day-to-day budget allocated to Independent Custody Visiting. The costs involved with arranging the Regional Conference will be shared amongst the 6 Counties.
- b) **Staff** – there are no direct implications on staff as a result of the report, and work undertaken by the Scheme Administrator is absorbed within the day-to-day role.
- c) **Training** – training issues are outlined in the report and costs arising from the refresher training day in March 2011 can be absorbed within the day-to-day budget allocated to Independent Custody Visiting.
- d) **Accommodation** – there is no impact on accommodation as a result of the content of the report.
- e) **ICT** – there is no impact on ICT as a result of the content of the report.
- f) **Vehicles** – there is no impact on vehicles as a result of the content of the report.
- g) **Equipment** – there is no impact on equipment as a result of the content of the report.
- h) **Other resources** – there is no impact on other resources as a result of the content of the report.
- i) **Efficiency Gains** – there are currently no efficiency savings for the

Constabulary/Police Authority to be realised as a result of the contents of this report.

- j) Link with Norfolk Police Authority/Norfolk Constabulary priorities** – the purpose of the Custody Visiting Scheme in Norfolk supports the Norfolk Police Authority Strategic Objective 2010/13 to “improve people’s confidence in us” and Norfolk Constabulary’s vision to “to provide excellent service and protection for the people and communities of Norfolk” by providing reassurance to the public about the treatment of persons detained in police custody.
- k) Risk Management** – There are currently no risks highlighted as a result of the contents of this report.
- l) Diversity / Human Rights Act:** The provision of a Custody Visiting Scheme allows Members to monitor the Constabulary’s Human Rights compliance with specific reference to custody.
- m) Environment and Sustainability:** Where appropriate, the information collected through the Custody Visiting Scheme can improve service delivery, albeit there are currently no improvements for the Constabulary/Police Authority to be realised as a result of the contents of this report.

9. **RECOMMENDATIONS REQUIRED**

9.1 It is recommended that the Committee:

- i) notes the contents of this report;
- ii) endorse the appointment of 1 new ICV with effect from 1 January 2011;
- iii) endorse the reconfiguration of the ICV Panels.

Officer Presenting Report at the Meeting:

Sarah Bryant
Independent Custody Visiting Scheme Administrator / Research Officer
Norfolk Police Authority
Chief Executive’s Office
Tel: 01953 423851
Email: bryants@norfolk.pnn.police.uk

Contact Officer:

Sarah Bryant
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Norfolk Police Authority
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Executive Officer:

Jenny Hayes, Deputy Chief Executive

Are there Background Documents? Yes
Home Office Code of Practice on Independent Custody Visiting

Does the report contain Exempt Information? No

NORFOLK POLICE AUTHORITY
CUSTODY VISITORS COMMITTEE

3 FEBRUARY 2011

AGENDA ITEM: 6

CVC11/2

INDEPENDENT CUSTODY VISITING PANELS
REPORT ON ACTIVITY DURING THE PERIOD OCTOBER TO DECEMBER 2010

Report by the Chief Executive

This report comprises contributions from individual Independent Custody Visiting Panel Co-ordinators. It provides details of visit statistics for the period October to December 2010, as well as highlighting key activity within individual Panels.

1. BACKGROUND

- 1.1 The Committee will be aware that the Independent Custody Visiting Scheme in Norfolk comprises 5 designated Panels to ensure that visits are undertaken at all of the Constabulary's operational custody facilities.
- 1.2 Each of these Panels nominates, from amongst its Independent Custody Visitors, a designated "Co-ordinator". The Co-ordinator's main responsibilities are to produce a rota of visits to be undertaken in the respective area, as well as collating visiting statistics for submission to this Committee.

2. VISITS UNDERTAKEN DURING THE CURRENT REPORTING PERIOD

- 2.1 Outlined at appendices A through to E are details of visiting statistics for the period October to December 2010, together with comments from individual Panel Co-ordinators, relating to the 5 Visiting Panels as follows:
 - 2.1.1 **Western (1) Panel** Appendix A
This Panel is responsible for conducting weekly visits to King's Lynn police station.
 - 2.1.2 **Western (2) Panel** Appendix B
This Panel is responsible for conducting weekly visits to Thetford police station, and quarterly visits to Dereham police station.
 - 2.1.3 **Eastern (1) Panel** Appendix C
This Panel is responsible for conducting weekly visits to Great Yarmouth police station.

2.1.4 **Eastern (2) Panel** Appendix D
This Panel is responsible for conducting weekly visits to North Walsham police station.

2.1.5 **Central Panel** Appendix E
This Panel is responsible for conducting weekly visits to Bethel Street police station (Norwich).

3. **IMPACT IMPLICATIONS**

3.1 In producing this report I have considered all of the impact implications. Where there are material impacts, I have identified these. Where I have stated 'none', I certify that there are no material impacts.

- a) **Finance** – the costs arising from ICV travelling expenses to custody facilities each quarter can be absorbed within the day-to-day budget allocated to Independent Custody Visiting
- b) **Staff** – there are no direct implications on staff as a result of the report, and work undertaken by the Scheme Administrator is absorbed within the day-to-day role.
- c) **Training** – there are no training requirements as a result of the content of the report.
- d) **Accommodation** – there is no impact on accommodation as a result of the content of the report.
- e) **ICT** – there is no impact on ICT as a result of the content of the report.
- f) **Vehicles** – there is no impact on vehicles as a result of the content of the report.
- g) **Equipment** – there are no impact on equipment as a result of the content of the report.
- h) **Other resources** – there is no impact on other resources as a result of the content of the report.
- i) **Efficiency Gains** – there are currently no efficiency savings for the Constabulary/Police Authority to be realised as a result of the contents of this report.
- j) **Link with Norfolk Police Authority/Norfolk Constabulary priorities** – the purpose of the Custody Visiting Scheme in Norfolk supports the Norfolk Police Authority Strategic Objective 2010/11 to “improve people’s confidence in us” and Norfolk Constabulary’s vision to “to provide excellent service and protection for the people and communities of Norfolk” by providing reassurance to the public about the treatment of persons detained in police custody.
- k) **Risk Management** – there are currently no risks highlighted as a result of the contents of this report;
- l) **Diversity / Human Rights Act:** The provision of a Custody Visiting Scheme allows Members to monitor the Constabulary’s Human Rights compliance with specific reference to custody.
- m) **Environment and Sustainability:** Where appropriate, the information collected through the Custody Visiting Scheme can improve service delivery, albeit there are currently no improvements for the Constabulary/Police Authority to be realised as a result of the contents of this report.

4. **RECOMMENDATIONS REQUIRED**

4.1 It is recommended that the Committee notes the contents of this report.

Officer Presenting Report at the Meeting:

Sarah Bryant
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Contact Officer:

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Norfolk Police Authority
Chief Executive's Office
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Executive Officer:

Jenny Hayes, Deputy Chief Executive

Are there Background Documents? Yes

Individual custody visit report forms for the period October to December 2010

Does the report contain Exempt Information? No

KING'S LYNN POLICE STATION

SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	4	5	4	13	12
DPs available to visit	9	19	17	45	47
DPs visited	3	7	5	15	24
DPs not visited	6	12	12	30	23
Percentage of DPs visited (of those held at the time)	33%	37%	29%	33%	51%
Custody record viewed	3	8	9	20	31

ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

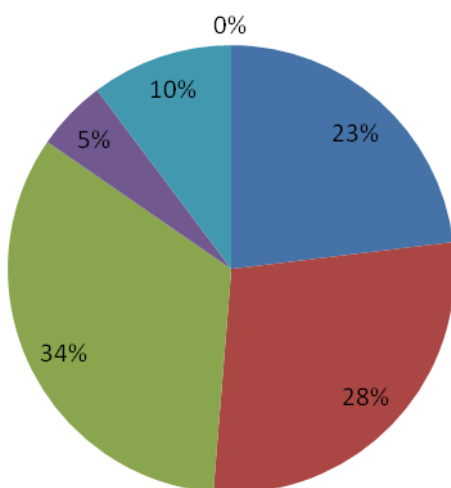
DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	0	1	1	2	3
Juveniles visited	0	0	1	1	2
Non-English speaking DPs available to visit	3	3	7	13	6
Non-English speaking DPs visited	2	1	2	5	2
DPs not visited – analysis					
DPs declined visit	4	6	7	17	6
DP rest period/sleeping	0	3	3	6	9
Visit refused by custody officer	0	2	0	2	1
DP in interview	2	1	1	4	4
DP with solicitor	0	0	0	0	0
DP with Doctor	0	0	0	0	0

Other –	0	0	1 (being booked in)	1	3
Male Detainees	9	17	17	43	42
Female Detainees	0	2	0	2	5

CO-ORDINATOR COMMENTS – WESTERN (1) PANEL

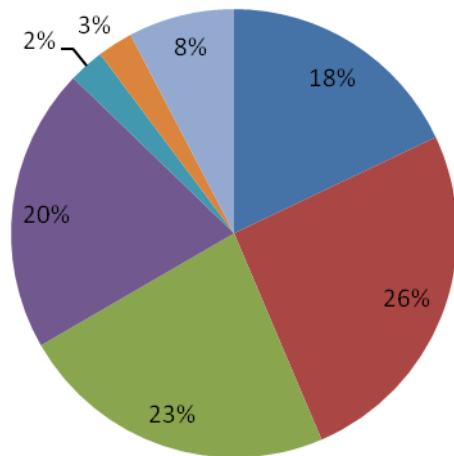
- i) Visits continue to take place on a weekly basis at a range of times and different days of the week. Action has been taken during this quarter to increase the number of ‘weekend’ visits and the Co-ordinator has requested that a “late visit” (between 2200 – 0700) be undertaken asap;
- ii) The number of detainees spoken to in comparison to the last quarter has decreased, albeit it is recognised that those who are sleeping or in interview cannot be ‘offered’ a visit. However it is noted that this quarter’s statistics are comparable to those of Oct – Dec 2009 and therefore may be following a trend of the “winter period”. The Panel are confident that custody staff do all they can to encourage a visit;
- iii) Panel continues to operate well as a team;
- iv) Comments from Detainees are positive and ICVs are satisfied that they are being treated in accordance with PACE. Custody Records are reviewed when consent is provided and have reported that “all is in order”. In the event queries are raised by ICVs, custody officers/staff will respond appropriately wherever possible;
- v) Comments from ICVs continue to highlight that officers and staff are always helpful;
- vi) Comments were made during December 2010 about the temperature of cells and it was noted as being a particularly cold winter. Unfortunately due to the age of the facility, it can take time for the heating system to take effect however officers and staff provide additional blankets where necessary and will move detainees to warmer cells where possible;

Timings of Visits - April to December 2010



0700 - 1000 - 23%
1000 - 1300 - 28%
1300 - 1600 - 34%
1600 - 1900 - 5%
1900 - 2200 - 10%
2200 - 0700 - 0%

Days of the week attending – April to December 2010



Monday – 18%
Tuesday – 26%
Wednesday – 23%
Thursday – 20%
Friday – 2%
Saturday – 3%
Sunday – 8%

During the period the following Panel meetings were held:

There was one panel meeting held on Thursday 7 October 2010.

The next Panel Meeting is scheduled for:

The next panel meeting is Thursday 13 January 2011.

THETFORD POLICE STATION

SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	5	4	1	10	13
DPs available to visit	10	11	0	21	15
DPs visited	4	5	0	9	5
DPs not visited (see breakdown below)	6	6	0	12	10
Percentage of DPs visited (of those held at the time)	40%	45%	0	43%	33%
Custody record viewed	5	4	0	9	9

ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	0	1	0	1	0
Juveniles visited	0	1	0	1	0
Non-English speaking DPs available to visit	1	2	0	3	0
Non-English speaking DPs visited	1	0	0	1	0
DPs not visited – analysis					
DPs declined visit	2	2	0	4	6
DP rest period/sleeping	1	0	0	1	0
Visit refused by custody officer	0	0	0	0	1
DP in interview	1	0	0	1	3
DP with solicitor	0	1	0	1	0
DP with Doctor	0	0	0	0	0

Other –	1 (being booked in) 1 (being searched)	3 (Non PACE)	0	5	0
Male Detainees	9 (1 not stated)	10	0	20	14
Female Detainees	0	1	0	1	1

**DEREHAM POLICE STATION
SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010**

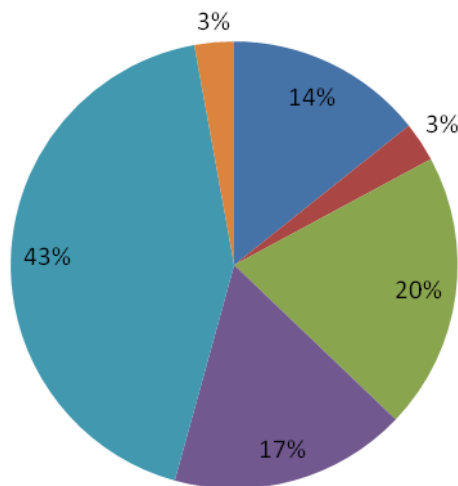
	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	1	0	0	1	1
DPs available to visit	0	0	0	0	0
DPs visited	0	0	0	0	0
DPs not visited (see breakdown below)	0	0	0	0	0
Percentage of DPs visited (of those held at the time)	n/a	n/a	n/a	n/a	n/a
Custody record viewed	n/a	n/a	n/a	n/a	n/a

CO-ORDINATOR COMMENTS – WESTERN (2) PANEL

- I. Panel continues to work well together and have been working hard to maintain the rota with reduced numbers of ICVs. Unfortunately due to various reasons, 3 visits were missed at Thetford in December 2010. Unfortunately the team were depleted when last minute issues arose, bad weather conditions made travelling difficult and custody was closed for a period over the xmas period which meant the days available to attend were reduced;
- II. Custody officers and staff continue to work with ICVs to facilitate visits expeditiously.
- III. Comments from detainees continue to be positive re: treatment whilst in detention and facilities are reported as being clean, tidy and in good order. Some queries were raised in relation to some gaps noticed around vents in a few cells and, where appropriate, steps were taken to remedy such matters. When issues regarding cleanliness have been raised - this was addressed via the Custody Inspector;
- IV. Queries were raised in relation to 'best before dates' on food/drink items and this was resolved satisfactorily;
- V. A larger number of detainees were visited during this quarter which is welcomed. Wherever possible, ICVs review the Custody record to satisfy themselves that detainees are treated satisfactorily;
- VI. There remains a good spread of visits taking place on various days of the week and at varying times.

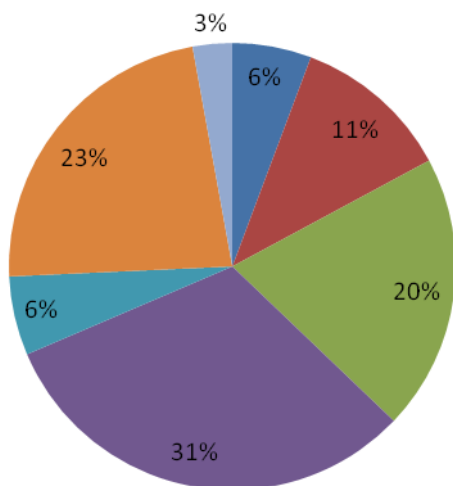
- VII. Dereham station was visited during this quarter and found to be in order, Dereham was also visited in Jan 2011 (which does not form part of this quarters' report) and some issues were raised in relation to the condition of the washing facilities in the individual cells (taps need de-scaling), whether the cell alarms are fully operational (alarm not sounding at custody desk) and whether the mirror in the shower room could be a potential hazard. These matters are being dealt with and are awaiting a response.
- VIII. It is with regret that this will be my last report. I am leaving Norfolk to pursue my legal career and therefore am unable to remain with the scheme. However I can say with all honesty that I have enjoyed my 4 years with the scheme and have learnt much during this time. I hope that myself and the Western 2 Panel have been instrumental in effecting some worthwhile changes to the custody facilities visited and that the scheme will continue its good work within the new PICs around the county. I also feel sure that our work has raised the profile of Independent Custody Visiting and I hope helped to instill some confidence in the Police force in the community.

Timings of Visits - April to December 2010



0700 - 1000 - 14%
 1000 - 1300 - 3%
 1300 - 1600 - 20%
 1600 - 1900 - 17%
 1900 - 2200 - 43%
 2200 - 0700 - 3%

Days of the week attending – April to December 2010



Monday – 6%
 Tuesday – 11%
 Wednesday – 20%
 Thursday – 31%
 Friday – 6%
 Saturday – 23%
 Sunday – 3%

During the period the following Panel meetings were held:

13 October 2010.

The next Panel Meeting is scheduled for:

19 January 2011.

GREAT YARMOUTH POLICE STATION

SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	4	4	4	12	13
DPs available to visit	14	15	16	45	53
DPs visited	10	9	8	27	20
DPs not visited (see breakdown below)	5	6	8	19	33
Percentage of DPs visited (of those held at the time)	71%	60%	50%	60%	38%
Custody record viewed	9	10	10	29	26

ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

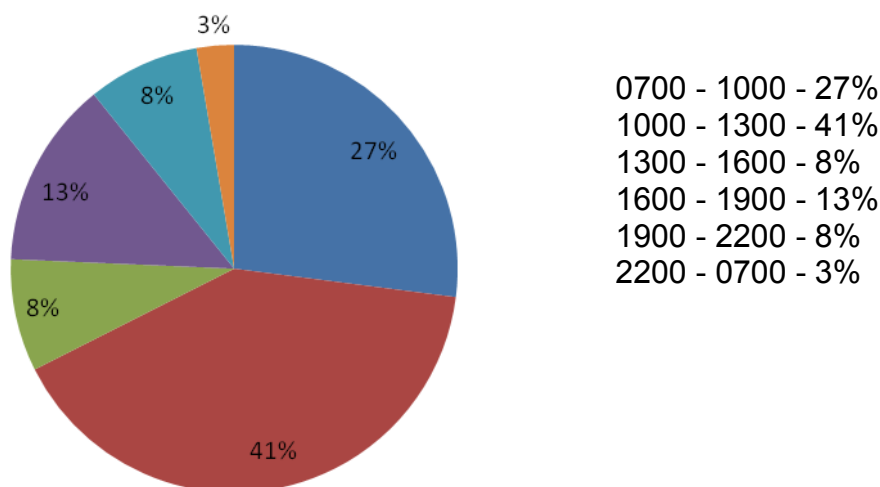
DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	1	1	0	1	3
Juveniles visited	0	1	0	1	2
Non-English speaking DPs available to visit	1	0	1	2	1
Non-English speaking DPs visited	1	0	1	2	1
DPs not visited – analysis					
DPs declined visit	2	3	5	10	12
DP rest period/sleeping	0	1	1	2	13
Visit refused by custody officer	0	0	0	0	0
DP in interview	3	1	2	6	5
DP with solicitor	0	1	0	1	1
DP with Doctor	0	0	0	0	1

Other –	0	0	0	0	1
Male Detainees	12	14	16	42	44
Female Detainees	1 (1 not stated)	(1 not stated)	0	1 (2 not stated)	6 (3 not stated)

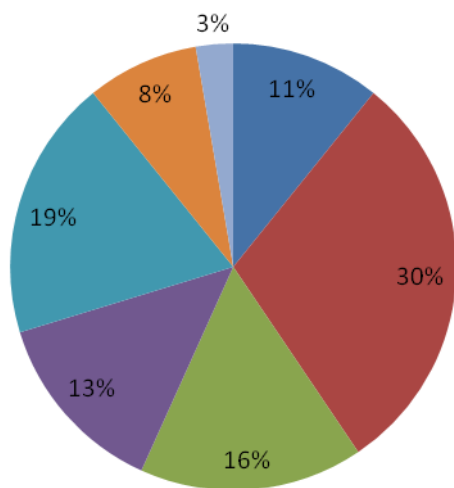
CO-ORDINATOR COMMENTS – EASTERN 1 PANEL

- i) One detainee reported that they were aware of the work of Custody Visitors during the period;
- ii) Panel continues to operate well as a team and has recently welcomed 2 new visitors;
- iii) Comments from Detainees remain largely positive with comments such as “detainee happy with treatment” being recorded. In the event queries are raised by ICVs, custody officers/staff will respond appropriately wherever possible. An example of this relates to the provision of blankets and requests for medical attention;
- iv) Comments from ICVs continue to highlight that officers and staff are courteous and helpful;
- v) An increase in the numbers of detainees spoken to in this quarter is noted, and the fact that many custody records were also consented for review is also welcomed so that ICVs can conduct a relevant independent check of detainee welfare;
- vi) ICVs find it is more difficult to visit the Custody Suite since the front office started closing at 1900 particularly in the winter time when it is very dark and cold to wait outside the police station. Hopefully this will be better in the summertime. Weekends tend to be a time for families but ICVs will discuss the need to cover more weekends and how to do this.
- vii) Sarah Bryant and members of the team have been extremely helpful whilst I have been out of action, due to ill health, since August 2010.

Timings of Visits – April to December 2010



Days of the week visits took place – April-December 2010



Monday = 11%
Tuesday = 30%
Wednesday = 16%
Thursday = 13%
Friday = 19%
Saturday = 8%
Sunday = 3%

During the period the following Panel meeting was held: 19 October 2010

The next Panel Meeting is scheduled for: 18 January 2011.

APPENDIX D

**NORTH WALSHAM POLICE STATION
SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010**

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	4	4	5	13	13
DPs available to visit	4	2	5	11	19
DPs visited	1	1	1	3	12
DPs not visited (see breakdown below)	3	1	4	8	7
Percentage of DPs visited (of those held at the time)	25%	50%	20%	27%	58%
Custody record viewed	1	2	3	6	14

ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

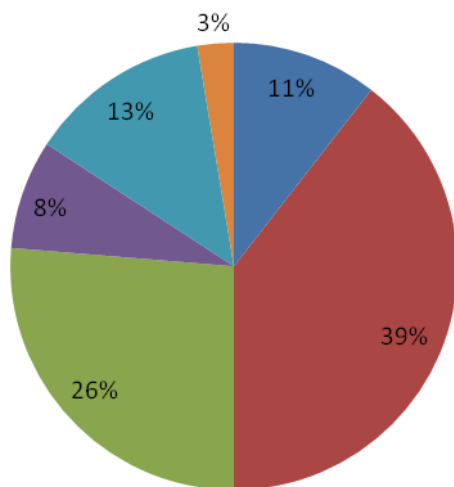
DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	0	0	0	0	2
Juveniles visited	0	0	0	0	2
Non-English speaking DPs available to visit	0	0	1	1	3
Non-English speaking DPs visited	0	0	0	0	2
DPs not visited – analysis					
DPs declined visit	1	1	3	5	2
DP rest period/sleeping	0	0	0	0	1
Visit refused by custody officer	0	0	0	0	0
DP in interview	2	0	1	3	3
DP with solicitor	0	0	0	0	0
DP with Doctor	0	0	0	0	0

Other –	0	0	0	0	1
Male Detainees	3	1	3	7	15
Female Detainees	1	1	2	4	3 (1 not stated)

CO-ORDINATOR COMMENTS – EASTERN 2 PANEL

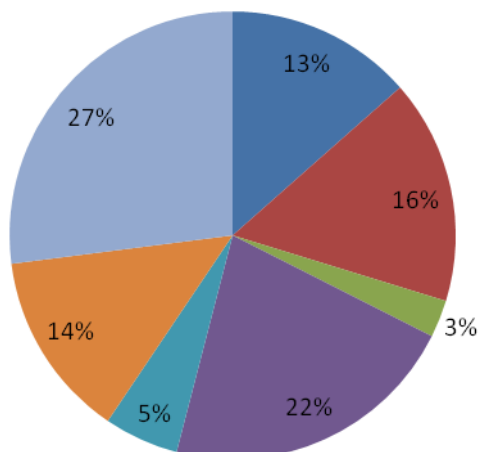
- i) Panel continues to work well together;
- ii) Comments from detainees continue to be positive re: treatment whilst in detention and facilities always reported as being clean, tidy and in a good state of repair;
- iii) Professional working relationships with the Constabulary continue;
- iv) Lower number of detainees visited during this quarter, however those not visited were either in interview (and therefore unavailable) or had refused to see us. Custody Staff always make every effort to encourage detainees to accept a visit. In most cases ICVs were able to review the Custody record and therefore could satisfy themselves that detainees were treated satisfactorily;
- v) The Panel has made every effort to ensure that visits take place at all times of the day with a good spread across the ‘days of the week’;
- vi) Eastern 2 Panel to cease operating as of 31 Dec 2010 and Aylsham Panel to be formed in its place.

Timings of Visits - April to December 2010



0700 - 1000 - 11%
 1000 - 1300 - 39%
 1300 - 1600 - 26%
 1600 - 1900 - 8%
 1900 - 2200 - 13%
 2200 - 0700 - 3%

Days of the week attending – April to December 2010



Monday – 13%
 Tuesday – 16%
 Wednesday – 3%
 Thursday – 22%
 Friday – 5%
 Saturday – 14%
 Sunday – 27%

During the period the following Panel meetings were held: 4 October 2010

The next Panel Meeting is scheduled for: 10 January 2011

APPENDIX E

**BETHEL STREET POLICE STATION
SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010**

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	4	4	5	13	11
DPs available to visit	34	38	40	112	95
DPs visited	15	17	13	45	49
DPs not visited (see breakdown below)	19	21	27	67	46
Percentage of DPs visited (of those held at the time)	44%	45%	33%	40%	52%
Custody record viewed	16	12	12	40	30

ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2010

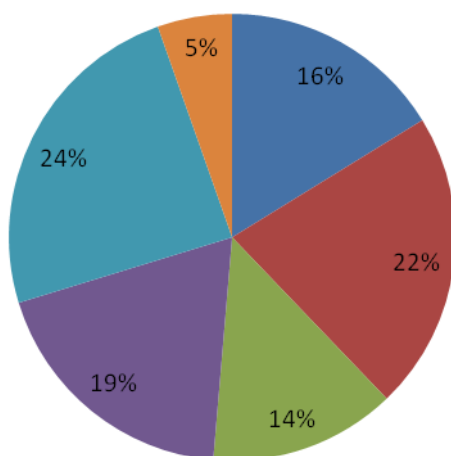
DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	2	4	2	8	5
Juveniles visited	1	3	1	5	3
Non-English speaking DPs available to visit	3	0	0	3	3
Non-English speaking DPs visited	1	0	0	1	3
DPs not visited – analysis					
DPs declined visit	13	10	13	36	25
DP rest period/sleeping	0	1	5	6	6
Visit refused by custody officer	1	1	0	2	0
DP in interview	3	8	4	15	6
DP with solicitor	0	0	1	1	0
DP with Doctor	0	0	1	1	3

Other –	2 (left during visit)	1 (in hospital)	2 (in hospital) 1 (fingerprints)	6	6
Male Detainees	31	30	35	96	81
Female Detainees	2 (1 not stated)	8	5	15 (1 not stated)	14

CO-ORDINATOR COMMENTS – CENTRAL PANEL

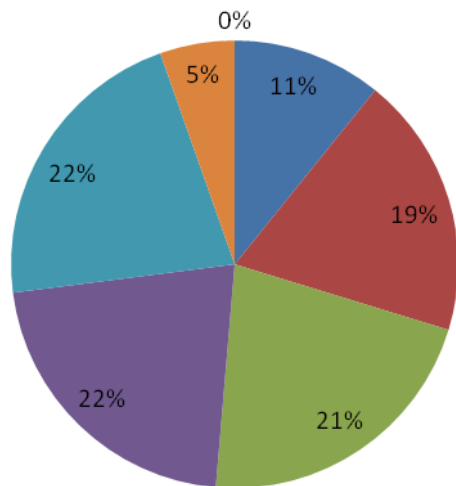
- i) Panel continues to operate well as a team and has been working considerably hard with reduced numbers. Cross Panel visiting is scheduled for Jan – March 2011 to assist in this area;
- ii) Comments from Detainees continue to be positive and when issues are highlighted by ICVs, custody officers/staff will respond appropriately wherever possible;
- iii) ICVs highlighted a potential risk in shower area of Custody Block which was investigated immediately;
- iv) Comments from ICVs continue to highlight that, despite working in pressurised circumstances, officers and staff are always courteous and helpful.
- v) The no. of detainees spoken to this quarter has reduced in comparison with the previous one. Around 30% of detainees present will 'refuse' a visit and it was noted on one occasion this quarter that the Custody Sergeant was rather abrupt in delivering the initial introduction of ICVs for detainees; however this was discussed at the time with the individual;
- vi) The Panel has worked hard to ensure that timings of visits are evenly spread so that no patterns occur however the requirement to undertake Sunday visits will be highlighted by the Co-Ordinator prior to the next panel meeting.
- vii) Central Panel ICVs are happy that set meal times have been introduced within custody at Bethel Street. Prior to this, officers/staff were being asked to provide food/drink at all times. The new system is much more efficient and realistic.

Timings of Visits – April - December 2010



0700 - 1000 - 16%
1000 - 1300 - 22%
1300 - 1600 - 14%
1600 - 1900 - 19%
1900 - 2200 - 24%
2200 - 0700 - 5%

Days of the week visits took place – April-December 2010



Monday = 11%
Tuesday = 19%
Wednesday = 21%
Thursday = 22%
Friday = 22%
Saturday = 5%
Sunday = 0%

During the period the following Panel meetings were held:

Monday 4 October 2010

The next Panel Meeting is scheduled for:

Monday 10 January 2011

NORFOLK POLICE AUTHORITY

CUSTODY VISITORS COMMITTEE

3rd FEBRUARY 2011

AGENDA ITEM: 7

REFERENCE NO: CVC11/3

CUSTODY UPDATE

Report by Chief Constable

This report is for the information of Members

1. POLICE INVESTIGATION CENTRES (PICs)

1.1 Construction work continues to be on schedule on all six sites. The first PIC to open is Aylsham on 28th February 2011 and operational commencement dates for the rest of the PIC's are

- 28th February 2011 Aylsham
- 8th April 2011 Wymondham
- 6th May 2011 Kings Lynn
- 10th June 2011 Martlesham
- 8^h July 2011 Bury St. Edmunds
- 11th November 2011 Gorleston

1.2 The staffing agreements for the PICs are finalised with all staff allocated to posts. Arrangements are under way to transfer three Cambridgeshire Detention Officers to Norfolk under TUPE legislation. These staff currently work at March and will be posted to the Kings Lynn PIC. RMUs are currently working together to ensure that duties are managed between both forces.

1.3 The 'Smarter Working' model that has been successfully implemented at Bethel Street and has been rolled out to Ipswich Custody. Work to develop this system to fit the PICS ("The PIC Model") has been undertaken, utilising key elements of the smarter working model. The PIC Model is a process map of the core custody procedures and defines clear roles and responsibilities within the PIC, it streamlines the key process and makes the best use of the new facilities and equipment.

1.4 The project team has written to the other agencies that will use custody to invite any questions they may have about our operating procedures and the transition to the PIC's. A dedicated mail box has been set up to deal with requests and this will remain in place until the final PIC is open. A steady stream of enquires have already been received and others are dealing with as they arise.

- 1.5 Designation of PICs and de-designation of existing custody facilities has now been completed and agreed by both Chief Constables. Once an existing facility has been replaced by a PIC and the custody designation removed, the premises will not be able to be used for detainees and will no longer be subject to Independent Custody Visitor inspection.
- 1.6 Work continues on the decant and mobilisation plan. The operational decant plan has been agreed and user training requirements identified for each PIC.
- 1.7 A further update has been received from the Home Office in relation to cross border working, following UNISON expressing concern regarding the wording of section 38 of the Police Act which deals with the legality of designated powers of Custody DOs outside their normal force area. Norfolk and Suffolk Constabularies had previously received written assurances from the Home Office that CDOs would have transferable powers if authorised by the Chief Constable.
- 1.8 The Home Office have now confirmed that this is not the case and that they are planning a provision in the "Police Reform and Social Responsibility Bill" to deal with the current restriction that prevents CDOs using their designated powers outside their normal Force area.
- 1.9 The advice from the Home Office is that the change in legislation is a lengthy process and we would not expect the changes to come in to effect for approximately one year. The plan to address the Section 38 issue will be for TUPE staff that need to work cross border and staff consultation in relation to this commenced in early December.
- 1.10 Scoping of transportation contracts for detainees released from custody is underway and where these are required, the plan will be to have public transport passes available to issue at each PIC, based on the specific needs of the detainee identified during their pre-release risk assessment. Detailed transportation option assessments have been concluded for each PIC.

2. CUSTODY COMMAND TEAM

- 2.1 Chief Superintendent Les Parrett has been appointed Head of the Joint Criminal Justice Command for Norfolk and Suffolk. A programme of works is underway to align all of Justice Services as a single collaborative command. Chief Inspector Roger Wiltshire has been appointed joint Head of Custody effective on 29th November 2010.
- 2.2 The Inspectors for the PIC's have been finalised as:
 - Aylsham – Inspector David Foulds
 - Wymondham – Inspector John Colbert
 - Kings Lynn – Inspector Colin Williamson
 - Martlesham – Inspector Alan Oliver
 - Bury St Edmunds – Inspector Zoe Finn
 - Gt Yarmouth – Inspector Nick Russell

3. **IMPACT IMPLICATIONS**

3.1 In producing this report I have considered all of the impact implications. Where there are material impacts, I have identified these. Where I have stated 'none', I certify that there are no material impacts.

- a) **Finance:** The implications have already been set out in previous reports.
- b) **Staff:** The implications have already been set out in previous reports.
- c) **Training:** None.
- d) **Accommodation:** The implications have already been set out in previous reports.
- e) **ICT:** None.
- f) **Vehicles:** None.
- g) **Equipment:** The implications have already been set out in previous reports.
- h) **Other Resources:** The implications have already been set out in previous reports.
- i) **Efficiency Gains:** The implications have already been set out in previous reports.
- j) **Link with Norfolk Police Authority / Norfolk Constabulary priorities:** This paper links to both the Authority's and Constabulary's visions of delivering a high quality service, reducing crime and increasing public confidence.
- k) **Risk Management:** The implications have already been set out in previous reports.
- l) **Diversity / Human Rights Act:** The implications have already been set out in previous reports.
- m) **Environment and Sustainability:** None

5. **RECOMMENDATIONS REQUIRED**

5.1 It is recommended that Members note the contents of this report.

Officer Presenting Report at the Meeting:

Chief Inspector Roger Wiltshire
Head of Custody Services
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wiltshirer@norfolk.pnn.police.uk

Contact Officer:

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Head of Custody Services
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Executive Officer:

Kevin Wilkins
Assistant Chief Constable

Are there Background Documents? No

Does the report contain Exempt Information? No