



## 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**

**FRIDAY, 26 FEBRUARY 2010 AT 10.00 A.M.**

**The Meeting Room, Building 8  
Norfolk Police Authority, 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 Nicola Wotton, Committee Administrator, prior to the meeting (contact details overleaf)

### **A G E N D A**

Suggested timings	Duration approx (mins)			
<b>10.00</b>		1.	<b>To note any apologies for absence</b>  Please ensure that these are submitted to Nicola Wotton, Committee Administrator, Norfolk Police Authority	
		2.	<b>Declarations of Personal and/or Prejudicial Interests</b>  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	
<b>10.05</b>	<b>5</b>	3.	<b>To confirm the minutes of the meeting held on 26 November 2009</b>	<b>PAGE 5</b>
		4.	<b>To note whether any items have been proposed as matters of urgent business</b>	

			<b>ITEMS FOR DECISION (non-exempt):</b>	
<b>10.10</b>	<b>10</b>	5.	Custody Visitors Committee - Terms of Reference (Paper CVC10/01)	PAGE 11
<b>10.20</b>	<b>25</b>	6.	Independent Custody Visiting - Support Services (Paper CVC10/02)	PAGE 15
			<b>ITEMS FOR CONSIDERATION (non-exempt):</b>	
<b>10.45</b>	<b>25</b>	7.	Independent Custody Visiting Panels Report On Activity During The Period – October to December 2009:  a) Western (1) b) Western (2) c) Eastern (1) d) Eastern (2) e) Central  (Paper CVC10/03)	PAGE 21
<b>11.10</b>	<b>20</b>	8.	Custody Update (Paper CVC10/04)	PAGE 35
		9.	<b>Any other Items of Business</b> which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B (4) (b) of the Local Government Act 1972.	
<b>11.30 a.m. approx</b>		10.	<b>To note that the date of the next meeting is Thursday, 6 May 2010</b>	

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[www.norfolk-pa.gov.uk](http://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, Mrs L Jones, Mr J Perry-Warnes, Mr D Reeve

**Enquiries to:**

Nicola Wotton, Committee Administrator  
Norfolk Police Authority  
Operations and Communications Centre (OCC)  
Jubilee House  
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**MINUTES OF THE MEETING OF THE CUSTODY VISITORS COMMITTEE HELD ON  
THURSDAY 26 NOVEMBER 2009**

**Present**

Ms F Anthony (Substitute)  
Mr A Byrne  
Mrs V Jenkins (Chairman)  
Mr D Reeve

**In attendance**

Miss S Bryant	Independent Custody Visiting Scheme Administrator/ Research Officer, Norfolk Police Authority
Chief Inspector R Wiltshire	Custody, Norfolk Constabulary

**1. To note any apologies**

Apologies for absence were received from Mr Perry-Warnes and Mrs Jones (Ms Anthony substituted for the meeting).

**2. To note any declarations of interest**

There were none.

**3. To confirm the minutes of the meeting held on 27 August 2009**

The minutes of the meeting held on 27 August 2009 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 Committee received an overview of key matters in relation to the management and administration of the Custody Visiting Scheme.

In respect of recruitment, Members were reminded that proactive recruitment across the county had ceased given that the number of Visitors in each Area was sufficient. It was noted that, since the last meeting, one custody visitor had resigned from the Western 1 Panel to become an Appropriate Adult and 2 visitors were on a break due to changes to their personal circumstances.

The Scheme Administrator advised that, whilst the report highlighted that 2 applicants had been offered appointments to the Western 2 Panel, one of those visitors had since resigned given that they had not considered the length of travel involved to undertake the role. It was noted that a more comprehensive exit interview had been undertaken as a result of this and the individual had praised the training, experience to date and the need for the Independent Custody Visiting role. It was noted therefore that the total number of ICVs across the Scheme was 35 as of 26 November 2009.

The Committee was advised that the primary focus was raising awareness of the Scheme across the County and, to assist in that, a poster was being designed for display in public areas. The Scheme Administrator anticipated that the final poster would be available for use in early 2010.

In respect of training, the Scheme Administrator advised that the formalised training plan for all Custody Visitors had been refreshed and circulated at the October round of Panel meetings. It was noted that a brief session on the role of an Appropriate Adult was yet to be delivered to the Central and Eastern 1 Panel ICVs however it was intended for such a session to go ahead in January 2010.

The Scheme Administrator updated those present in relation to 2 training days held on 31 October and 6 November 2009 in respect of the Children's Act 2004 and the role of a custody sergeant. Members were pleased to note that 33 custody visitors had attended along with the Chairman of the Custody Visitors Committee and the lead Member with responsibilities in the Children's Act 2004. It was noted that those in attendance had found the sessions useful and informative.

With regard to cross panel visiting (organised during July to September 2009), Members were advised that arrangements had been successful and had allowed those visitors who usually attended a rural facility to attend an urban suite and vice versa. It was noted that any local differences in process had been highlighted to the Custody Management Team to assist in making custody more 'corporate'.

The Committee was updated in respect of attendance at the National ICVA Conference held on Saturday 14 November 2009 at the Ramada Hotel in Leicester. It was noted that the content for the day was extremely relevant particularly sessions in respect of Mental Health and the design of custody suites. The Scheme Administrator undertook to circulate copies of the presentations to all Committee Members on receipt.

In respect of the Custody Management Group meetings, Members were advised that the Group had been disbanded given that revised arrangements were required as a result of Police Investigation Centre progress and the need to accommodate Suffolk representatives. The Scheme Administrator reported that she would attend Custody Management Meetings on a monthly basis to assist the progression of matters pertaining to the ICV role.

The Committee were reminded that, at the last meeting, some concern had been expressed in relation to the size of beds in the new 'pods' at Bethel Street Custody. The Scheme Administrator reported that, as a result, the Chief Executive's office had written to the Home Office and a full response to the letter was provided to those present.

The Scheme Administrator reported that, given the various legislative changes since the inception of the Home Office Codes of Practice, a review had been suggested. Members noted that the Chief Executive's office had provided a number of issues (previously identified by ICVs) to ICVA for consideration as part of the process. The Committee were also advised that a questionnaire circulated to all delegates at the ICVA National Conference on the same topic had been passed to all Norfolk ICVs to make the process as inclusive as possible. It was noted that an update on progress in respect of this work was anticipated in December 2009.

The Scheme Administrator updated those present in relation to a conference attended in October 2009 regarding preventing deaths in police care. A precise of

the topics covered was circulated to all in attendance for information and Members were pleased to note that much of the good practice highlighted at the conference was, or was in the process of, being undertaken in Norfolk.

**RESOLVED:**

- i) To note the contents of the report;
- ii) To endorse the appointment of a Custody Visitor to the Western 2 Panel with effect from 1 October 2009;
- iii) That the Scheme Administrator circulate copies of the presentations provided to the ICVA National Conference to all Members of the Committee, upon receipt.

6. **Independent Custody Visitor Panel Reports – July to September 2009**

The Committee received reports from the Eastern (1), Eastern (2), Western (1), Western (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 47% (in comparison to 33% in the previous quarter).

It was noted that any issues highlighted as a result of visits had been resolved at the time with officers or in liaison with the Scheme Administrator and Custody Inspector.

b) Western (2)

The report of the Western (2) Panel was received, and Members noted that the percentage of detained persons visited was 27% (in comparison to 41% during the previous quarter). A discussion ensued regarding the reduction in the percentage of detainees visited and the Scheme Administrator advised that, having analysed the visit times and reasons why detainees were not visited it was not apparent that a particular circumstance had caused this decline.

Members were advised that the matter of ICVs being left unaccompanied during the visit process had now been resolved satisfactorily and detainees continued to be largely satisfied with the service afforded to them during their time in custody.

c) Eastern (1)

The report of the Eastern (1) Panel was received, and Members were pleased to note that the percentage of detained persons visited was 67% (in comparison to 60% during the last quarter). It was noted that the Scheme Administrator had analysed the visit times and reasons why detainees were not visited to ascertain reasons for the successful number of detainees spoken to and no patterns could be found.

It was noted that during the quarter, 2 detained persons had complained about their treatment whilst in custody and had been given advice about how to make

a complaint. The Co-ordinator continued to note that use of flash cards was successful.

In response to a query regarding CCTV, Chief Inspector Wiltshire advised that at this time each of the suites in the County used differing systems of CCTV and funds would not be utilised to upgrade them given the move to Police Investigation Centres shortly.

(iv) Eastern (2)

The report of the Eastern (2) Panel was received, and Members pleased to note that the percentage of detained persons visited during the period was 76% (in comparison to 46% during the previous quarter). It was noted that the Scheme Administrator had analysed the visit times and reasons why detainees were not visited to ascertain reasons for the successful number of detainees spoken to and no patterns could be found.

(v) Central

The report of the Central Panel was received, and it was noted that the percentage of detained persons visited during the period was 39% (compared to 33% during the previous quarter).

Members noted that a visit had been aborted due to extensive delays in the Public Enquiry Office and then within the custody suite itself. The Scheme Administrator reported that the issue had been raised with the relevant Inspector and it was noted that such a circumstance was irregular and it was anticipated that such delays would not take place in future.

A discussion ensued regarding the temperature within the 'pods' at Bethel Street and Members were advised that there had been a number of design issues highlighted since the 'pods' had opened. Chief Inspector Wiltshire advised that the Home Office had been involved in relevant discussions with the builders and efforts taken to rectify matters as effectively as possible. Members agreed to monitor the 'temperature' situation in the coming months, particularly given that colder weather was expected.

**RESOLVED:**

That the contents of the report be noted.

7. **Custody Update**

Chief Inspector Wiltshire provided an update in respect of the progression of the Police Investigation Centres (PIC) PFI project being undertaken between Norfolk and Suffolk. It was noted that works were held in abeyance pending completion of the 3 month judicial review period in respect of planning permission and that it was estimated building work would commence in January 2010. In response to a query, it was noted that each of the sites contained space for potential expansion in the event of population increases or other needs.

With regard to the recent National Police Improvement Agency (NPIA) peer review, Members were pleased to note that Norfolk Constabulary had received positive comments as a result of the inspection. Members were advised that Norfolk Constabulary would not become complacent in light of this review given that HMIP/HMIC Inspections would be more thorough.

The Committee was then apprised of the recent installation of priority telephone lines within each of the custody suites. It was noted that the purpose of such phones was to allow Solicitors and Appropriate Adults to contact custody staff with the minimum of delay. Members were further advised that, given the reduced opening hours of the Public Enquiry Offices and the continued need for ICVs to gain access to custody, these telephone numbers had also been made available to Custody Visitors.

Chief Inspector Wiltshire updated Members in relation to the recent changes regarding food/drink provision for detainees and it was noted that the new contract achieved consistency across the County and also improved the quality of the meals supplied.

Chief Inspector Wiltshire advised Members that Inspector J Colbert was leaving his post within the Custody Management Team in December 2009 and Inspector J Mitchell was to take over. On behalf of the Committee, the Chairman requested that the Committee's appreciation be passed to Inspector Colbert for his hard work and support, particularly in assisting the Central Panel.

**RESOLVED:**

That the contents of the report be noted.

8. **Any other Items of Business**

There were none.

9. **Exclusion of Public and Press**

**RESOLVED:**

That, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act.

10. **Exempt items for Decision**

There were none.

11. **Notes of the Custody Visitors Co-ordinators meeting held on 21 October 2009**

In receiving the notes from the Custody Visitors Co-ordinators' meeting held on 21 October 2009, the Committee was informed that the issues raised/highlighted for action had subsequently been resolved or were being progressed accordingly.

The Committee requested that their gratitude be passed to all Panel Co-ordinators, particularly given the additional work they undertook on behalf of the Scheme in ensuring its efficiency.

**RESOLVED:**

That the minutes be noted.

12. **Date of next meeting**

Members noted that the next meeting of the Committee would be held on **Friday 26 February 2010** at **10.00 a.m.**

(The meeting closed at 11.20 a.m.)

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**CHAIRMAN**

**NORFOLK POLICE AUTHORITY**  
**CUSTODY VISITORS COMMITTEE**

**26 FEBRUARY 2010**

**AGENDA ITEM: 5**

**CVC10/ 01**

**CUSTODY VISITORS COMMITTEE – TERMS OF REFERENCE**

**This report provides Members with the opportunity to review the Committee's terms of reference.**

**This report is for decision.**

**1. INTRODUCTION**

- 1.1 In order to ensure continuous improvement, a review of the Constitution/Terms of Reference for all of the Authority's Committees and Panels is undertaken on an annual basis.
- 1.2 Members are invited to review the terms of reference outlined at Appendix 1, and make comments accordingly.

**2. RECOMMENDATIONS REQUIRED**

- 2.1 Members are requested to consider the appended terms of reference and endorse as necessary.

**Officer Presenting Report at the Meeting:**

Sarah Bryant  
Independent Custody Visiting Scheme Administrator / Research Officer  
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Email: [bryants@norfolk.pnn.police.uk](mailto:bryants@norfolk.pnn.police.uk)

**Contact Officer:**

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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

**CUSTODY VISITORS COMMITTEE**

**CONSTITUTION**

5 named Members of the Police Authority

**TERMS OF REFERENCE**

**PURPOSE**

To exercise the Police Authority's duties in overseeing the maintenance and operation of an efficient and effective scheme for the independent inspection of custody facilities and the welfare of detained persons, including keeping such arrangements under review, and to be apprised of strategic developments relating to the custody environment.

Deleted: custody visiting

1. To ratify the appointment and removal of individual Custody Visitors in Norfolk, having regard to the Home Office Code of Practice, National Standards and the Custody Visiting Scheme Guidelines for Norfolk.

2. To consider and approve the re-appointment of individual Custody Visitors in Norfolk when a formal review of the membership of the Scheme is undertaken (in accordance with the Custody Visiting Scheme Guidelines for Norfolk) once every three years.

Deleted: <#>following the agreed appointment process having been undertaken (as outlined in the Custody Visiting Scheme Guidelines for Norfolk).¶

Deleted: ratify

Deleted:

3. In respect of a complaint received against any Custody Visitor whilst in the course of his/her duty on behalf of the Authority, to consider an appeal against the decision taken by the Chief Executive in respect such a complaint.

Deleted: ¶  
To ratify the removal of individual Custody Visitors in Norfolk, having regard to the Home Office Code of Practice, National Standards and the Custody Visiting Scheme Guidelines for Norfolk.¶  
¶

4. To monitor the number of visits conducted during each quarter, and the percentage level of detainees visited (from those available to be visited) at individual police stations.

5. To monitor the Scheme, having regard to the Home Office Code of Practice, National Standards and Custody Visiting Scheme Guidelines generally by:

- At each meeting, inspecting reports of Custody Visitors arising from their visits to Police Stations, as well as summary reports produced by Custody Visitor Co-ordinators detailing visit statistics and key issues in each Area;
- Considering specific issues brought to the attention of the Authority by the Custody Visitors Panels or the Custody Visiting Scheme Administrator for the Police Authority;
- Submitting reports to the Police Authority following each Committee meeting.

Thereby also monitoring the Constabulary's Human Rights compliance with specific reference to custody and ensuring that the information received from the Scheme is used to improve service delivery.

6. To oversee the production of, and approve, an annual report on the Custody Visiting Scheme.

**NORFOLK POLICE AUTHORITY**  
**CUSTODY VISITORS COMMITTEE**

**26 FEBRUARY 2010**

**AGENDA ITEM: 6**

**CVC10/02**

**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, one Custody Visitor has resigned from the Scheme (visiting Thetford Police Station) due to the travel commitment required and two are currently on a 6 month break from the Scheme due to increasing work commitments and/or personal circumstances.
- 1.3 The composition of the Panels in Norfolk is therefore as follows:

<b><u>Panel</u></b>	<b><u>No. of ICVs currently in post</u></b>	<b><u>Optimum no. of ICVs</u></b>
<b>Central</b> (Bethel Street police station)	11	10
<b>Western 1</b> (Kings Lynn police station)	8	8
<b>Western 2</b> (Thetford and Dereham police stations)	5	6
<b>Eastern 1</b> (Great Yarmouth police station)	6	8
<b>Eastern 2</b> (North Walsham and Cromer police stations)	5	6

- 1.4 With this in mind, the total number of ICVs across the Scheme will be 35 as of 1 February 2010.
- 1.5 2 applicants were recently interviewed and are undergoing the vetting procedure. Subject to satisfactory completion of the initial training, the successful candidates would join the Eastern 2 and Western 2 Panels.
- 1.6 The primary focus continues to be raising awareness of the Scheme and promoting the work of our Independent Custody Visitors in the local community. A poster is currently being designed to raise awareness of the Scheme and its aims. It is anticipated that we will be able to display this poster on community notice boards in supermarkets and other areas of public interest.

## 2. **TRAINING**

- 2.1 The Training Plan for ICVs has recently been refreshed and re-circulated to individuals for information. At the recent round of Panel meetings in January 2010, a brief training session on the role of the Appropriate Adult was delivered to Eastern 1 Panel (Western 1, Eastern 2 and Western 2 received the presentation at previous meetings) and arrangements will be made for the same session to be delivered to the Central Panel in April 2010. Those that received the presentation found it very useful and informative.
- 2.2 2 training days are scheduled for Friday 12 March and Saturday 20 March 2010 at OCC, Wymondham. The purpose of the day is to provide information/guidance and advice for our custody visitors focusing on 'back to basics', discussions with Dps and the focus of those (utilising the expertise of an ICVA trainer) and how the police deal with detainees with mental health issues in custody. Custody Visitor Committee Members have been invited to attend.
- 2.3 We continue to work with the individual Panels to provide training which meets their needs, as well as the Scheme as a whole.
- 2.4 We are currently reviewing the format of the initial training afforded to Independent Custody Visitors and will be piloting a new approach whereby 3 shorter sessions are delivered over a 3 week period (one morning, one afternoon and one evening) and incorporating a custody suite familiarisation visit. This will be evaluated and a further report given to a future meeting of the Committee.

## 3. **REGIONAL INDEPENDENT CUSTODY VISITING ASSOCIATION (ICVA) MEETING – 2 DECEMBER 2009**

- 3.1 Matters discussed at the meeting held on 2 December 2009 included:

- **Feedback from the ICVA Executive**  
David Wood (Suffolk PA and ICVA Regional Representative) provided a comprehensive update on ICVA matters and advised that the ICVA website had been successfully refreshed and was now available for viewing at [www.icva.org.uk](http://www.icva.org.uk)

- **Regional Conference**  
Those present confirmed the date (12 June 2010) and discussed the importance of topics being interactive and relevant to role.
- **Flash Cards**  
Given the success of flash cards in Norfolk using basic translated questions, the Scheme Administrator for Norfolk had compiled other popular languages for all 6 Counties and distributed an electronic version of the document for all to use.

#### 4. **NORFOLK CONSTABULARY CUSTODY MANAGEMENT GROUP MEETINGS**

Given the developments in respect of Police Investigation Centres (PICs), it was agreed to hold the current meeting structure for Partners involved in custody in abeyance. As a result, the Scheme Administrator is invited periodically to attend the Constabulary's Weekly Custody Management Group meetings to provide an update to custody users on issues pertaining to independent custody visiting.

#### 5. **PREPARATION FOR POLICE INVESTIGATION CENTRES (PICS)**

- 5.1 Members will recall that both the Constabulary and the Authority are keen for the policies/practices of both Norfolk and Suffolk to be aligned in preparation for PICs to ensure smooth transition to the new facilities.
- 5.2 The needs of the Independent Custody Visiting Scheme are actively being addressed by the Chief Executive's office in liaison with their counterparts in Suffolk and initial work has commenced in order to align areas of work such as the application form, recruitment process and Scheme Guidelines.
- 5.3 Whilst progress in this area of business has been slower than anticipated, the Deputy Chief Executive and Scheme Administrator recently met with Suffolk colleagues to discuss a way forward. Further updates on progress will be provided to Members in due course.

#### 6. **IMPACT IMPLICATIONS**

- 6.1 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 for ICVs 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** – training issues are outlined in the report and costs arising from the training days in March 2010 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** – Following the production of a shared report form between Norfolk and Suffolk, we are able to share costs in printing costs providing savings for the 2 Schemes. The 6 Counties have also collaborated in provision of Flash Cards for ICVs, the costs of translation has also been shared.
- 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 2009/10 and Norfolk Constabulary’s pledge to “improve people’s confidence in us” by providing reassurance to the public about the treatment of persons detained in police custody.
- k) **Risk Management** – the maintenance of the Custody Visiting Scheme is linked to the NPA’s risk register in delivering the Authority’s pledge and principles.
- 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.

7. **RECOMMENDATIONS REQUIRED**

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

**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](mailto:bryants@norfolk.pnn.police.uk)

**Contact Officer:**

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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**

**26 FEBRUARY 2010**

**AGENDA ITEM: 7**

**CVC10/03**

**INDEPENDENT CUSTODY VISITING PANELS**  
**REPORT ON ACTIVITY DURING THE PERIOD OCTOBER TO DECEMBER 2009**

**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 2009, 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 2009, 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 2009/10 and Norfolk Constabulary's pledge to "improve people's confidence in us" by providing reassurance to the public about the treatment of persons detained in police custody.
- k) **Risk Management** – the maintenance of the Custody Visiting Scheme is linked to the NPA's risk register in delivering the Authority's pledge and principles.
- 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  
Independent Custody Visiting Scheme Administrator / Research Officer  
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Chief Executive's Office  
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**Contact Officer:**

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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 2009

**Does the report contain Exempt Information?** No



**APPENDIX A**

**KING'S LYNN POLICE STATION**

**SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	4	5	4	<b>13</b>	12
DPs available to visit	13	15	18	<b>46</b>	57
DPs visited	6	4	3	<b>13</b>	27
DPs not visited	7	11	15	<b>33</b>	30
Percentage of DPs visited (of those held at the time)	46%	27%	17%	<b>28%</b>	47%
Custody record viewed	8	7	5	<b>20</b>	34

**ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

<b>DPs visited – analysis</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Juveniles available to visit	1	0	1	<b>1</b>	6
Juveniles visited	0	0	0	<b>0</b>	1
Non-English speaking DPs available to visit	3	2	4	<b>10</b>	7
Non-English speaking DPs visited	2	2	0	<b>4</b>	3
<b>DPs not visited – analysis</b>					
DPs declined visit	6	4	3	<b>13</b>	14
DP rest period/sleeping	0	0	10	<b>10</b>	1
Visit refused by custody officer	0	0	0	<b>0</b>	1
DP in interview	1	5	1	<b>7</b>	9
DP with solicitor	0	0	0	<b>0</b>	1
DP with Doctor	0	0	0	<b>0</b>	0

Other –	0	1 (in hosp) 1 (being booked in)	1 (Drunk & incapable)	<b>3</b>	4
Male Detainees	11	12	17	<b>40</b>	51
Female Detainees	2	2 (1 not stated)	1	<b>5 (1 not stated)</b>	5 (1 not stated)

### **CO-ORDINATOR COMMENTS – WESTERN (1) PANEL**

Visits continue to be carried out on a weekly basis. A breakdown of visit times over the last quarter is as follows:-

06:00 – 10:00 hrs – 1  
 10:00 – 14:00 hrs – 7  
 14:00 – 18:00 hrs – 3  
 18:00 – 22:00 hrs – 2

There have been no late visits this quarter. The figures are low this quarter in relation to seeing detainees but this is partly due to timing of visits i.e. early in the morning at the weekend and most detainees were asleep.

Any issues or concerns that visitors have are reported to the scheme administrator and they are resolved promptly with input from Inspector Williamson.

The percentage of detainees seen is low but we are seeing more custody records.

There still remains more male detainees. We continue to have a good relationship with all custody staff and they are always helpful and professional on their approach to detainees.

Visitors have had the opportunity to attend a refresher training day in relation to Child Protection issues.

#### **During the period the following Panel meetings were held:**

There was one panel meeting held on Thursday 8 October 2009.

#### **The next Panel Meeting is scheduled for:**

The next panel meeting is Thursday 14 January 2010.

## THETFORD POLICE STATION

## SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	4	4	3	11	11
DPs available to visit	9	11	6	26	30
DPs visited	3	1	2	6	8
DPs not visited (see breakdown below)	6	10	4	20	22
Percentage of DPs visited (of those held at the time)	33%	9%	33%	23%	27%
Custody record viewed	3	1	3	7	8

## ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009

DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	0	1	0	1	3
Juveniles visited	0	0	0	0	3
Non-English speaking DPs available to visit	0	4	2	6	4
Non-English speaking DPs visited	0	1	1	2	0
<b>DPs not visited – analysis</b>					
DPs declined visit	1	4	1	6	5
DP rest period/sleeping	0	0	0	0	3
Visit refused by custody officer	1 (constant Obs)	0	0	1	0
DP in interview	0	1	0	1	4
DP with solicitor	0	0	0	0	0
DP with Doctor	0	1	0	1	1

Other –	2 (released during visit) 2 (not stated)	2 (no interpreter) 2 (being booked in)	1 (being bailed) 1 (immigration collected) 1 (not stated)	<b>11</b>	9
Male Detainees	6	10	5	<b>21</b>	29
Female Detainees	1 (2 not stated)	1	(1 not stated)	<b>2 (3 not stated)</b>	1

**DEREHAM POLICE STATION  
SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

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

**CO-ORDINATOR COMMENTS – WESTERN (2) PANEL**

During this quarter (Oct - Dec) Western 2 panel were provided with 2 new members who began in October 2009, this brought the Panel's numbers up to a fully complimented 6. Regrettably one of those new members made the decision to retire from the panel due to the travelling required. However, nonetheless the panel has continued to meet the majority of its visits adequately.

As usual, detainees continue to largely be satisfied with the service afforded to them during their stay in custody and ICVs are being dealt with courteously and as speedily as possible.

**During the period the following Panel meetings were held:**

14 October 2009.

**The next Panel Meeting is scheduled for:**

20 January 2010.

## GREAT YARMOUTH POLICE STATION

## SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009

	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Number of visits conducted	4	4	5	13	10
DPs available to visit	16	18	17	51	39
DPs visited	5	11	10	26	26
DPs not visited (see breakdown below)	11	7	7	25	13
Percentage of DPs visited (of those held at the time)	31%	61%	59%	51%	67%
Custody record viewed	7	14	9	30	25

## ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009

DPs visited – analysis	OCTOBER	NOVEMBER	DECEMBER	Total	Previous quarter total
Juveniles available to visit	0	0	2	2	4
Juveniles visited	0	0	2	2	3
Non-English speaking DPs available to visit	0	2	0	2	6
Non-English speaking DPs visited	0	2	0	2	5
<b>DPs not visited – analysis</b>					
DPs declined visit	3	4	4	11	4
DP rest period/sleeping	0	0	2	2	0
Visit refused by custody officer	1 (abusive)	0	1 (violent)	2	1
DP in interview	4	3	0	7	4
DP with solicitor	1	0	0	1	2
DP with Doctor	0	0	0	0	0

Other –	1 (in hospital) 1 (not stated)	0	0	<b>2</b>	2
Male Detainees	12	11	17	<b>40</b>	32
Female Detainees	(4 not stated)	5 (2 not stated)	0	<b>5 (6 not stated)</b>	3 (4 not stated)

### **CO-ORDINATOR COMMENTS – EASTERN 1 PANEL**

Staff continue to be helpful and supportive to ICVs.

ICVs discovered some out of date meals but staff quickly rectified this.

One DP highly indignant at not being able to smoke – believed this to be an infringement of his human rights and said would be making a formal complaint.

One DP stated he was a wheelchair user and unhappy as one not available in custody suite. This is being investigated.

**During the period the following Panel meeting was held: 13<sup>th</sup> October 2009.**

**The next Panel Meeting is scheduled for: 19 January 2010.**

## APPENDIX D

**NORTH WALSHAM POLICE STATION  
SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	4	4	4	<b>12</b>	12
DPs available to visit	0	7	1	<b>8</b>	21
DPs visited	0	5	0	<b>5</b>	16
DPs not visited (see breakdown below)	0	2	1	<b>3</b>	5
Percentage of DPs visited (of those held at the time)	0%	71%	0%	<b>63%</b>	76%
Custody record viewed	0	6	0	<b>6</b>	16

**ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

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

Other –	0	0	0	<b>0</b>	0
Male Detainees	0	7	1	<b>8</b>	17
Female Detainees	0	0	0	<b>0</b>	2 (2 not stated)

**CO-ORDINATOR COMMENTS – EASTERN 2 PANEL**

- 1) Panel progressing well;
- 2) Due to ill health of some, other Panel members have stepped in to ensure visits are undertaken, for which I would like to express my gratitude;
- 3) Next Panel meeting originally scheduled for 11<sup>th</sup> January, however was postponed due to bad weather.

**During the period the following Panel meetings were held: 5 October 2009**

**The next Panel Meeting is scheduled for: 18 January 2010**

**APPENDIX E**

**BETHEL STREET POLICE STATION  
SUMMARY OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	4	4	4	<b>12</b>	13
DPs available to visit	32	42	28	<b>102</b>	112
DPs visited	11	14	10	<b>35</b>	44
DPs not visited (see breakdown below)	21	28	18	<b>67</b>	68
Percentage of DPs visited (of those held at the time)	34%	33%	36%	<b>34%</b>	39%
Custody record viewed	8	9	7	<b>24</b>	33

**ANALYSIS OF VISITS FOR THE PERIOD OCTOBER TO DECEMBER 2009**

<b>DPs visited – analysis</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Juveniles available to visit	0	2	0	<b>2</b>	11
Juveniles visited	0	1	0	<b>1</b>	5
Non-English speaking DPs available to visit	1	2	1	<b>4</b>	10
Non-English speaking DPs visited	1	1	0	<b>2</b>	3
<b>DPs not visited – analysis</b>					
DPs declined visit	7	3	5	<b>15</b>	25
DP rest period/sleeping	6	3	2	<b>11</b>	7
Visit refused by custody officer	0	2 (violent)	0	<b>2</b>	0
DP in interview	6	2	2	<b>10</b>	10
DP with solicitor	1	0	0	<b>1</b>	2
DP with Doctor	0	0	1	<b>1</b>	2

Other –	1 (discharged)	14 (not stated) 4 (not seen)	1 (discharged) 1 (charged) 2 (not stated) 4 (not asked)	<b>27</b>	22
Male Detainees	28	33	21	<b>82</b>	72
Female Detainees	4	2 (7 not stated)	3 (4 not stated)	<b>9 (11 not stated)</b>	14 (26 not stated)

### **CO-ORDINATOR COMMENTS – CENTRAL PANEL**

Concerns were raised regarding temperature in new and old block. The weather has been extremely cold however, and when requested additional blankets were provided.

Over the last quarter, on two occasions ICV's have been delayed in commencing visits due to the work load in the Custody Office.

#### **During the period the following Panel meetings were held:**

Monday 5 October 2009

#### **The next Panel Meeting is scheduled for:**

Monday 18 January 2010

**NORFOLK POLICE AUTHORITY**  
**CUSTODY VISITORS COMMITTEE**

**26 FEBRUARY 2010**

**AGENDA ITEM: 8**

**CVC10/04**

**CUSTODY UPDATE**

**Report by Chief Constable**

<b>This report is for the information of Members</b>
------------------------------------------------------

**1. POLICE INVESTIGATION CENTRES (PICs)**

- 1.1 It is anticipated that financial close will be achieved for this project in February 2010, following which building work will commence.
- 1.2 At the contractor's request the Police Authorities have entered into an Early Works Agreement. This will enable the contractors to start preparing the sites before the financial close date. This work involves fencing, installation of Portacabins and telephone lines etc. The preparatory work should allow the build times to be compressed slightly and bring forward the delivery date of the buildings.
- 1.3 A comprehensive communication package is being prepared for financial close. Particular emphasis will be made on delivering information to custody staff in a format that is reassuring and easily understood.

**2. CUSTODY INSPECTORS**

- 2.1 Inspector John Colbert has been posted to the Business Performance Unit and has been replaced by Inspector Jim Mitchell from the Control Room.
- 2.2 Inspector Mitchell will be posted to Great Yarmouth and also have responsibility for North Walsham Custody Suite. Inspector Dave Foulds will move from Great Yarmouth to take over at Bethel Street. Inspector Colin Williamson's role at Kings Lynn will remain unchanged.

**3. SMARTER WORKING**

- 3.1 Since the creation of the Custody Management Team a great deal of work has been carried out to ensure that the Constabulary is compliant with the Safer Detention and Handling of Persons in Police Custody Manual. Considerable progress has been made to ensure that standards are maintained and further improved where possible.

3.2 In addition new working practices will be adopted which are designed to reduce waiting times and offer a better level of service to colleagues and partners. These smarter working initiatives include:

- **Best Detainee Locations** – Guidance has been issued to all staff on the most appropriate locations for different types of detainees. With the conception of the Custody Investigation Units (CIU) at Norwich, Great Yarmouth and Kings Lynn, Response Officers are encouraged to bring detainees suitable for CIU investigation to the three larger suites. Detainees arrested on warrant or subject to investigation by specialised departments (Family Protection Unit, Adult Protection Unit etc) are accommodated at North Walsham and Thetford. CID and Safer Neighbourhood Team detainee arrangements remain unchanged. Whilst this may entail slightly longer travelling times in a few cases, it does mean that overall custody time for the majority of detainees is reduced.
- **Bail Management** – A new system for dealing with detainees who are responding to bail has been adopted. This involves the relevant officer receiving a reminder a week before a Respondee is due to report on bail which allows for any preparatory work needed, such as charges being entered on the NSPIS system, to be completed. This again should reduce waiting times and ease detainee throughput.
- **24 Hour Bed Management** – In February the Constabulary will be instigating a 24 hour Custody Bronze (bed manager) role which will be shared between Custody and Response staff. All custody suites have now been issued with Airwave handsets and will have their own dedicated radio channel. This will allow arresting officers to be directed to alternative custody suites should another facility be full or unavailable.

#### 4. READING MATERIAL

4.1 Difficulty has sometimes been experienced in maintaining a supply of suitable reading material for detainees, particularly in foreign languages.

4.2 To address this problem the Constabulary has entered into an arrangement with the County Library Service who will provide books and magazines in English and a number of other languages.

#### 5. IMPACT IMPLICATIONS

5.1 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:** Airwave Radios are already planned as part of the PIC project. The new working arrangements described at 3.2 will be managed utilising existing pool radios.
- 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:** None.
- 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

## 6. **RECOMMENDATIONS REQUIRED**

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

### **Officer Presenting Report at the Meeting:**

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### **Contact Officer:**

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### **Executive Officer:**

Kevin Wilkins  
Assistant Chief Constable

**Are there Background Documents?** No

**Does the report contain Exempt Information?** No