



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, 5 AUGUST 2010 AT 10.00 A.M.

**The Meeting Room, Building 8
Norfolk Police Authority, Falconers 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 Sarah Leggett, Policy and Research Officer, 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 Sarah Leggett, Policy and Research Officer, 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 14 July 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 CVC10/11)	PAGE 13
			ITEMS FOR CONSIDERATION (non-exempt):	
10.35	25	6.	Independent Custody Visiting Panels Report On Activity During The Period – April to June 2010: a) Western (1) b) Western (2) c) Eastern (1) d) Eastern (2) e) Central (Paper CVC10/12)	PAGE 19
11.00	20	7.	Custody Update (Paper CVC10/13)	PAGE 35
		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, 4 November 2010 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, Vacancy

Enquiries to:

Sarah Leggett, Policy & Research Officer
Norfolk Police Authority
Operations and Communications Centre (OCC)
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
Direct Dial: 01953 4244456, email: leggetts@norfolk.pnn.police.uk

Jei šio dokumento kopiją norėtumėte gauti lietuvių kalba, prašome susisiekti su policija telefonu 01953 424455 arba elektroninio pašto adresu policeauthority@norfolk.pnn.police.uk.

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**MINUTES OF THE MEETING OF THE CUSTODY VISITORS COMMITTEE HELD ON
WEDNESDAY 14 JULY 2010**

Present:

Mr A Byrne
Mrs V Jenkins (Chairman)
Mr J Perry-Warnes

In attendance:

Miss S Bryant	Independent Custody Visiting Scheme Administrator/ Research Officer, Norfolk Police Authority
Mrs Jenny Hayes	Deputy Chief Executive, Norfolk Police Authority

1. To note any apologies

Apologies for absence were received from David Reeve.

2. To note any declarations of interest

There were none.

3. To confirm the minutes of the meeting held on 24 May 2010

The minutes of the meeting held on 24 May 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. Items for decision (non-exempt)

There were none.

6. Items for consideration (non exempt)

There were none.

7. Any other items of urgent business

There were none.

8. 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 2 of Part 1 of Schedule 12A to the Act.

Summary of minutes excluded from public deposit

9. **Three yearly review of Custody Visitor Appointments**

The Committee received the annexed confidential report and after careful consideration determined the appointments to be made.

10. **Exempt items for consideration**

There were none.

11. **Date of next meeting**

Members noted that the next meeting of the Committee would be held on **Thursday 5 August 2010 at 10.00 a.m.**

(The meeting closed at 3.45 p.m.)

CHAIRMAN

NORFOLK POLICE AUTHORITY
CUSTODY VISITORS COMMITTEE

5 AUGUST 2010

AGENDA ITEM: 5

CVC10/11

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. THREE YEARLY REVIEW OF APPOINTMENTS TO THE INDEPENDENT CUSTODY VISITING SCHEME AND RECRUITMENT

- 1.1 Members will recall that the Home Office Code of Practice on Independent Custody Visiting states, in relation to tenure, that: -
“Appointments must initially be for three years and must not be confirmed until a six month probationary period has been satisfactorily completed. Full re-assessments of suitability must take place at regular intervals but no longer than three years apart. The key factors in renewing appointments for further periods must be the continuing ability and willingness of the individuals involved to do the job effectively.”
- 1.2 Accordingly, the Scheme in Norfolk is formally reconstituted every 3 years; and that process has just been undertaken. Having invited all serving ICVs to indicate whether they wished to be considered for a further period, the Committee met on 14th July 2010 to consider the individual appointments, noting that 2 individuals had indicated they did not wish to continue; and five ICVs had resigned from the Scheme due to changes in their personal circumstances.
- 1.3 Having carefully considered the matter in the light of the Code of Practice and the Authority's own local guidelines, Members determined those individuals who would be offered a further term of appointment and also those who would not be invited to continue post 31 August 2010.
- 1.4 With this in mind, the total number of ICVs across the Scheme will be 28 as of 31 August 2010.

1.5

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

1.6 In the lead up to reconstitution, the Scheme Administrator commenced proactive recruitment to attract individuals to undertake the ICV role including additional promotion with the publication of the ICV Annual Report and contacting those individuals on the 'waiting list'. As a result of this, 6 individuals have been contacted for interview.

1.7 Work continues to raise awareness of the Scheme and promote the work of our Independent Custody Visitors in the local community. A poster has been designed and circulated to hospital notice boards, Custody notice boards, Public Enquiry Offices, Doctors Surgeries, Community notice boards 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.

2.2 To support the reconstitution process two separate training days are planned for the weekends of 17/18th September 2010 and 24/25th September 2010 thus ensuring that all ICVs are fully "up to speed" and have received the same level of information and support to undertake their role.

2.3 The first training session will cover Diversity in the Detention process and Children's Act 2004 and the second session will act as a 'back to basics' module (including some work to improve completion of ICV report forms) as well as covering Safer Detention Guidance. Whilst the Diversity session will be provided by an external trainer, all other modules will be facilitated by either a member of Norfolk Constabulary or the Scheme Administrator, therefore ensuring costs remain at a minimum.

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 – 12 JUNE 2010**

- 3.1 The Regional Custody Visitors' Conference was held on Saturday 12 June 2010 at Hertford County Council offices, County Hall, Hertford.
- 3.2 15 custody visitors from Norfolk attended, together with the Custody Visitors Committee Chairman and Scheme Administrator from Norfolk Police Authority.
- 3.3 Anna Jarrett from the Independent Custody Visiting Association (ICVA) attended to provide an update in relation to the review of ICVA and work streams for the year ahead. Attendees also received presentations on Mental Health provision in the Criminal Justice System, Visiting at Paddington Green, London, a demonstration from the Police Dogs Section and a presentation in relation to an IPCC investigation regarding deaths in custody.
- 3.4 Feedback from those in attendance was that the conference was interesting and beneficial, albeit they hoped to see more interactive sessions in the future.

4. **REGIONAL INDEPENDENT CUSTODY VISITING ASSOCIATION (ICVA) MEETING – 15 JULY 2010**

- 4.1 Matters discussed at the meeting held on 15 July 2010 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 additional training package relating to detainees held under Terrorist legislation was on hold pending funding discussions taking place within Central Government. It was noted that the ICVA National Conference was planned for Saturday 13 November 2010 in Leeds, with speakers focusing on welfare of detainee issues.
- **Regional Conference**
Those present provided feedback from their Schemes in relation to the conference on 12 June 2010 and highlighted the importance of topics being interactive and relevant to the ICV role. With regard to the host for the 2011 Regional Conference, David Wood advised that he would liaise with the Scheme Administrator for Essex given they were not present at the meeting.
- **Scheme Administrators' Conference – 7/8 July 2010**
Sarah Bryant provided those present with a comprehensive overview of the topics discussed at the conference, in particular the presentation(s) regarding volunteers and the law and changes to National Standards following the review of the Home Office Code of Practice. It was noted that ICVA were considering these items with a view to providing national guidance.

5. **ICVA NATIONAL CONFERENCE – SATURDAY 13 NOVEMBER 2010**

- 5.1 The ICVA Annual Conference 2010 will take place on Saturday, 13 November 2010 at the Royal Armoury, Leeds. It is a one day Conference providing an opportunity for delegates to listen to keynote speakers and also to network with colleagues from around the country.
- 5.2 Unfortunately there will again be restrictions on the number of delegates able to attend the conference. Police Authorities will need to arrange and meet the costs of the registration fee (previously set at £40), travel and accommodation for each delegate. Consideration therefore needs to be given to attendance by interested Members and/or Custody Visitor Panel Co-ordinators (or their representatives).
- 5.3 Historically, we have offered places to the Custody Visitors Committee Chairman, Scheme Administrator and selection of Panel Co-ordinators (or representative of that Panel). Given that last year we offered places to the Co-ordinators of Western 1 and Western 2, it is suggested that we invite the Eastern 1, Eastern 2 and Central Panel Co-ordinators to attend.
- 5.4 **Members are requested to consider attendance at the ICVA Annual Conference 2010.**

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

- 6.1 The Scheme Administrator continues to periodically attend the Constabulary's 2-Weekly Custody Management Group meetings to provide an update to custody users on issues pertaining to independent custody visiting.
- 6.2 In recent weeks discussions have focused on ensuring that all relevant custody staff are apprised of the changes to the Home Office Code of Practice and the impact this had on the custody visiting process.

7. **PREPARATION FOR POLICE INVESTIGATION CENTRES (PICs)**

- 7.1 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.
- 7.2 The Scheme Administrator and the Deputy Chief Executive (in liaison with their colleagues in Suffolk) have completed some initial work to align the application form, recruitment process and Scheme Guidelines in relation to the custody visiting scheme.
- 7.3 In addition, the Deputy Chief Executive, Scheme Administrator, Custody Visitors Committee Chairman and NPA Collaboration lead recently met to discuss future workstreams given that Suffolk colleagues had made their position clear with regards to the way forward. Further updates on progress will be provided to Members in due course.

8. IMPACT IMPLICATIONS

8.1 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, training for ICVs and attendance at the National Conference 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 September 2010 and attendance at the National ICVA Conference 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 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.

9. RECOMMENDATIONS REQUIRED

9.1 It is recommended that the Committee:

- i) notes the contents of this report;
- ii) consider attendance at the National ICVA Conference 2010.

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

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

5 AUGUST 2010

AGENDA ITEM: 6

CVC10/12

INDEPENDENT CUSTODY VISITING PANELS
REPORT ON ACTIVITY DURING THE PERIOD APRIL TO JUNE 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 April to June 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 April to June 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 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
Norfolk Police Authority
Chief Executive's Office
Tel: 01953 423851
Email: bryants@norfolk.pnn.police.uk

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 April – June 2010

Does the report contain Exempt Information? No

APPENDIX A

KING'S LYNN POLICE STATION

SUMMARY OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

	APRIL	MAY	JUNE	Total	Previous quarter total
Number of visits conducted	5	4	5	14	12
DPs available to visit	15	23	27	65	34
DPs visited	9	6	10	25	13
DPs not visited	6	17	17	40	21
Percentage of DPs visited (of those held at the time)	60%	26%	37%	38%	47%
Custody record viewed	10	10	10	30	17

ANALYSIS OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

DPs visited – analysis	APRIL	MAY	JUNE	Total	Previous quarter total
Juveniles available to visit	0	3	3	6	10
Juveniles visited	0	1	1	2	8
Non-English speaking DPs available to visit	1	1	4	6	5
Non-English speaking DPs visited	0	0	1	1	2
DPs not visited – analysis					
DPs declined visit	3	9	6	18	12
DP rest period/sleeping	1	0	2	3	3
Visit refused by custody officer	0	2	0	2	1
DP in interview	0	2	4	6	3
DP with solicitor	0	0	1	1	0
DP with Doctor	1	0	0	1	0

Other –	1 (ID Procedure)	1 (Hospital) 1 (no AA) 1 (no interpreter) 1 (very drunk)	1 (ID procedure) 1 (photograph) 1 (no interpreter) 1 (Prison production transit)	9	2
Male Detainees	14	19	26	59	27
Female Detainees	1	4	1	6	5

CO-ORDINATOR COMMENTS – WESTERN (1) PANEL

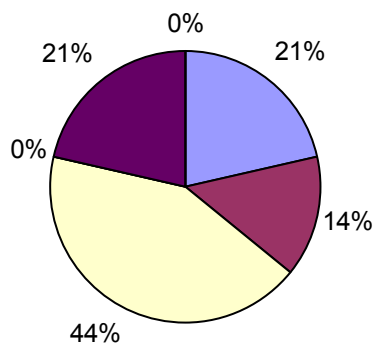
Visits continue on a weekly basis. This quarter there have been no weekend visits but this will be addressed next quarter, I am mindful that people do have busy lives and that weekends can be busy.

Cells remain in good decorative repair and it is pleasing to see that Cell 8 is in use after 18 months.

Custody staff remain helpful at all times throughout our visits. There still remain more male detainees than females.

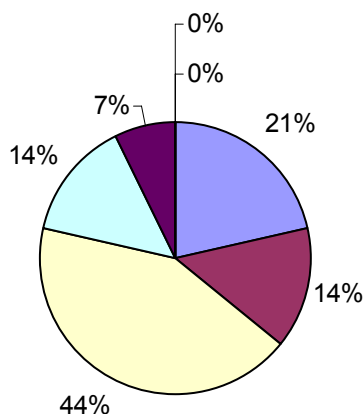
All custody visitors had the opportunity to attend the regional conference in Hertfordshire and the most entertaining session was with the Police dogs (food was good also!)

Timings of Visits – April – June 2010



0700 - 1000 - 21%
 1000 - 1300 - 14%
 1300 - 1600 - 44%
 1600 - 1900 - 0%
 1900 - 2200 - 21%
 2200 - 0700 - 0%

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



Monday = 21%
 Tuesday = 14%
 Wednesday = 44%
 Thursday = 14%
 Friday = 7%
 Saturday = 0%
 Sunday = 0%

During the period the following Panel meetings were held:

There was one panel meeting held on Thursday 15 April 2010.

The next Panel Meeting is scheduled for:

The next panel meeting is Thursday 15 July 2010.

THETFORD POLICE STATION

SUMMARY OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

	APRIL	MAY	JUNE	Total	Previous quarter total
Number of visits conducted	4	4	4	12	12
DPs available to visit	5	7	6	18	23
DPs visited	4	4	5	13	10
DPs not visited (see breakdown below)	1	3	1	5	13
Percentage of DPs visited (of those held at the time)	80%	57%	83%	72%	43%
Custody record viewed	3	7	5	15	17

ANALYSIS OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

DPs visited – analysis	APRIL	MAY	JUNE	Total	Previous quarter total
Juveniles available to visit	0	0	0	0	1
Juveniles visited	0	0	0	0	0
Non-English speaking DPs available to visit	3	0	0	3	5
Non-English speaking DPs visited	3	0	0	3	1
DPs not visited – analysis					
DPs declined visit	0	3	0	3	7
DP rest period/sleeping	0	0	0	0	1
Visit refused by custody officer	0	0	1	1	2
DP in interview	0	0	0	0	1
DP with solicitor	1	0	0	1	0
DP with Doctor	0	0	0	0	0

Other –	0	0	0	0	2
Male Detainees	5	6	6	17	18
Female Detainees	0	1	0	1	5

**DEREHAM POLICE STATION
SUMMARY OF VISITS FOR THE PERIOD APRIL TO JUNE 2010**

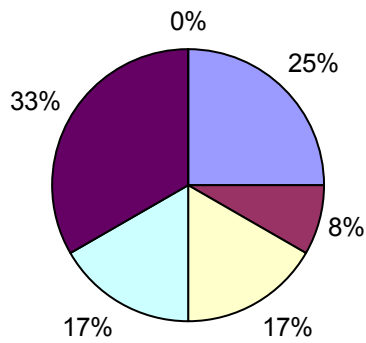
	APRIL	MAY	JUNE	Total	Previous quarter total
Number of visits conducted	0	0	0	0	1
DPs available to visit	0	0	0	0	0
DPs visited	0	0	0	0	0
DPs not visited (see breakdown below)	0	0	0	0	0
Percentage of DPs visited (of those held at the time)	n/a	n/a	n/a	n/a	n/a
Custody record viewed	n/a	n/a	n/a	n/a	n/a

CO-ORDINATOR COMMENTS – WESTERN (2) PANEL

This quarter the panel has acquired a new member, but sadly we have lost one other due to home commitments. It is hoped that this person will rejoin the scheme in the future as she was quickly becoming a valuable member. Similarly it is with regret that we also lose a member who has been on the panel for some 18 months as she has commitments elsewhere. This person has helped the panel enormously and her contribution will be missed.

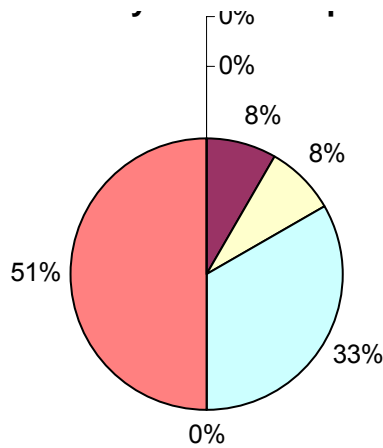
In terms of performance during this quarter the panel's requirements have been met and in turn we have been welcomed into the custody suite both promptly and courteously as usual. We have no cause for complaint concerning the custody staff's functions, however, we do wish to point out that the issues with the roof on the exercise yard are becoming more and more apparent with the good weather we have been having. Whilst it is acknowledged that it is due to the Custody Visitors efforts to secure a roof on the exercise yard, for both safety and to enable users to keep dry, we are disappointed that more thought was not given to its construction. Custody staff have complained to us on numerous occasions since its erection that there is no air being circulated, during the periods of hot weather the exercise yard has become unusable for this very reason. It is acknowledged that the life of the custody suites are drawing to an end, however, we wonder whether consideration can be given to some small expenditure in rectifying this problem as potentially the exercise yard could become out of bounds for the next 3 months.

Timings of Visits – April – June 2010



0700 - 1000 - 25%
1000 - 1300 - 8%
1300 - 1600 - 17%
1600 - 1900 - 17%
1900 - 2200 - 33%
2200 - 0700 - 0%

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



Monday = 0%
Tuesday = 8%
Wednesday = 8%
Thursday = 33%
Friday = 0%
Saturday = 51%
Sunday = 0%

During the period the following Panel meetings were held:
21 April 2010.

The next Panel Meeting is scheduled for:
14 July 2010.

GREAT YARMOUTH POLICE STATION

SUMMARY OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

	APRIL	MAY	JUNE	Total	Previous quarter total
Number of visits conducted	4	3	5	12	13
DPs available to visit	14	19	16	49	43
DPs visited	6	2	8	16	20
DPs not visited (see breakdown below)	8	17	8	33	23
Percentage of DPs visited (of those held at the time)	43%	11%	50%	33%	46%
Custody record viewed	7	4	10	21	24

ANALYSIS OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

DPs visited – analysis	APRIL	MAY	JUNE	Total	Previous quarter total
Juveniles available to visit	2	0	2	4	9
Juveniles visited	1	0	0	1	6
Non-English speaking DPs available to visit	2	0	0	2	3
Non-English speaking DPs visited	2	0	0	2	2
DPs not visited – analysis					
DPs declined visit	4	4	2	10	12
DP rest period/sleeping	2	0	1	3	1
Visit refused by custody officer	0	0	0	0	0
DP in interview	1	2	3	6	7
DP with solicitor	0	0	0	0	0
DP with Doctor	0	0	0	0	0

Other –	1 (fingerprints)	11 (visit aborted)	1 (hospital) 1 (not stated)	14	3
Male Detainees	11	8	11	30	32
Female Detainees	3	0 (11 not stated)	2 (3 not stated)	5 (14 not stated)	6 (5 not stated)

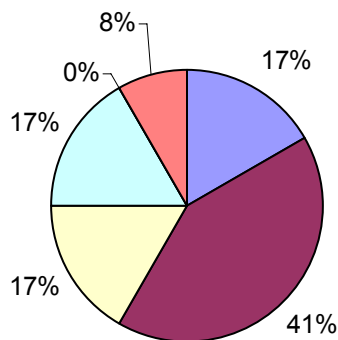
CO-ORDINATOR COMMENTS – EASTERN 1 PANEL

4 dps, when asked, reported that they had heard of ICVs

The staff at Gt Yarmouth Custody Suite continue to be helpful during our visits. The main difficulty encountered this quarter was when the custody suite was full of dps (11 dps) and there was nobody available to assist the custody visitors with their visit. The visit was aborted. The difficulty has since been discussed and plans made to ensure that a similar problem does not happen again.

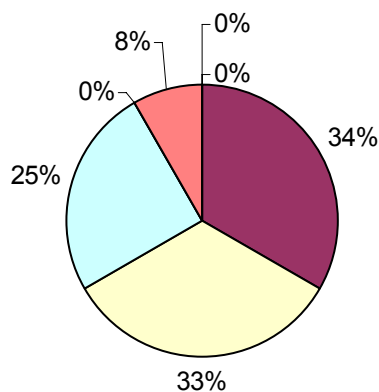
ICVs noted that detainees continued to be largely satisfied with their treatment whilst in custody.

Timings of Visits – April – June 2010



0700 - 1000 - 17%
 1000 - 1300 - 41%
 1300 - 1600 - 17%
 1600 - 1900 - 17%
 1900 - 2200 - 0%
 2200 - 0700 - 8%

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



Monday = 0%
 Tuesday = 34%
 Wednesday = 33%
 Thursday = 25%
 Friday = 0%
 Saturday = 8%
 Sunday = 0%

During the period the following Panel meeting was held: 20 April 2010

The next Panel Meeting is scheduled for: 13 July 2010.

APPENDIX D

**NORTH WALSHAM POLICE STATION
SUMMARY OF VISITS FOR THE PERIOD APRIL TO JUNE 2010**

	APRIL	MAY	JUNE	Total	Previous quarter total
Number of visits conducted	4	4	4	12	12
DPs available to visit	9	5	6	20	19
DPs visited	7	3	2	12	11
DPs not visited (see breakdown below)	2	2	4	8	8
Percentage of DPs visited (of those held at the time)	78%	60%	33%	60%	58%
Custody record viewed	7	2	5	14	11

ANALYSIS OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

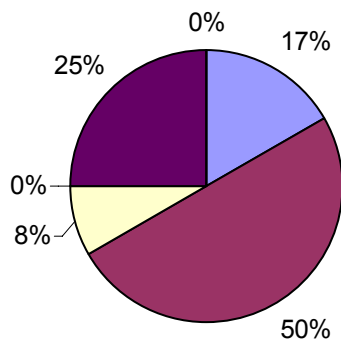
DPs visited – analysis	APRIL	MAY	JUNE	Total	Previous quarter total
Juveniles available to visit	1	0	0	1	1
Juveniles visited	0	0	0	0	0
Non-English speaking DPs available to visit	0	0	0	0	1
Non-English speaking DPs visited	0	0	0	0	1
DPs not visited – analysis					
DPs declined visit	1	1	3	5	2
DP rest period/sleeping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

Other –	0	0	0	0	0
Male Detainees	7	4	5	16	14
Female Detainees	1 (1 not stated)	0 (1 not stated)	1	2 (2 not stated)	3 (2 not stated)

CO-ORDINATOR COMMENTS – EASTERN 2 PANEL

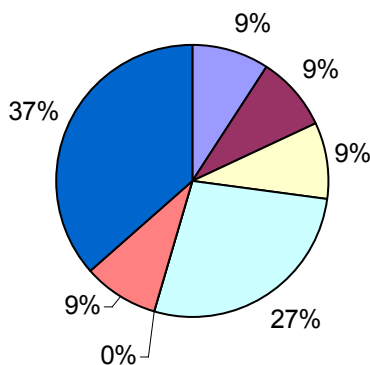
- i) Panel working well as a team;
- ii) Any issues highlighted dealt with expeditiously by Custody Staff at the time of our visit;
- iii) Detainees continue to advise us they have been treated well whilst in police custody;
- iv) ICVA Regional Conference attended in June 2010;

Timings of Visits – April – June 2010



0700 - 1000 - 17%
 1000 - 1300 - 50%
 1300 - 1600 - 8%
 1600 - 1900 - 0%
 1900 - 2200 - 25%
 2200 - 0700 - 0%

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



Monday = 9%
 Tuesday = 9%
 Wednesday = 9%
 Thursday = 27%
 Friday = 0%
 Saturday = 9%
 Sunday = 37%

During the period the following Panel meetings were held: 12 April 2010

The next Panel Meeting is scheduled for: 5 July 2010

APPENDIX E

**BETHEL STREET POLICE STATION
SUMMARY OF VISITS FOR THE PERIOD APRIL TO JUNE 2010**

	APRIL	MAY	JUNE	Total	Previous quarter total
Number of visits conducted	4	4	5	13	10
DPs available to visit	29	32	49	110	99
DPs visited	10	15	14	39	49
DPs not visited (see breakdown below)	19	17	35	71	50
Percentage of DPs visited (of those held at the time)	34%	47%	29%	35%	49%
Custody record viewed	12	12	8	32	33

ANALYSIS OF VISITS FOR THE PERIOD APRIL TO JUNE 2010

DPs visited – analysis	APRIL	MAY	JUNE	Total	Previous quarter total
Juveniles available to visit	1	1	4	6	10
Juveniles visited	0	1	2	3	4
Non-English speaking DPs available to visit	0	0	3	3	4
Non-English speaking DPs visited	0	0	0	0	3
DPs not visited – analysis					
DPs declined visit	8	9	20	37	23
DP rest period/sleeping	5	1	0	6	1
Visit refused by custody officer	0	0	1	1	1
DP in interview	3	2	8	13	9
DP with solicitor	0	1	0	1	1
DP with Doctor	0	0	2	2	2

Other –	2 (being released) 1 (left during visit)	2 (ICVs not ask) 2 (left during visit)	1 (discharged) 2 (released) 1 (strip searched)	11	13
Male Detainees	21	26	42	89	78
Female Detainees	6 (2 not stated)	5 (1 not stated)	5 (2 not stated)	16 (5 not stated)	16 (5 not stated)

CO-ORDINATOR COMMENTS – CENTRAL PANEL

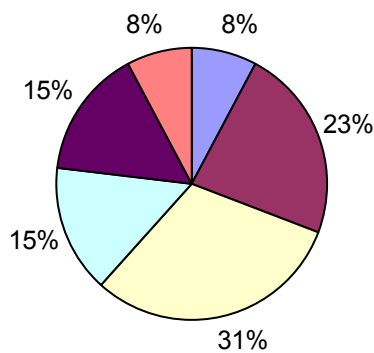
Visits continue to be undertaken on a weekly basis at Bethel Street custody and, in general, positive comments are made in relation to the professionalism of the staff in relation to their conduct regarding visits.

Central Panel has lost two ICV's in this quarter due to them finishing University and both moving out of the County. We are very pleased that one is going on to continue their role as an ICV in the London area.

There was one visit in May which highlighted some issues for custody visitors however this was investigated expeditiously and reassurance has been given regarding 'lessons learnt' as a result of this.

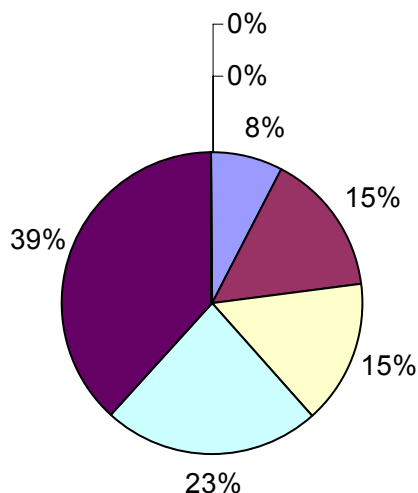
Detainees have, in the main, provided very complimentary comments in relation to their treatment whilst in custody.

Timings of Visits – April – June 2010



0700 - 1000 - 8%
 1000 - 1300 - 23%
 1300 - 1600 - 31%
 1600 - 1900 - 15%
 1900 - 2200 - 15%
 2200 - 0700 - 8%

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



Monday = 8%
 Tuesday = 15%
 Wednesday = 15%
 Thursday = 23%
 Friday = 39%
 Saturday = 0%
 Sunday = 0%

During the period the following Panel meetings were held:
Monday 12 April 2010

The next Panel Meeting is scheduled for:
Monday 5 July 2010

CUSTODY UPDATE

Report by Chief Constable

This report is for the information of Members

1. POLICE INVESTIGATION CENTRES (PICs)

- 1.1 Building work is well advanced on five of the six sites for the new PICs. Ground preparation work continues at the Gorleston site as the building is being constructed to a slightly different external design. Work on all sites is on schedule.
- 1.2 On 30th June a visit to the Wymondham PIC site was made by two members of the Custody Management Team and three custody officers. All were impressed with the design and construction of the facilities they saw. Future visits to all sites will be made as construction continues with priority being given to the PIC Champions.
- 1.3 Following considerable consultation with staff associations from both Norfolk and Suffolk, agreement has been reached on what shift patterns to offer staff who will work in the PICs. As police staff and police officers have different conditions of service, the process for formal agreement will vary slightly between these two groups, however it is expected that this issue should be finalised by August 2010.
- 1.4 All current custody officers and staff have been invited to express a preference for the PIC they would like to work in. Once these responses have been collated a posting exercise will be completed. It is anticipated that the majority of staff will be posted to the PIC they select as their first preference. All police staff have been invited to consultation meetings with the Head of Department and a member of the HR team. These meetings will provide an opportunity for staff to discuss any issues they have regarding the move to the new buildings.
- 1.5 The Custody Management Team from both forces have made a number of visits to other forces to view items and equipment that will be used in our buildings. We have also had a number of visitors to Norfolk to discuss the way we are collaborating around custody.

2. **SMARTER WORKING**

- 2.1 Since the beginning of June 2010 a 'Smarter Working' model has been piloted in the custody suite at Bethel Street, Norwich. The model defines clear roles and responsibilities for each person working within custody.
- 2.2 This pilot was designed to be the first step towards a more efficient, effective and consistent process model for the PICs.
- 2.3 The joint custody vision is: 'A custody service that underpins effective investigation and performance improvement, through a smarter model of working and which delivers consistent processes, high standards of detainee care and an excellent service to our customers.'
- 2.4 For the PICs this means we need fully aligned robust processes to ensure that our customers will get the same service whichever PIC they visit. The Bethel Street 'Smarter Working' pilot is running for 6 weeks, after which we will assess the success of the pilot and make changes if required. The next step will be to bring the 'Smarter Working' model into a custody suite within Suffolk to pilot.

4. **IMPACT IMPLICATIONS**

- 4.1 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:

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Head of Custody Services
07776165559
wiltshirer@norfolk.pnn.police.uk

Executive Officer:

Kevin Wilkins
Assistant Chief Constable

Are there Background Documents? No

Does the report contain Exempt Information? No