



## 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, 4 NOVEMBER 2010 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.	<b>To note any apologies for absence</b>  Please ensure that these are submitted to Diana Dring, 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	
10.05	5	3.	<b>To confirm the minutes of the meeting held on 5 August 2010</b>	PAGE 5
		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>25</b>	5.	Independent Custody Visiting - Support Services (Paper CVC10/14)	PAGE 11
			<b>ITEMS FOR CONSIDERATION (non-exempt):</b>	
<b>10.35</b>	<b>25</b>	6.	Independent Custody Visiting Panels Report On Activity During The Period – July to September 2010:  a) Western (1) b) Western (2) c) Eastern (1) d) Eastern (2) e) Central  (Paper CVC10/15)	PAGE 17
<b>11.00</b>	<b>20</b>	7.	Custody Update (Paper CVC10/16)	PAGE 33
		8.	<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.	
		9.	<b><u>Exclusion of the Press and Public</u></b>  To pass a resolution 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 of the Act, and the public interest not to disclose the information outweighs the public interest in disclosing it.	
		10.	<b>EXEMPT ITEMS FOR DECISION:</b>	
			There are none.	
			<b>EXEMPT ITEMS FOR CONSIDERATION:</b>	
<b>11.20</b>	<b>15</b>	11.	Notes from the Co-ordinators Panel meeting of 27 Oct 2010	TO FOLLOW
<b>11.35 a.m. approx</b>		12.	<b>To note that the date of the next meeting is Thursday, 3 February 2011 at 10.00 a.m.</b>	

**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  
Norfolk Police Authority  
Operations and Communications Centre (OCC)  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
Direct Dial: 01953 424453, email: [dringd@norfolk.pnn.police.uk](mailto:dringd@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](mailto:policeauthority@norfolk.pnn.police.uk).

Jeśli chcieliby Państwo otrzymać kopię niniejszego dokumentu w języku polskim, prosimy kontaktować się z władzami policji pod numerem 01953 424455 lub pisać na: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk).

Se desejar obter uma cópia deste documento em português, por favor contacte a Autoridade da Polícia através do 01953 424455 ou pelo e-mail: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)

Если вы хотите получить данный документ на русском языке, пожалуйста, обратитесь в полицейское управление по тел. 01953 424455 или по электронной почте: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)

如果您希望把这份资料翻译为国语，请致电01953

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



**MINUTES OF THE MEETING OF THE CUSTODY VISITORS COMMITTEE HELD ON  
THURSDAY 5 AUGUST 2010**

**Present:**

Mr A Byrne  
Mr R Chapman (Substitute)  
Mrs V Jenkins (Chairman)  
Mr A Malhis  
Mr D Reeve

**In attendance:**

Miss S Bryant	Independent Custody Visiting Scheme Administrator/ Research Officer, Norfolk Police Authority
Miss S Leggett	Policy & Research Officer, Norfolk Police Authority
Inspector J Mitchell	Custody, Norfolk Constabulary

**1. To note any apologies**

Apologies for absence were received from Mr Perry-Warnes.

The Chair welcomed Mr Malhis to his first meeting as a Committee Member.

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

Mr Malhis informed the Committee that he had worked with one of the Independent Custody Visitors in a previous role. It was felt that, in the context of the agenda for this meeting, this did not constitute a prejudicial interest and Mr Malhis would not be required to leave the room for any particular item.

**3. To confirm the minutes of the meeting held on 14 July 2010**

The minutes of the meeting held on 14 July 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 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 apprised that, in line with the Home Office Code of Practice for Independent Custody Visiting, the Scheme had undergone reconstitution, involving the three-yearly review of ICV appointments. It was noted that the last meeting of the Committee was dedicated to that review, which took into consideration the wishes of individual ICVs in relation to remaining on the Scheme, as well as their performance of the role thus far. Subsequently, the decision was taken that 27 ICVs (not 28 as stated in the report) would be invited to continue on the Scheme post 31 August 2010.

The ICV Scheme Administrator advised the Committee that management of the Scheme had been undertaken over the past months with an awareness that the reconstitution may impact on the number of ICVs and the complement of Visitors across the five areas. It was noted that details of individuals expressing an interest in joining the Scheme had been recorded in the lead up to reconstitution, and that those individuals had been invited for interview once the extent of vacancies was known. The ICV Scheme Administrator advised that the interview process had yielded four candidates deemed appropriate to move on to the next stage in the recruitment process.

Members queried the number of ICVs in areas where that figure was a distance from that identified as 'optimum'. The ICV Scheme Administrator reported that the 'optimum' was a figure originally recommended by the Visitor Panels themselves as ideal for carrying out their responsibilities, but it had since been suggested that some Panels preferred their membership to be below that figure to enable them to carry out sufficient visits to maintain their interest and knowledge levels. It was noted that managing ICV numbers across the Panels was a complex issue given the forthcoming introduction of the Police Investigation Centres (PICs), and its potential to require merging of Panels to align to the new facilities.

The ICV Scheme Administrator advised that, in relation to promotion of the Scheme, activity was being focused on raising awareness of the ICVs and the important role they perform, as opposed to inspiring new applicants where vacancies did not exist.

Members reported that they had received queries from the public in relation to the future of ICVs, given the Coalition Government proposals to disband Police Authorities. It was agreed that, given the considerable uncertainty around future developments, a response to such queries was difficult and that, until further details were available, a truly informed answer was not possible. The ICV Scheme Administrator reported that, in relation to the ICV Scheme, the Memorandum of Understanding signed by the ICVs was worded very carefully to ensure clarity that the individuals' term of Scheme Membership with the Authority was **up to** three years.

In relation to training, the ICV Scheme Administrator apprised Members that the ICV Training Plan had been subject to its quarterly review and refresh, and that two sets of dates had been identified for compulsory training. Members noted that the training session would focus on Diversity issues (including child protection and honour based violence) and a revisit to the 'basics' of the ICV role (including self-identification of positive and negative attributes for visitors, and the importance of accurate and consistent reporting). It was agreed that these sessions were a good opportunity for the ICVs to consolidate their knowledge and subsequently improve their performance of the role. Members were invited to attend the sessions as observers, and it was agreed that expressions of interest would be provided to the ICV Scheme Administrator after the meeting.

Members were reminded that the ICV Scheme Administrator, Committee Chair and 15 ICVs attended the Independent Custody Visiting Association (ICVA) Regional Conference in June 2010. It was noted that Conference themes included Mental Health provision in the Criminal Justice System, visiting of detainees held in relation to terrorism, and lessons learnt from deaths in custody. The Committee also noted that feedback from those in attendance was positive, and that the ICV Scheme Administrator had offered Norfolk as the host location for next year's conference.

It was queried whether ICVs were aware of the scheduling of public meetings of the Committee and whether an open invitation had been issued for them to attend. It was confirmed that ICVs were aware they were welcome to attend, and it was agreed that that message would be reinforced within the next edition of the ICV newsletter due for circulation in September.

The ICV Scheme Administrator advised that the latest Regional ICVA Meeting had taken place in July, at which discussion topics included volunteers and the law, particularly the vetting of ICVs visiting persons detained in connection with terrorist activity. Members were apprised that the Home Office Code of Practice had set out a requirement in such circumstances for ICVs to be vetted to DV (developed vetting) level, and that there was significant cost associated with that. The ICV Scheme Administrator reported that the Home Office position on this issue had now changed, with the vetting level of ICVs for detained persons held in relation to terrorism reduced to 'secret' level, which had no significant cost implications. Inspector Mitchell advised that, although the assessment of likelihood of ICVs visiting persons detained in Norfolk in connection with terrorist activity was unlikely, this may change following the introduction of the PICs should a collaborative approach to Custody Visiting be taken by Norfolk and Suffolk as Bury St Edmunds would be the designated holding facility for such detainees.

The Committee was informed that the ICVA National Conference was scheduled for November and, given the Authority would be making arrangements and meeting the costs for attendees, a decision was requested as to whether and by whom Norfolk should be represented. It was recommended that the Committee Chairman and ICV Scheme Administrator attend, along with three of the five Panel Co-ordinators (the remaining two attended last year's Conference). This recommendation was endorsed by the Committee, however it was agreed that Mr Malhis would attend in place of the Chairman.

The Committee was apprised that Norfolk Constabulary's Custody Management Group Meetings were still periodically attended by the ICV Scheme Administrator with a view to ensuring a link with the visiting process. Members noted that recent discussion at the meetings had focussed on ensuring all custody staff were aware of the changes to the Home Office Code of Practice, and the impact of those changes on custody visiting.

The ICV Scheme Administrator reported that, in preparation for the Police Investigation Centres (PICs), work had been successfully completed in conjunction with colleagues in Suffolk to align the ICV recruitment process and Scheme Guidelines followed in both counties. There was further discussion on the issue of how the Schemes would now be taken forward and the potential for more formal collaboration, and it was acknowledged that Suffolk Police felt strongly about continuing with the management of its own Scheme for the Suffolk-located PICs. Work would therefore continue to ensure the Schemes, whilst separate, were complementary and, wherever possible, utilising common practises and procedures.

6. **Independent Custody Visiting Panels' Report on Activity During April to June 2010.**

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 38% (in comparison to 47% in the previous quarter).

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 weekend visits this quarter would be addressed during the next period. Members were also pleased to note the Panel Co-ordinator's comments in relation to one of the cells being back in use after 18 months.

b) Western (2)

The report of the Western (2) Panel was received, and Members noted that the percentage of detained persons visited was 72% (in comparison to 43% during the previous quarter).

The Committee noted that the visit to Dereham Police Station had been missed this quarter, but that two visits were planned for the next period to address this.

Members noted the recent changes to the membership of the Panel, and the Co-ordinator's comments in relation to the exercise yard roof at Thetford. The Committee requested further information in relation to the cost of adjusting the roof in the exercise yard so that an informed discussion could take place, particularly given that Thetford Custody was due to close in 2011 and the need to spend resources effectively in the current financial climate. It was agreed by the Committee that two Members would visit Thetford Police Station to explore the issue further.

c) Eastern (1)

The report of the Eastern (1) Panel was received, and Members noted that the percentage of detained persons visited was 33% (in comparison to 46% during the last quarter). The Committee commented on the percentage of detained persons visiting during May being relatively low, and were advised that this was due to one of the visits being aborted. It was noted that the decision to abort was taken due to it coinciding with a shift changeover and subsequent shortage of custody staff, resulting in nobody being available to assist the ICVs. Members were pleased to note that the matter had been given due consideration by custody staff and plans implemented to ensure such a situation did not reoccur.

Members were further pleased to note that the visit statistics showed that all non-English speaking detained persons available for visit had received one, highlighting the success of the language flashcards used by ICVs.

(iv) Eastern (2)

The report of the Eastern (2) Panel was received, and Members noted that the percentage of detained persons visited during the period was 60% (in comparison to 58% during the previous quarter).

It was reported that the Panel was working well as a team and any issues which had been highlighted were dealt with expeditiously by Custody Staff at the time of the visit. The Committee was pleased to note 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 the percentage of detained persons visited during the period was 35% (compared to 49% during the previous quarter).

Members were pleased to note that visits continued to be undertaken on a weekly basis, despite the loss of two ICVs from the Panel during the quarter.

The Committee was advised that, due to all-staff training, one visit during the period had proved difficult with substitute custody staff being unaware of the set-up of the suites or the ICV role. It was noted that these issues had been thoroughly investigated and lessons learnt to ensure such a situation did not reoccur.

7. Custody Update

The Committee was advised that building work was well advanced on five of the six sites for the Police Investigation centres (PICs), and that preparations for the decant to the new facilities were underway, including visits by custody staff.

Members were apprised that, following considerable consultation with staff associations from both Norfolk and Suffolk constabularies, agreement had been given by police officers for the proposed shift patterns, with consultation with police staff ongoing but expected to receive a positive response.

It was noted that all current custody officers and staff had been invited to express a preference for the PIC in which they would like to work, and that it had been possible to accommodate the majority of requests.

The Committee was advised that the pilot of the 'Smarter Working' model in Norwich was yielding good results in relation to creating more efficient, effective and consistent custody processes. It was noted that the next step was to bring the model into a custody suite in Suffolk to pilot.

8. **Any other items of business**

There were none.

9. **Date of next meeting**

Members noted that the next meeting of the Committee would be held on **Thursday 4 November 2010 at 10.00 a.m.**

(The meeting closed at 11.10 a.m.)

---

**CHAIRMAN**

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

**4 NOVEMBER 2010**

**AGENDA ITEM: 5**

**CVC10/14**

**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, 4 applicants have been offered appointments with effect from 1 October 2010. These visitors will be assigned to the Western 2 Panel (conducting visits at Thetford and Dereham police stations), Central Panel (conducting visits at Bethel Street Police Station), Eastern 1 Panel (conducting visits at Great Yarmouth Police Station) and Eastern 2 Panel (conducting visits at North Walsham Police Station). **The Committee is requested to endorse these appointments.**
- 1.3 With this in mind, the total number of ICVs across the Scheme will be 31 as of 31 October 2010.

1.4

<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)	6	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)	6	6

- 1.5 All future recruitment now needs to be managed carefully noting that once Police Investigation Centres (PICs) open in 2011, the Authority will go from having 5 Panels to 4 (i.e. that Central Panel and Western 2 Panel will be offered the opportunity to visit Wymondham as a single team). Cross refer item 7 below for more information regarding management of the Scheme as we move to Police Investigation Centres.
- 1.6 Work continues to raise awareness of the Scheme and promote the work of our Independent Custody Visitors in the local community. During October – December 2010, the Scheme Administrator has attended or is attending Appropriate Adult meetings to apprise those present of the role of an ICV, promote awareness and encourage cohesive working. Promotional articles for the ICV role have also recently been sent to local colleges and the promotional poster for the Scheme continues to be sent to areas of local interest for display.

## 2. **TRAINING**

- 2.1 Mindful that there is always scope to refresh and enhance training; and to support the reconstitution process two separate training days were held over the weekends of 17/18<sup>th</sup> September 2010 and 24/25<sup>th</sup> September 2010 thus ensuring that all ICVs have received the same level of information and are able to undertake their role effectively.
- 2.2 The first training session covered Diversity in the Detention process and Children's Act 2004 and the second session acted as a 'back to basics' module (including some work to improve completion of ICV report forms) as well as covering Safer Detention Guidance. To assess the effectiveness of the training and the extent to which it achieved its objectives, feedback was invited from the ICVs. On the whole this was extremely positive and it would appear those attending the sessions benefitted from the experience. The feedback will be used to inform and develop our future training provision. For those few individuals who were unable to attend these sessions, repeat sessions are being organised and are expected to be delivered by the end of 2010.
- 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 attended a rural custody suite can observe an urban alternative (and vice versa), it is proposed that cross panel visits be organised for January to March 2011. This will also afford 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 NATIONAL CONFERENCE – SATURDAY 13 NOVEMBER 2010**

- 3.1 The ICVA Annual Conference 2010 will take place on Saturday, 13 November at the Royal Armouries, 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.
- 3.2 This year, places have been offered to a representative of the Custody Visitors

Committee (Amjad Malhis), the Scheme Administrator and the Eastern 1, Eastern 2 and Central Panel Co-ordinators. Further information will be provided to all in due course.

#### **4. THETFORD EXERCISE YARD – AN UPDATE**

4.1 Members will recall at the last meeting some questions were raised in relation to concerns reported by ICVs visiting Thetford regarding the roof on the exercise yard. It was as a result of Custody Visitors comments that a roof was added, given that there was a need for some shelter to be made available for those detainees requiring fresh air during periods of bad weather. Unfortunately, this roof caused other concerns as it acts as a 'lid' and did not allow any fresh air to circulate which, in recent periods of particularly warm weather, had made the custody suite uncomfortable for all present.

4.2 At the Committee's request, the Chairman accompanied by another member (Amjad Malhis) attended Thetford so they could examine the roof and see exactly what the ICV concerns were. As a result of this, the Estates Department have agreed that part of the plastic on the roof be removed and replaced with a net to prevent sharps or other objects being thrown into the yard. This will provide significant benefit in respect of circulation whilst keeping work to a minimum, particularly given that new custody provisions are currently being built and financial resources should only be spent on the current custody estate if there is a specific health and safety issue attached to it.

#### **5. NATIONAL STANDARDS FOR CUSTODY VISITING**

5.1 Members will be aware that, in order to assist police authorities in delivering their statutory responsibilities regarding Independent Custody Visiting, the Home Office had produced Codes of Practice and National Standards to underpin the Police Reform Act 2002.

5.2 Following on from the recent revision of the Codes of Practice, the Independent Custody Visiting Association (ICVA) have also recently circulated a draft revised National Standards document to ensure that any necessary changes are also picked up.

5.3 Given the tight deadline for responses, the Chief Executive's office highlighted a number of issues, most of which were in relation to consistency of the language contained therein; together with some queries regarding the expectations of each Scheme and the resources available to undertake such changes. Any updates in relation to this work will be passed to the Committee in due course.

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

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

6.2 In recent months, discussions have related to improvements to the exercise yard at Thetford Police Station and sharing areas of good practice generally across the County.

## 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. Members will recall from the last meeting details regarding how the Schemes would now be taken forward particularly that Suffolk Police Authority felt strongly about continuing the management of its own Scheme for the Suffolk-located PICS. Work will therefore continue to ensure the Schemes, whilst separate, are complementary and, wherever possible, utilise common practises and procedures.
- 7.3 Mindful of the above and the location of the PICS, there is a need for the Authority to review the configuration of its current Panels and reduce the number from 5 to 4. For the majority, the changes will be minimal; however we have recently sent correspondence to all ICVs to ascertain their preference for the facility they would like to visit. Once all notifications have been received, the Authority can plan how the changeover can best be managed.
- 7.4 Further details relating to any changes to the management of the Scheme will be presented to Members as and when necessary.

## 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) endorses the appointment of 4 new ICVs with effect from 1 October 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](mailto: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](mailto: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**

**4 NOVEMBER 2010**

**AGENDA ITEM: 6**

**CVC10/15**

**INDEPENDENT CUSTODY VISITING PANELS**  
**REPORT ON ACTIVITY DURING THE PERIOD JULY TO SEPTEMBER 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 July to September 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 July to September 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](mailto: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](mailto:bryants@norfolk.pnn.police.uk)

**Executive Officer:**

Jenny Hayes, Deputy Chief Executive

**Are there Background Documents?** Yes

Individual custody visit report forms for the period July to September 2010

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

## KING'S LYNN POLICE STATION

## SUMMARY OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010

	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	4	5	3	<b>12</b>	14
DPs available to visit	19	18	10	<b>47</b>	65
DPs visited	12	10	2	<b>24</b>	25
DPs not visited	7	8	8	<b>23</b>	40
Percentage of DPs visited (of those held at the time)	63%	56%	20%	<b>51%</b>	38%
Custody record viewed	15	11	5	<b>31</b>	30

## ANALYSIS OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010

<b>DPs visited – analysis</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Juveniles available to visit	3	0	0	<b>3</b>	6
Juveniles visited	2	0	0	<b>2</b>	2
Non-English speaking DPs available to visit	2	1	3	<b>6</b>	6
Non-English speaking DPs visited	1	1	0	<b>2</b>	1
<b>DPs not visited – analysis</b>					
DPs declined visit	1	3	2	<b>6</b>	18
DP rest period/sleeping	2	3	4	<b>9</b>	3
Visit refused by custody officer	0	1	0	<b>1</b>	2
DP in interview	1	1	2	<b>4</b>	6
DP with solicitor	0	0	0	<b>0</b>	1
DP with Doctor	0	0	0	<b>0</b>	1

Other –	1 (hospital) 1 (Being booked in) 1 (Constant Obs)	0	0	<b>3</b>	9
Male Detainees	15	18	9	<b>42</b>	59
Female Detainees	4	0	1	<b>5</b>	6

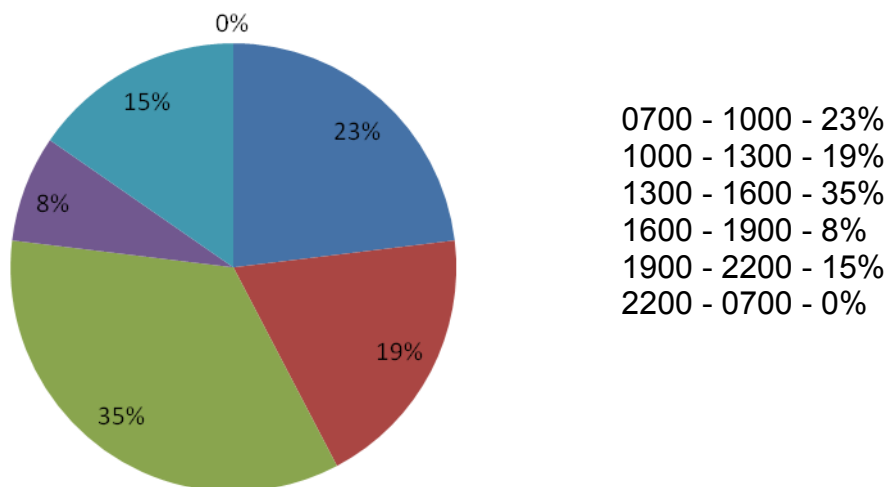
### CO-ORDINATOR COMMENTS – WESTERN (1) PANEL

Visits continue to be carried out on a weekly basis although there was one incident where this did not happen (Coordinators fault). This quarter we have seen more detainees which is really good as our success rate is rarely over 50%. There seems to have been fewer detainees available for interview and this may be due to seasonal fluctuation.

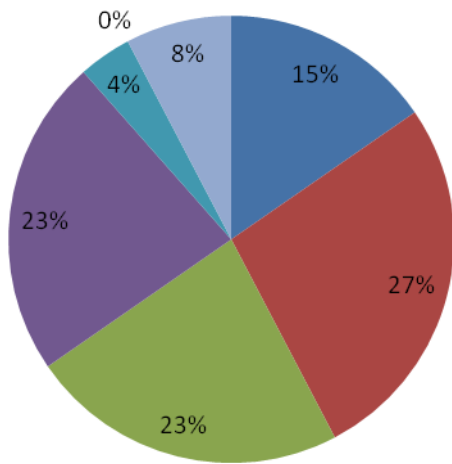
All visitors are still very committed to the scheme and are always happy to carry out visits at a variety of times. There has been training available to all visitors and they have taken this up.

We still have a good relationship with the Custody staff and any concerns that are raised by us are dealt with in a quick and professional manner. Support from the Scheme Administrator is as always excellent.

### Timings of Visits - April to September 2010



### Days of the week attending – April to September 2010



Monday – 15%  
Tuesday – 27%  
Wednesday – 23%  
Thursday – 23%  
Friday – 4%  
Saturday – 0%  
Sunday – 8%

**During the period the following Panel meetings were held:**  
There was one panel meeting held on Thursday 15 July 2010.

**The next Panel Meeting is scheduled for:**  
The next panel meeting is Thursday 7 October 2010.

## THETFORD POLICE STATION

## SUMMARY OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010

	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	5	5	3	13	12
DPs available to visit	9	2	4	15	18
DPs visited	2	1	2	5	13
DPs not visited (see breakdown below)	7	1	2	10	5
Percentage of DPs visited (of those held at the time)	22%	50%	50%	33%	72%
Custody record viewed	4	2	3	9	15

## ANALYSIS OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010

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

Other –	0	0	0	<b>0</b>	0
Male Detainees	8	2	4	<b>14</b>	17
Female Detainees	1	0	0	<b>1</b>	1

**DEREHAM POLICE STATION  
SUMMARY OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010**

	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	1	0	0	<b>1</b>	0
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

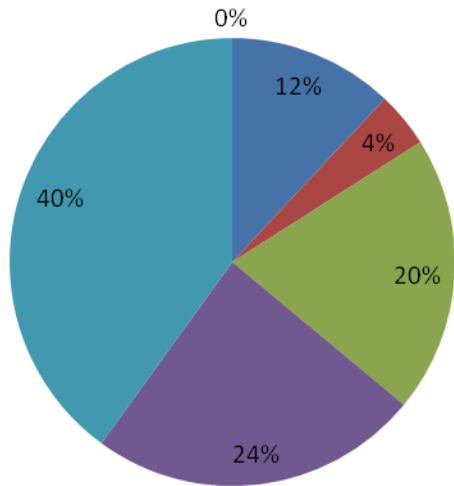
**CO-ORDINATOR COMMENTS – WESTERN (2) PANEL**

This quarter the panel has acquired a new member, but sadly we lost one individual at reconstitution due to other commitments. Western 2 panel now has sufficient members to ensure that visits continue to be undertaken on a weekly basis.

In terms of performance during this quarter the panel's requirements have been met and as usual we have been welcomed into the custody suite promptly and been assisted in our duties with courteousness as usual. We have no cause for complaint concerning the custody staff's functions and are pleased to note that a resolution for the roof on the exercise yard has been determined.

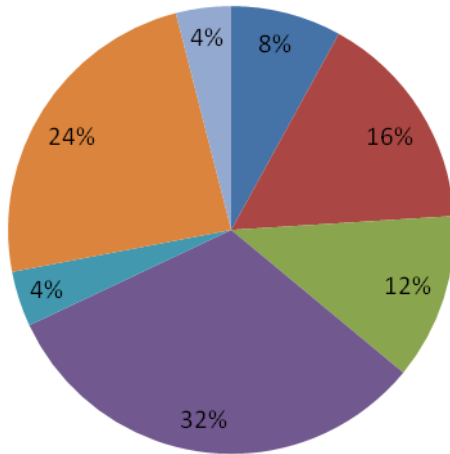
We have all undertaken some training recently and I am sure that this will aid our custody visits and report writing skills.

**Timings of Visits - April to September 2010**



0700 - 1000 - 12%  
1000 - 1300 - 4%  
1300 - 1600 - 20%  
1600 - 1900 - 24%  
1900 - 2200 - 40%  
2200 - 0700 - 0%

**Days of the week attending – April to September 2010**



Monday – 8%  
Tuesday – 16%  
Wednesday – 12%  
Thursday – 32%  
Friday – 4%  
Saturday – 24%  
Sunday – 4%

**During the period the following Panel meetings were held:**  
14 July 2010.

**The next Panel Meeting is scheduled for:**  
13 October 2010.

## GREAT YARMOUTH POLICE STATION

## SUMMARY OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010

	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	3	5	5	<b>13</b>	12
DPs available to visit	8	23	22	<b>53</b>	49
DPs visited	4	5	11	<b>20</b>	16
DPs not visited (see breakdown below)	4	18	11	<b>33</b>	33
Percentage of DPs visited (of those held at the time)	50%	22%	50%	<b>38%</b>	33%
Custody record viewed	5	8	13	<b>26</b>	21

## ANALYSIS OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010

<b>DPs visited – analysis</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Juveniles available to visit	0	0	3	<b>3</b>	4
Juveniles visited	0	0	2	<b>2</b>	1
Non-English speaking DPs available to visit	0	0	1	<b>1</b>	2
Non-English speaking DPs visited	0	0	1	<b>1</b>	2
<b>DPs not visited – analysis</b>					
DPs declined visit	2	5	5	<b>12</b>	10
DP rest period/sleeping	1	9	3	<b>13</b>	3
Visit refused by custody officer	0	0	0	<b>0</b>	0
DP in interview	1	1	3	<b>5</b>	6
DP with solicitor	0	1	0	<b>1</b>	0
DP with Doctor	0	1	0	<b>1</b>	0

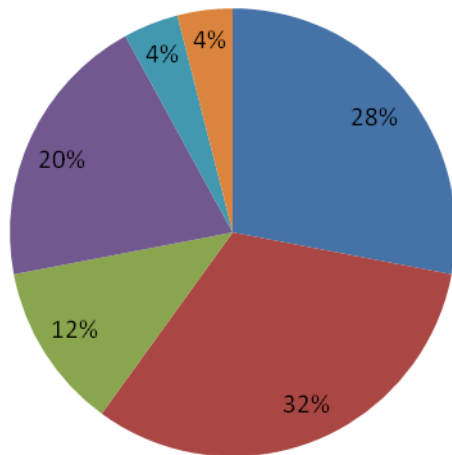
Other –	0	1 (awaiting Mental Health Assessment)	0	1	14
Male Detainees	7	22	15	44	30
Female Detainees	(1 not stated)	1	5 (2 not stated)	6 (3 not stated)	5 (14 not stated)

### CO-ORDINATOR COMMENTS – EASTERN 1 PANEL

1 dp, when asked, reported that they had heard of ICVs

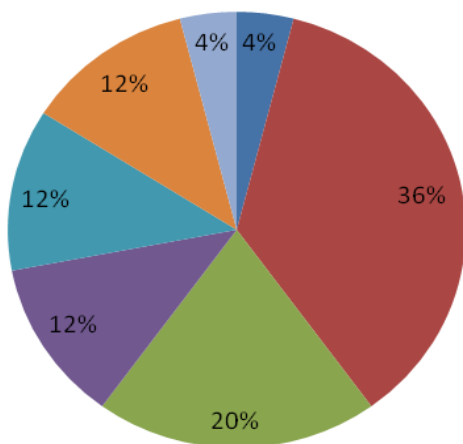
One dp asked for another Code of Practice as the one they had been given was in a bad condition. Another dp claimed bruising as a result of her arrest and cvs suggested she was seen by a doctor. Report by cvs continue to say that the staff are helpful and the custody suite is clean and neat.

### Timings of Visits – April to September 2010



0700 - 1000 - 28%  
 1000 - 1300 - 32%  
 1300 - 1600 - 12%  
 1600 - 1900 - 20%  
 1900 - 2200 - 4%  
 2200 - 0700 - 4%

### Days of the week visits took place – April-September 2010



Monday = 4%  
 Tuesday = 36%  
 Wednesday = 20%  
 Thursday = 12%  
 Friday = 12%  
 Saturday = 12%  
 Sunday = 4%

During the period the following Panel meeting was held: 13 July 2010

The next Panel Meeting is scheduled for: 19 October 2010.

## APPENDIX D

**NORTH WALSHAM POLICE STATION  
SUMMARY OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010**

	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	5	4	4	<b>13</b>	12
DPs available to visit	8	6	5	<b>19</b>	20
DPs visited	3	4	5	<b>12</b>	12
DPs not visited (see breakdown below)	5	2	3	<b>7</b>	8
Percentage of DPs visited (of those held at the time)	38%	67%	100%	<b>58%</b>	60%
Custody record viewed	5	4	5	<b>14</b>	14

**ANALYSIS OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010**

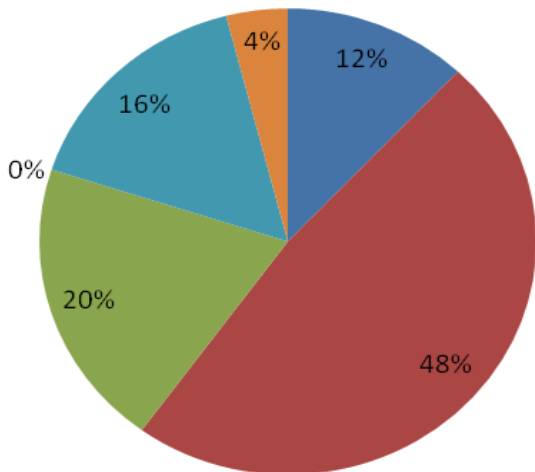
<b>DPs visited – analysis</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Juveniles available to visit	1	0	1	<b>2</b>	1
Juveniles visited	1	0	1	<b>2</b>	0
Non-English speaking DPs available to visit	2	1	0	<b>3</b>	0
Non-English speaking DPs visited	1	1	0	<b>2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

Other –	1 (constant Obs)	0	0	1	0
Male Detainees	6	5	4	15	16
Female Detainees	2	(1 not stated)	1	3 (1 not stated)	2 (2 not stated)

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

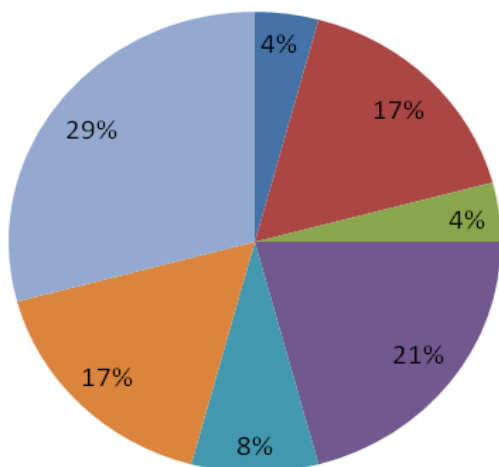
- i) Panel continues to work well together and I am pleased to welcome a new visitor to the team. We now have a panel that is more balanced in terms of representation of gender;
- ii) Comments from detainees continue to be positive re: treatment whilst in detention;
- iii) Professional working relationships with the Constabulary continue;
- iv) Diversity, Every Child Matters, Back to Basics and Safer Detention Training successfully completed by panel members, with those who were unavailable attending a future session.

**Timings of Visits - April to September 2010**



0700 - 1000 - 12%  
 1000 - 1300 - 48%  
 1300 - 1600 - 20%  
 1600 - 1900 - 0%  
 1900 - 2200 - 16%  
 2200 - 0700 - 4%

**Days of the week attending – April to September 2010**



Monday – 4%  
 Tuesday – 17%  
 Wednesday – 4%  
 Thursday – 21%  
 Friday – 8%  
 Saturday – 17%  
 Sunday – 29%

**During the period the following Panel meetings were held: 5 July 2010**

**The next Panel Meeting is scheduled for: 4 October 2010**

**APPENDIX E**

**BETHEL STREET POLICE STATION  
SUMMARY OF VISITS FOR THE PERIOD JULY TO SEPTEMBER 2010**

	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Number of visits conducted	3	3	5	<b>11</b>	13
DPs available to visit	28	25	42	<b>95</b>	110
DPs visited	13	13	23	<b>49</b>	39
DPs not visited (see breakdown below)	15	12	19	<b>46</b>	71
Percentage of DPs visited (of those held at the time)	46%	52%	55%	<b>52%</b>	35%
Custody record viewed	7	7	16	<b>30</b>	32

**ANALYSIS OF VISITS FOR THE PERIOD APRIL TO JUNE 2010**

<b>DPs visited – analysis</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>Total</b>	<b>Previous quarter total</b>
Juveniles available to visit	2	2	1	<b>5</b>	6
Juveniles visited	1	2	0	<b>3</b>	3
Non-English speaking DPs available to visit	1	1	1	<b>3</b>	3
Non-English speaking DPs visited	1	1	1	<b>3</b>	0
<b>DPs not visited – analysis</b>					
DPs declined visit	7	8	10	<b>25</b>	37
DP rest period/sleeping	0	0	6	<b>6</b>	6
Visit refused by custody officer	0	0	0	<b>0</b>	1
DP in interview	3	2	1	<b>6</b>	13
DP with solicitor	0	0	0	<b>0</b>	1
DP with Doctor	2	1	0	<b>3</b>	2

Other –	2 (hospital) 1 (with paramedic)	1 (hospital)	1 (hospital) 1 (being released)	<b>6</b>	11
Male Detainees	22	31	28	<b>81</b>	89
Female Detainees	6	4	4	<b>14</b>	16 (5 not stated)

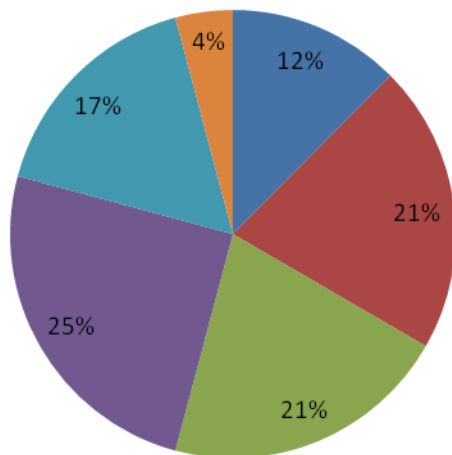
### CO-ORDINATOR COMMENTS – CENTRAL PANEL

Central Panel has been identified as nil visits on a Saturday or Sunday during the last quarter - this will hopefully be addressed and discussions will take place prior to the next quarterly meeting to rectify this situation.

No concerns have been raised during the last quarter that have not been resolved by the end of a visit, which is felt to be a great improvement, and good working relationships between both parties has immensely improved.

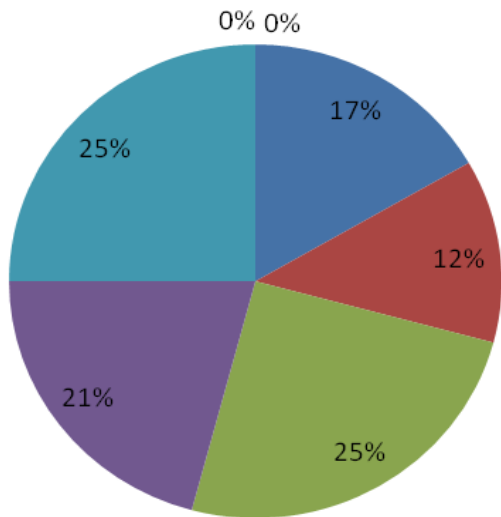
The team feel that Custody Sergeants are more than accommodating in their attitude towards ICV's, and ICV's feel that relationships have vastly improved over the last twelve months. All Custody Sergeants are helpful and efficient and whilst we note this on the visit report form, it is felt necessary to re-iterate this point in report form, as we as a team are thankful for their time given over to us when, in the case of Bethel Street, they are always extremely busy whatever the time of day they are thrown into a visit by us.

### Timings of Visits – April - September 2010



0700 - 1000 - 12%  
1000 - 1300 - 21%  
1300 - 1600 - 21%  
1600 - 1900 - 25%  
1900 - 2200 - 17%  
2200 - 0700 - 4%

**Days of the week visits took place – April-September 2010**



Monday = 17%  
Tuesday = 12%  
Wednesday = 25%  
Thursday = 21%  
Friday = 25%  
Saturday = 0%  
Sunday = 0%

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

Monday 5 July 2010

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

Monday 4 October 2010

**NORFOLK POLICE AUTHORITY**

**CUSTODY VISITORS COMMITTEE**

**4 NOVEMBER 2010**

**AGENDA ITEM: 7**

**CVC10/16**

**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 for all six sites. Final designs have been agreed for the 'bridge' area to allow for the effective processing of detainees whilst ensuring confidentiality is not compromised. A wooden mock up of this structure was provided by the Contractors for approval and this was subject of favourable comment by HMIC Inspectors and Home Office officials.
- 1.2 The staffing agreements for the PICs have been finalised and all staff allocated to posts. This has allowed both forces to start processing leave applications that have been on hold pending this point. The RMUs are currently working together to ensure that duties can be managed for both forces.
- 1.3 The 'Smarter Working' model that has been successfully implemented at Bethel Street is being rolled out to Ipswich custody. This was preceded by visits to Norwich by Suffolk officers and a comprehensive planning process. All the Ipswich custody staff attended a briefing day where the new model was explained and Norwich staff who had experienced the system were on hand to share their views. On 14<sup>th</sup> October 2010 Norfolk hosted a visit from Cambridgeshire officers to inform them of our processes and see them in operation.
- 1.4 The project team have written to other agencies that will use the PICs inviting any queries they may have about operating procedures. This follows a meeting held in Diss last year where organisations had specific questions about their own areas of business. It was therefore decided a different approach would be taken for the next round of consultation and a steady stream of enquires have since been received. A dedicated mail box has been set up to deal with these requests and this will remain in place until the final PIC is open.
- 1.5 Considerable work has been undertaken with Cambridgeshire to prepare for the accommodation of their detainees at Kings Lynn. Protocols are being developed to deal with mental health issues, interpreters and detainees that require an Appropriate Adult. It is also anticipated number of Cambridgeshire detention officers will transfer to Norfolk under TUPE legislation. These officers currently work at March and the final number is yet to be confirmed.

Any staff who do transfer will have their training needs assessed to ensure they are able to undertake their new roles to the required standard of knowledge and expertise.

## **2. CUSTODY COMMAND TEAM**

- 2.1 Chief Superintendent Les Parrett has been appointed Head of the Joint Criminal Justice Department for Norfolk and Suffolk. He takes over Norfolk Custody from Chief Superintendent Hamlin with immediate effect and will assume command of Suffolk Custody from 1<sup>st</sup> November 2010. The joint Head of Custody will officially be appointed on 29<sup>th</sup> November 2010.
- 2.2 Detective Chief Inspector Julie Wwendth has been appointed the joint Head of the Crime Investigation Unit (CIU). These units will be situated in the PICs and aim to deal with 65% of detainees, allowing frontline officers to return to their working locations with a minimum of delay.

## **3. INTERNAL INSPECTION PROGRAMME**

- 3.1 The Internal Inspection programme has been running for the past two years, following the force Review of Custody carried out in 2008. This has included regular visits by Chief Officers and a Quarterly Inspection (QI) of each Custody Facility by the Head Of Custody Services.
- 3.2 The final QI visits within the current format will take place this autumn and then the process will be suspended until the summer of 2011 when five of the six PICs will be open and a new formal process will be put in place. The suspension will not lead to any drop in standard as each Custody Inspector will be held to account for the condition of their respective suites. It is important the inspection regime fits the new facilities and takes account that the PIC contractors will be responsible for the maintenance of each building and much of the equipment.

## **4. STAFF TRAINING**

- 4.1 The next round of safer detention training for Sergeants and Detention Officers will take place in November 2010 which will mean all full time Custody staff have now completed this training. As safer detention this is part of the Custody induction course, all new staff will receive this training before taking up their post. There will also be an annual refresher course for all permanent and call-in custody staff to ensure their knowledge is kept up to date.
- 4.2 The Personal Safety Training (PST) staff receive is currently being reviewed as there are small differences in the techniques and equipment used by both Norfolk and Suffolk. This will need to be assessed and where possible aligned before moving to the PICs. This process has been aided by Norfolk's decision to move to the same incapacitant spray as Suffolk (PAVA).

## **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:**

Chief Inspector Roger Wiltshire  
 Head of Custody Services  
 07776165559  
 wiltshirer@norfolk.pnn.police.uk

### **Contact Officer:**

Chief Inspector Roger Wiltshire  
 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