

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

POLICE AND CRIME PANEL

Report of	OFFICE OF POLICE AND CRIME COMMISSIONER
Subject	INDEPENDENT CUSTODY VISITING SCHEME ANNUAL REPORT 2020/21
Date	THURSDAY 30 SEPTEMBER 2021 – 1:00 p.m.
Author	DHARMISTA DAVE, VOLUNTEER MANAGER

Purpose of Report

1. The purpose of this report is to provide panel members with the annual report of the Commissioner's Independent Custody Visiting Scheme 2020/21. The report covers the period 1 April 2020 to 31 March 2021.

Recommendation

2. Members are recommended to discuss and note the contents of the report.

Background

3. Custody visiting in Leicestershire commenced in 1983 as a voluntary scheme following a recommendation from the Scarman report into the Brixton disorders in 1981. One of Lord Scarman's recommendations was that a system be introduced whereby local community members could make independent, unannounced visits to police stations for the purpose of ensuring the welfare of persons detained in police custody. The purpose of this recommendation was to counter growing mistrust of the police at that time and to increase their accountability. Subsequently Section 51(1) to the Police Reform Act 2002 placed independent custody visiting on a statutory basis with responsibility for schemes lying with local policing bodies. As such, the Home Office produced a Code of Practice on the delivery of schemes and National Standards were introduced by the Independent Custody Visiting Association (ICVA).

Organisation of the Scheme in Leicestershire

4. The Police and Crime Commissioner is responsible for the Scheme and receives regular reports on the performance and outcomes from custody visits. During volunteer's week in 2021, the Commissioner observed independent custody visitors conduct a custody visit. The Scheme is overseen by the Chief Executive with daily management undertaken by the Volunteer Manager. A volunteer Co-ordinator and two volunteer deputies support the running of the Scheme.
5. There are currently 23 Independent Custody Visitors (ICVs) in the Scheme. All are recruited from the local community through a recruitment process which

includes an application form and an interview. All volunteers are vetted and complete a six month probationary period during which time all induction training is provided.

6. Leicestershire Police has 3 custody suites located as follows:

Beaumont Leys	-	14 cells
Euston Street	-	36 cells
Keyham Lane	-	17 cells

Visits undertaken 1 April 2020 to 31 March 2021

7. Independent Custody Visitors have the locally agreed target to visit each custody suite a minimum of one visit per week. During the national and local lockdown visits were reduced to one per month per custody suite, visits increased to one per fortnight per custody suite when the restrictions were lifted.

During 2020/21 a total of 32 visits were made as follows:

Beaumont Leys	1 Visits
Euston Street	16 Visits
Keyham Lane	15 Visits

8. Due to the Covid-19 pandemic, a number of custody visitors were shielding or had caring responsibilities, therefore 7 custody visitors continued visiting throughout the year. The Home Office granted custody visitors 'key worker' status.

Closures

9. Beaumont Leys remained closed for most of the year, it opened briefly in November 2020 and one custody visit was carried out. The primary custody suites were Euston Street and Keyham Lane.

Access to the custody suite

10. For each visit undertaken, a record is kept of the time that ICVs attended at the police station to the time they received admittance to the custody suite. Of the 32 visits carried out during the year, immediate access to the custody suite was permitted on 30 occasions. ICVs experienced a delay of 6-15 minutes on 1 occasion, and 1 visit incurred a delay of more than 15 minutes. Delays in access were mainly due to suites being very busy, detainees waiting to be booked in waiting for court van and staff handover time.

Detainees seen, not seen or who refused a visit by Custody Visitors

11. During 2020/21, the total number of detainees in police custody was 12,781 of which 308 were in police cells at the time of custody visits. Of these: -
- 140 detainees were offered a visit, of which 134 agreed to be seen.
 - 6 of those offered a visit refused to be seen.
 - 5 detainees were not offered a visit on advice from the Custody Sergeant due to them being aggressive, intoxicated or health and safety concerns.

- 163 detainees were not available to be visited due to being in an interview, at hospital, asleep or out of cell for other reasons.
- Detainees that were asleep, were observed through the spyhole or cell hatch.
- 54 custody records were viewed during custody visits.

Day and Time of Visits

12. To ensure a varied coverage of visits each week is divided into 35 timeslots per custody suite. A varied spread of visits is crucial to ensure that visits do not become predictable. The below tables show the performance for 2020/21.

<u>Beaumont Leys</u>	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday						0
Tuesday						0
Wednesday				1		1
Thursday						0
Friday						0
Saturday						0
Sunday						0
Totals	0	0	0	1	0	1

<u>Euston Street</u>	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1			1	2	4
Tuesday		1	1	2		3
Wednesday						0
Thursday	1				1	2
Friday				1		1
Saturday		1				1
Sunday		2	1	1		4
Totals	2	4	2	5	3	16

<u>Keyham Lane</u>	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday				2	1	3
Tuesday				2		2
Wednesday		1	1	1		3
Thursday		1				1
Friday			1			1
Saturday		2				2
Sunday		1	1	1		3
Totals	0	5	3	6	1	15

Requests and Issues raised by detainees

13. From conversations with detainees held in police custody, the following requests were received. All requests were reported to the Custody Sergeant with the majority being fulfilled at the time of the visit.

Issues Raised 2020-21						
	Beaumont Leys		Euston Street		Keyham Lane	
	No. of times raised	% of DPs with issue	No. of times raised	% of DPs with issue	No. of times raised	% of DPs with issue
Issues based on DP Rights & Entitlements						
Appropriate Adult Not Identified		0%		0%		0%
Appropriate Adult - Waiting over 2 hours		0%		0%		0%
DP not informed of reviews of detention		0%		0%		0%
Not received medication		0%	2	2%		0%
Not seen a Healthcare Practitioner		0%		0%		0%
Notice of Rights and Entitlements not received		0%		0%		0%
Not offered to have someone notified of arrest		0%	1	1%		0%
Phone call requested		0%	1	1%		0%
Interpreter not identified		0%		0%		0%
Interpreter - waiting for over 2 hrs		0%		0%		0%
Female Hygiene Pack Not Offered		0%		0%		0%
Female Officer/Staff Not Assigned		0%		0%		0%
Solicitor not offered		0%		0%		0%
Update on case not offered		0%	1	1%	1	3%
Child in Custody Post Charge		0%		0%		0%
DP claims Use of Force		0%		0%		0%
Issues based on DP Health, Wellbeing & Dignity						
Blanket not provided		0%		0%		0%
Adequate drink not offered		0%	3	3%		0%
Adequate food not offered		0%	1	1%		0%
Dietary requirements not identified		0%		0%		0%
Religious needs not identified		0%		0%		0%
Toilet paper not provided		0%	1	1%	1	3%
Toilet pixelation not explained		0%	7	7%	3	8%
Exercise not offered (if detained over 24 hours)		0%		0%		0%
Replacement footwear not provided		0%		0%		0%
Replacement clothing not provided		0%		0%		0%
Reading material not offered		0%		0%		0%
Shower not offered (if detained over 24 hours)		0%	1	1%		0%
Issues to do with Accommodation						
Cell and/or contents dirty/broken		0%		0%		0%
Cell too hot		0%		0%		0%
Cell too cold		0%	2	2%	4	11%
Cell call bell not working		0%		0%		0%
Cell call bell - no response		0%		0%		0%
Total No of Issues Raised	0		2		2	
Total No of Visits Made	1		19		18	
Total No of Detainees Interviewed	3		94		37	

Issues Reported

14. A full list of all issues raised by detainees throughout the year is attached at 'Appendix 1' to the report. One near miss was identified as follows: -

Euston Street

- ICVs noticed cleaning fluid in cell 2 and informed custody staff and was immediately removed. Detainee was present in the cell.
Outcome - This should not have happened and cell checks are required. This got recorded as a near miss and Inspector spoke to the contract manager at MITIE about re-enforcing the mandatory cell checks.

Positive feedback from ICVs to Custody Staff

15. Feedback from ICVs during the year has included a number of complimentary comments as a result of their visits to custody suites. A full list of positive comments documented by independent custody visitors is attached at 'Appendix 2' to the report.

Current Custody Visitors

16. At the start of April 2020, there were 24 ICVs registered with the Scheme with 8 leaving during the year for various reasons. These included other commitments and health reasons. A recruitment campaign was launched in November 2020 and 7 new ICVs were recruited, bringing the total number to 23 in March 2021.
17. Feedback from exit questionnaires was received as follows:-

Comments made on exit interview forms	Response
The training provided was exceptionally good and well produced / presented. It really helped to carry out the role effectively.	Volunteer Manager agreed that the training programme was thorough to equip ICVs to fulfil their role.
Enjoyed a very good positive and professional working relationship with my fellow ICVs and the OPCC staff. I cannot see any need for improvement in that area.	Volunteer Manager passed the feedback onto the ICVs.
Thanks for all those involved in helping me into the role and guiding me throughout. Also providing me with an opportunity I will never get again which opened my eyes to new experiences.	Volunteer Manager thanked the ICV for their contribution.
I feel there should be more optional social events so that we can get to know and feel more comfortable with others for when we work together.	Due to the pandemic the Volunteer Manager could not organise optional social face to face events, this will be considered once circumstances allow.
Thoroughly enjoyed the role and felt honoured to be able to carry out the	

<p>role. It has made me aware of detainee vulnerability and often wondered what detainees are going through in their lives, and felt that the role has made me more aware of people and why they are in custody.</p> <p>Felt that the training was absolutely fantastic, particularly the Regional Training which was really worthwhile.</p> <p>Felt that the training was always really good, enjoyed it and found it interesting and informative. In particular, mentioned that the Regional Advanced training which was very interesting and nice to meet other ICV's and find out how they do things in their region. Also, good to see ICV's that you don't usually meet.</p> <p>Noticed a big improvement in the way in which custody staff receive us. They seem to recognise that we are doing a necessary role and that we are supporting what they do. On the whole, 99% of them are friendly and helpful and over time have developed more of an understanding of the role.</p> <p>Some ICVs would need to be chased for a response when trying to arrange a visit, difficult to get hold of and some would not take consideration of the time slots that would need prioritising.</p>	<p>Volunteer Manager thanked the ICV for their feedback and contribution.</p> <p>Each year an ICV scheme from the East Midlands hosts a regional advanced training day and ICVs from the five force areas are invited (Leicestershire, Nottinghamshire, Northamptonshire, Lincolnshire and Derbyshire). In 2019 Leicestershire hosted an excellent regional advanced training day which received great feedback from the attendees. In 2020/2021 the regional advanced training day was cancelled due to the pandemic. There are plans to organise a regional advanced training day in the summer of 2022.</p> <p>Feedback passed onto custody Inspector.</p> <p>ICV thanked for their feedback and informed that the feedback would be shared with the ICV team at the team meeting to take this on board.</p>
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Meetings

18. The Volunteer Manager meets on a quarterly basis with Volunteer Co-ordinators and the Force Custody Inspector. These meetings took place on 27 May 2020, 1 September 2020, 25 November 2020 and 11 March 2021. Items discussed included outcomes from custody visits and Force responses, developments within the scheme, legislative changes and system and staff updates within custody. The meetings took place virtually via 'Circuit' – an online meetings platform.
19. Quarterly team meetings also take place, which are chaired by the Volunteer Co-ordinator and attended by the Volunteer Manager and Force Custody Inspector. These took place on 17 June 2020, 17 September 2020, 9 December 2020 and 30 March 2021. Meetings provide the opportunity for all ICVs to discuss issues that arise from custody visits, any changes in legislation and how this fits into their role, changes to the rota of visits, developments within the scheme and further training exercises are occasionally delivered. The meetings took place virtually via 'Circuit' – online meetings platform.

Electronic Visit Reporting

20. Since April 2019, all ICV visits were recorded electronically using a handheld device which is available in each custody suite. The transfer from paper report forms to electronic reporting has enabled the Scheme to become more efficient in several ways. For example, once an ICV completes a visit and submits their report form, the Volunteer Manager and Force Custody Inspector receive a copy instantly, allowing them both to review the visit and action any issues almost immediately. Once reviewed, the Force Custody Inspector signs them off and the ICVs that attended the visit receive an update of any actions taken. Electronic reporting also provides up to date user information, ease of access to report forms and the ability to generate a wide range of comprehensive reports based on a variety of data sets. The ICV app was further developed in 2021 with an increased range of issue tags that ICVs could select based on changes to processes due to the pandemic.

Independent Custody Observers Pilot (ICOP) 2020/2021

21. The Leicestershire ICV Scheme is involved in a pilot scheme 'Independent Custody Observers Pilot' (ICOP). The pilot involves scrutinising custody records of vulnerable detainees to obtain a fuller understanding of what is happening in custody suites and assists with identifying issues and trends. This pilot ensures that individuals are dealt with fairly and to a recognised and agreed standard whilst in custody. The Volunteers Manager scrutinised a total of 414 custody records (207 young people, 173 detainees with MH vulnerabilities and 34 immigration detainees).
22. Findings as part of the custody record reviews found delays with access to an appropriate adult for vulnerable detainees that were arrested late at night. This was fed back to the custody Inspector and it was agreed that where a detainee is vulnerable and bedded down, then best practice is that when they wake in the morning an appropriate adult is contacted for rights, regardless of when their interview is planned. This was a fantastic outcome and highlighted the importance of the independent custody observers' pilot. We are awaiting a decision from the Home Office regarding the formalisation of this pilot and whether or not it will be included within the Independent Custody Visitors Code of Practice as a permanent addition to the Independent Custody Visitor role.

Queries raised and good practice log - Independent Custody Observers Pilot

23. A list of queries raised as part of the Independent Custody Observers Pilot is attached at 'Appendix 3' to the report.
24. Good Practice findings from Independent Custody Observers Pilot is attached at 'Appendix 4' to the report.

Recruitment

25. Approximately 25 ICVs is considered appropriate to provide the required level of resilience to ensure visits take place and to maintain the interest of the visitors. A review of ICV numbers has recently taken place and therefore a recruitment campaign for new ICVs will be undertaken in 2022. Targeted advertising will be carried out to ensure the diversity of the team reflects the local community.

Translation Sheets in Custody Suites

26. Translation sheets for conversations between non-English speaking detainees and ICVs became available in the last few years and were uploaded on the force website. ICVs would request them when required via the custody officer. The Volunteer Manager has expanded the translation sheet catalogue to include 29 languages and a catalogue is now also available in each custody suite where each language sheet has been printed and laminated, so that it can be photocopied and disposed of after use. Depending on the detainee's risk assessment, the custody officer hands over a pencil for them to complete the translation sheet or they can point to the appropriate answers.

Bitesize training – Distance learning

27. ICVA produced 'straight to ICVs' bitesize training sessions completed by distance learning. All ICVs were sent the materials and certificates provided upon completion. The modules covered in 2020 were 'Children and Young People' and 'Vulnerability'.

Volunteer Hours

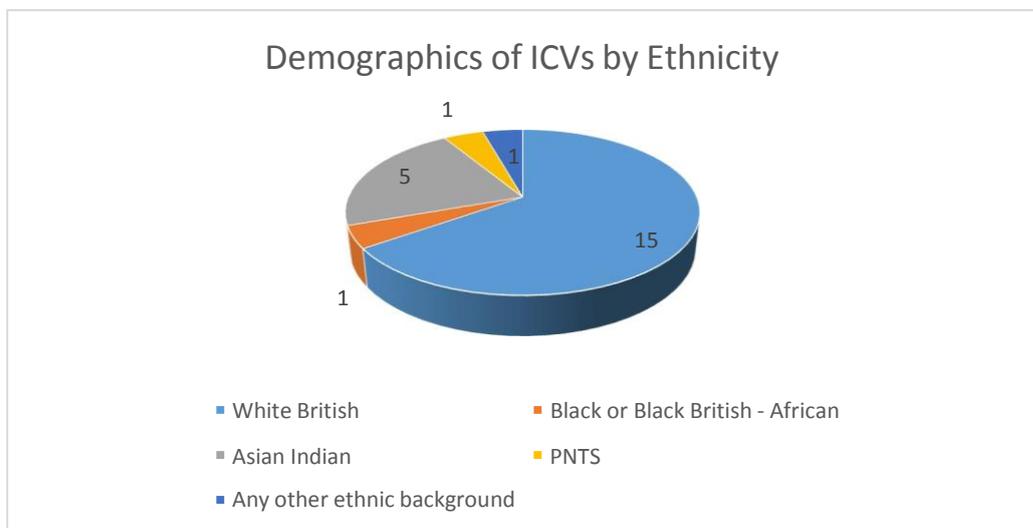
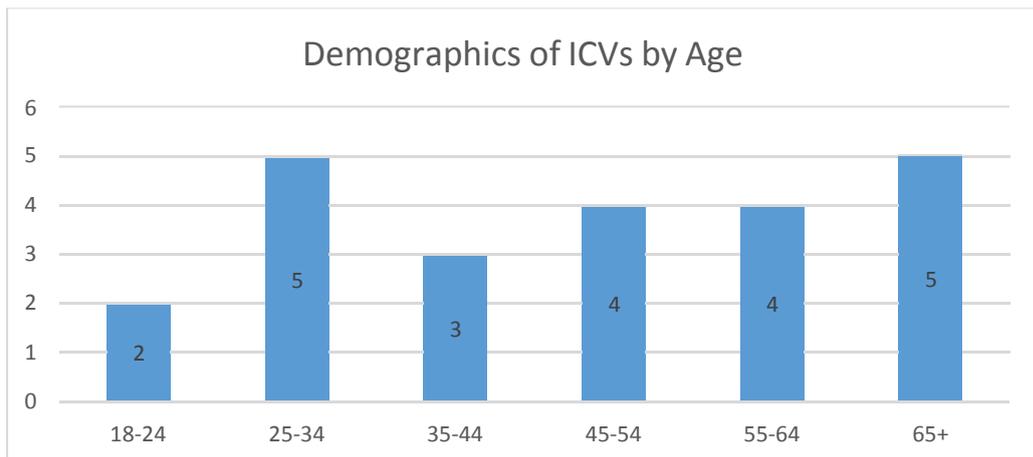
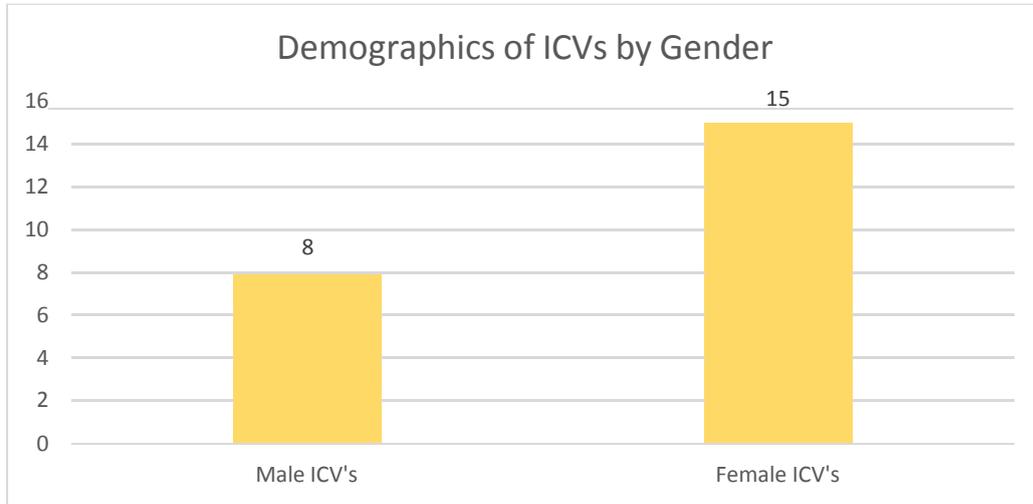
28. The Independent Custody Visitors contributed an astonishing 298.5 hours of their time, which included time at custody visits, meetings and training.

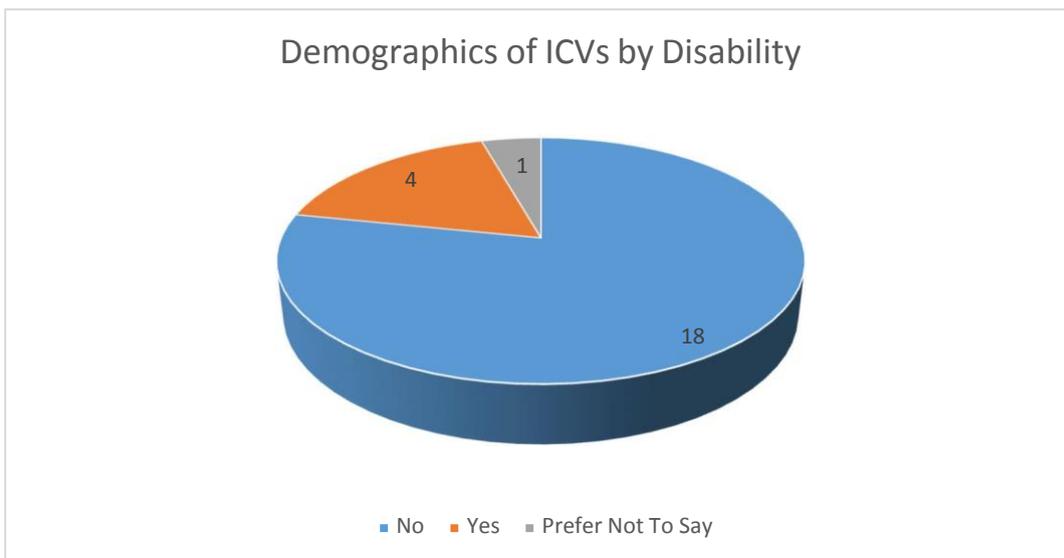
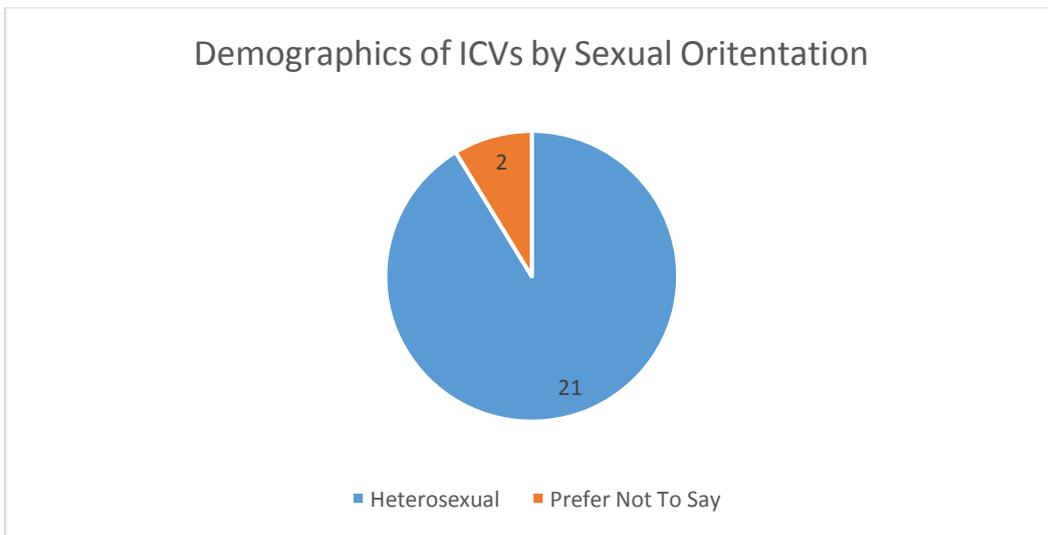
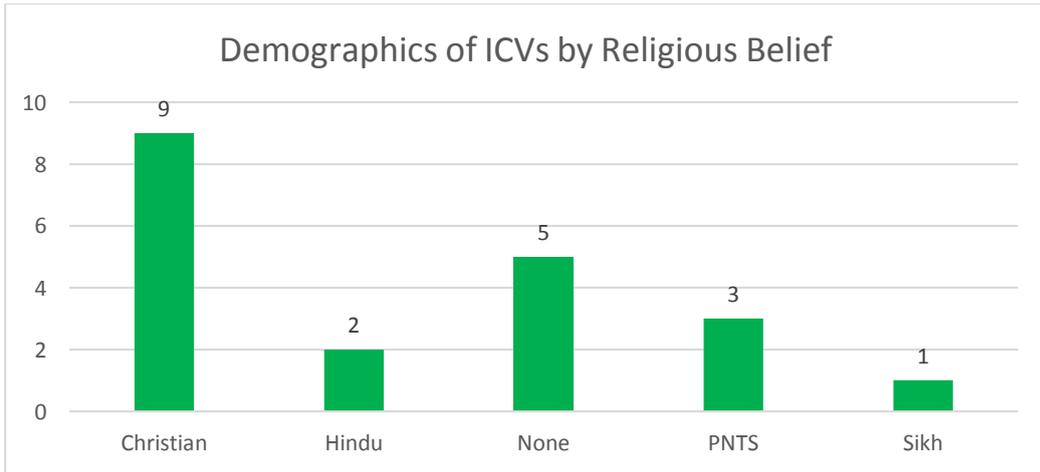
Regional Collaboration

29. Volunteer Managers from Schemes within the East Midlands meet on a quarterly basis. The group discuss:
 - Matters arising
 - Key Performance Indicators – monitored around frequency and coverage of visits, access to custody suites and the number of detainees visited
 - Recruitment updates
 - East Midlands Criminal Justice Service (EMCJS) Custody Operational Leads
 - Independent Custody Visiting Association (ICVA) updates
 - Risk Assessment Documents
 - ICV Advanced Regional Training
 - Electronic reporting
 - Further developments within Schemes such as the Independent Custody Observers Pilot (ICOP)
 - National Experts Forum (NEF) updates
30. The meetings provide an opportunity to share good practice with each other and discuss any new developments in the Scheme. Opportunities are also identified for future collaboration.
31. The Volunteer Manager from Leicestershire represents regional colleagues at the EMCJS Strategic Custody Operational Leads Group on a quarterly basis.

Equality monitoring data as of 31 March 2021

32. The demographics of the ICVs as of 31st March 2021 are shown in the charts below: Total number of ICVs – 23.





Conclusion

33. It has been a challenging year for the ICV Scheme due to the pandemic, a number of the Independent Custody Visitors were unable to continue visiting last year for various reasons. A total of 7 ICVs continued visiting as 'key workers' for which the OPCC and Leicestershire Police were grateful for. The Independent Custody Observers Pilot continued to go from strength to strength.
34. Team meetings, and meetings with Co-ordinators and the Force Custody Inspector for Criminal Justice have been particularly informative and productive, and have provided the OPCC with the opportunity to discuss issues arising and developments within the Scheme. ICV commitment has been outstanding. They have adapted well to the changes of the meetings format.
35. Toilet pixilation not explained had been mentioned several times, however since October 2020 stencils were painted within cells explaining this. Since then, there has been an improvement on this area and other force areas were looking to implement the same template as Leicestershire.
36. Detainees generally looked after well in custody, being offered meals and drinks, dietary requirements met and religious requirements met.
37. Rights and entitlements provided and solicitors contacted in a timely manner.
38. Female detainees provided female officer and hygiene products offered on most occasions
39. Some delays in the arrival of Appropriate Adults, rationale documented on most custody records.
40. Some great examples of good practice with regards to treatment of detainees.
41. Improvements required regarding documentation of rationale for delays of over 30 mins from time of arrival to authorised detention.
42. Some difficulty around arranging alternative accommodation at times, a regular theme and was also noted throughout the year.

Covid-19 Matters

43. Due to covid restrictions – Detainees had not been asked to sign to prevent transfer of anything via the desk/pen.
44. Detainees seen in the medical room, full covid Personal Protective Equipment (PPE).
45. Health Care Practitioners saw detainees in cell due to covid 19 precautions.
46. Virtual remand hearings increased the time that detainees were in custody.
47. PPE available for visitors at custody suites including, IIR surgical masks, disposable aprons and gloves and access to hand sanitising stations. Glass screens installed at the custody desks at all sites.
48. Some inspector reviews were conducted by telephone due to requirement to self isolate.

Implications

Financial:	Expenses relating to the ICV Scheme are contained within the OPCC budget.
Legal:	It is a statutory requirement under Section 51 of the Police Reform Act 2002 for Police and Crime Commissioners to have a Custody Visiting Scheme in place.
Equality Impact Assessment:	The ICV scheme is constantly monitored to ensure those involved in the scheme are representative of the local community. Equality impact assessment is undertaken prior to recruitment to ensure that recruitment is targeted.
Risks and Impact:	Link to Police and Crime Plan: The maintenance of the ICV Scheme is a statutory requirement of the PCC.

List of Appendices

Appendix 1 - List of issues raised in 2020/21 and Force Response

Appendix 2 – Positive comments from custody visits

Appendix 3 – Queries raised Independent Custody Observers Pilot

Appendix 4 – Good Practice findings from Independent Custody Observers Pilot

Person to Contact

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**INDEPENDENT CUSTODY VISITING SCHEME
LIST OF ISSUES RAISED AND POSITIVE COMMENTS
1 APRIL 2020 TO 31 MARCH 2021**

BEAUMONT LEYS**Issues**

Date of Visit	Custody Visitor Concerns	Action/Response from force
11/11/2020	He has both sets of keys for his property and his wife will need a set. Please check this had been resolved.	This was a domestic abuse case. Wife was safeguarded and had keys.

EUSTON STREET**Issues**

Date of Visit	Custody Visitor Concerns	Action/Response from force
19/04/2020	Escorting officer did not show ICVs the PPE station, only realised after sergeant asked if they had been offered gloves and sanitiser. Hatch covered by Perspex and may be too high for some custody visitors to reach, suggested having something safe for them to stand on or opening door fully. iPad location changed and not left on charge.	Staff reminded to inform visitors of PPE station and sign on the floor. ICVs to be remind staff if staff forget to mention. Nothing suitable for ICVs to stand on. If doors opened, detainees will stand up and approach as this is a natural part of engaging. Speaking through the hatch keeps risk to a minimum and enables all to adhere to social distancing. Lockers have been moved around as new lockers have been provided for detainee property. iPad has been put on charge and ICVs should remind staff to leave iPad on charge before they leave.
19/04/2020	Detainee requested medication and wanted to ring his mother.	Raised with custody Sergeant. Informed that the detainee declined for the police to collect his medication. I note that the detainee wished for his father to be notified of his whereabouts which was completed shortly after his arrival in detention. He was allowed to speak to his father later that day
25/06/2020	Detainee is on medication and says staff have not given him that medication. Not sure if somebody is aware he is here.	Sergeant was informed and said will speak to detainee to see if he wants to see a nurse regarding medication. The detainee was seen by the custody nurse and medication given. When given his rights he did not request anyone informing of his arrest under S56 PACE. He was reminded of his rights the following morning and did not want anyone informing of his detention.
25/06/2020	Detainee said that he has not been offered food or drink since midnight.	The detainee arrived at the Police station at midnight he was provided with food and drink on request at 0055hrs at

		0835hrs at 11.44hrs and at 1601 hrs all on the same day.
25/06/2020	ICVs noted that the shower leaks very heavily when in use. ICVs confirmed this was the first shower on the right hand side as you come into the suite from the public reception. Staff had to block up the bottom of the door with towels as water was leaking from under the door into the corridor.	Drains have been cleaned out to address this recently so assuming the persons doesn't obstruct the shower waste with soap or anything else we shouldn't have this problem.
05/07/2020	Detainee requires medication from home, nurse aware of situation and trying to sort out.	DP's own medication was later given in accordance with HCP direction.
24/08/2020	Detainee wanted to speak to a member of his family.	Due to severity of offence, an authority was in place to block detainee's phone calls therefore unable to make phone calls. This was released shortly after the custody visit and the detainee spoke to his mum later that evening at 22.14 hours after meal and shower.
24/08/2020	Detainee requested shower.	Staff said they would arrange this and custody record showed shower. Detainee showered at 18:30 hours.
24/08/2020	Detainee wanted to speak to Appropriate Adult.	Arranged for detainee to speak to the Appropriate Adult (to whom she had spoken to before).
05/09/2020	Detainee requested update on case.	Detainee was released from custody RUI and this was explained at the time. All detainees are given an update at the point of release as to what will happen next.
14/09/2020	G141 shower needs cleaning and staff will deal with later.	Showers are cleaned every morning.
08/10/2020	Concerns of lack of food regarding detainee.	He was offered and just had a drink at 1041. He also refused food when offered at 1410 hours. Custody Inspector happy he was offered food.
02/11/2020	Detainee requested medication. Officer informed. HCP to be arranged	Medication was given.
02/11/2020	Female officer not assigned.	ICVs explained to ask for a female officer. Checked custody record and was assigned a female officer.
02/11/2020	Toilet pixelation not explained.	ICVs explained. Sign in cell.
02/11/2020	Detainee wanted HCP.	HCP seen by detainee at 1105 hours
02/11/2020	Detainee wasn't offered to have someone notified. ICVs informed officer so that they can advise.	Detainee was given his this right with all rights at 1934 hours on arrival the previous evening and this is recorded.
02/11/2020	Shower blocked but has been reported.	Issue Resolved

20/11/2020	ICV noticed cleaning fluid in cell 2 and informed custody staff and was immediately removed.	This should not have happened and cell checks are required. Inspector will get this recorded as a near miss and speak to the contract manager at MITIE about re-enforcing the mandatory cell checks
31/01/2021	Epilepsy, no meds, officer informed.	The detainee was booked in and informed sgt she had epilepsy and that she was NOT mediated - As such this is all in order
31/01/2021	Requested phone call, officer informed.	Detainee declined to make a phone call when booked in stating she did not want anybody informed she was in custody. She was then asleep on all visits till this point. The call WAS offered and not delayed due to the above facts

KEYHAM LANE

Issues

Date of Visit	Custody Visitor Concerns	Action/Response from force
21/04/2020	Escorting officer unhappy with the arrival of custody visitors and unwilling to take them round. No Perspex on some cell hatches. ICV explained that this is a statutory requirement and visits are still to be completed during the crisis.	Inspector provided with detention officer's badge number and informed G4S contracts manager. Some doors at Keyham Lane are new and have been recently installed. ICVs can speak to detainees through the hatch by standing 2m away or via intercom.
17/05/2020	Detainee had a pen in his cell.	ICVs raised with the CDO who took it away and put it in the bin. The DP was not given this in custody and was not searched properly prior to booking in. Custody record was checked and fine, no other issues from DP. Force informed that this is an area of continuous improvement.
15/05/2020	Pot Noodle (beef and tomato) best before expired - date April 2020.	ICVs informed DO who explained that this may have been because they had some food from Beaumont Leys (which has been temporarily closed).
20/07/2020	Detainee hungry and food has been requested. Would also like someone made aware that she is in custody.	Hot food was given and drinks, Detainee was permitted a phone call to her father.
20/07/2020	Two detainees on the visit reported being cold.	Heating is working at Keyham but if a detainee is cold they would be permitted an extra blanket, I see this was given on this occasion.
26/11/2020	Update on case requested during ICV visit	The ICV Visit happened as the detainee was being taken to interview with the OIC who would have been the appropriate person to update.
26/11/2020	Cornflakes, several packs out of date	CDO checked and removed

Positive Comments Identified

Date of Visit	Custody Suite	Custody visitors comments
19/04/2020	Euston Street	Offered masks. Staff very helpful and suite well managed and covid-19 precautions taken.
19/05/2020	Euston Street	Kitchen clean and tidy. Helpful custody staff and iPad fully charged.
25/06/2020	Euston Street	Exercise yard checked. Kitchen all okay. Sgt very attentive. No concerns.
05/07/2020	Euston Street	Very good visit. Officer who escorted us around was professional and polite with detainees, resolving any issues/requests as we went around. Kitchen clean and tidy. Exercise yard in good condition.
24/08/2020	Euston Street	Helpful custody officer who dealt with all individual issues. Kitchen and exercise yard checked - no issues.
14/09/2020	Euston Street	Detainee provided with prayer mat & Quran. CCTV working. Shown sanitisation station, very welcoming and helpful.
08/12/2020	Euston Street	Noticeable improvement in general cleanliness of suite and detainees' shoes now kept in cupboards.
21/04/2020	Keyham Lane	Kitchen checked, all okay. Custody busy towards end of visit. No records checked as busy and no concerns. All detainees happy with treatment.
17/05/2020	Keyham Lane	Pleasant visit. Staff friendly. Kitchen checked - clean and tidy. Yard checked – clean.
16/06/2020	Keyham Lane	Pleasant visit. Kitchen checked - appears fine.
20/07/2020	Keyham Lane	No complaints about treatment.
22/08/2020	Keyham Lane	Kitchen checked. Pleasant visit. DO helpful.
14/09/2020	Keyham Lane	Kitchen checked - clean and tidy. Helpful custody staff. No concerns during visit. PPE offered.
02/11/2020	Euston Street	Custody sergeant was very patient and helpful. Resolved issues as we went around e.g. food and drink.
11/11/2020	Beaumont Leys	Staff very accommodating, exercise yard checked and access chute also checked. Kitchen clean and tidy. Interview rooms checked. Everything working and sufficient PPE
06/12/2020	Keyham Lane	Kitchen checked, clean and no issues. Exercise yard checked. No concerns. Detainees all happy with treatment. Sgt very accommodating despite being busy.
09/01/2021	Keyham Lane	Kitchen checked, all clean. Exercise yard checked, no concerns. Holding area also checked, no issues. Staff pleasant to deal with.
24/02/2021	Keyham Lane	Kitchen checked - food in order and area clean. Staff friendly and pleasant. No concerns at time of leaving custody suite.

Custody Record Reviews – Queries log 2020/2021

Query	Force Response
DP was in custody for more than 24 hours but not offered a shower. This has been identified on various custody records over the past few months – custody staff may need reminding/ensure they log this in the custody record?	I will look at this as a training need and re-circulate guidance in relation to showers. They also need to ensure if offered yet declined that is still noted on the log. Wash kits and showers are generally offered around 24 hrs detention, there are sinks in the cells and detainees can wash hands readily when necessary.
No rationale documented for delay in booking in from arrival to authorised detention. This has been identified on various custody records. In Leicestershire we had agreed that a rationale would be documented if there were delays over 30 mins.	Delays are an inevitable part of managing demand in challenging operational times and we have included this in a HMIC development plan to try and improve on this. Custody Officers have been made aware that unreasonable delays should be documented
No detail in CR of liaison and diversion screening being offered, may have been useful for DP considering his risk assessment, what provisions are available for out of hours?	There is no L&D service out of hours. 10am to 10pm. HCP provide out of hours screening for juveniles outside of the hours if they are seeing them for health related matter so he would have had that by the HCP
Not informed regarding toilet pixilation	Stencils spray painted within cells since October 2020 as below: 

<p>Inspectors Review which took place at 17:38 claims that The Appropriate Adult Service have been informed, however the custody record states that the Appropriate Adult service wasn't informed until 18:19.</p>	<p>In relation to the A/A then from viewing the record it looks like the box with the time of requesting hasn't been ticked until the appropriate adult has arrived as the rights are given immediately afterwards. It's highly likely that the phone call requesting the A/A was done prior to this time as they were just late in entering the details in that box.</p>
<p>Delay in rights for a Juvenile</p>	<p>Learning below shared with Inspectors and sergeants to reduce likelihood of occurring again.</p> <ol style="list-style-type: none"> 1) Parents or guardians must be contacted as soon as practicable. If the detainee is under social care then social services must be informed, if their key worker is not available then we inform social service day time number. If out of hours we use the relevant out of hours service to inform them the detainee is here. 2) Rights to be given in presence of appropriate adult as soon as practicable. We are not to wait until prior to interview to complete. 3) Rational for any delay to be recorded on custody record. EG YOS unable to send rep, what have we done about this? Did we consider The Appropriate Adult Service? <p>Learning points for Inspectors:</p> <ol style="list-style-type: none"> 1) Must check at each review if a juvenile or vulnerable person has been given rights in presence of A/A. If not, what action has been taken to remedy this. 2) Must check at each review if a juvenile has had a parent or guardian informed. If not, what action has been taken to remedy this. 3) Must record the above on their review log.
<p>Review completed in a limited capacity</p>	<p>Learning shared to ensure a full review report is documented.</p>
<p>Liaison and Diversion arranged and they stated it would be midday at the earliest but was unable to complete screening during the time DP was in custody, query whether there would be any follow-up for this after DP left custody</p>	<p>L&D policy is to contact the detainee following leaving custody, this is a voluntary process and the onus is on L&D service to ensure they obtain name/address etc to ensure that is done, they monitor this at a NHS partnership meeting.</p>

<p>Review completed in a limited capacity whilst DP was in interview, unaware. Was not informed when aware that review took place. Also, was not reminded of rights following return from interview. It has not been documented which inspector carried out the review.</p>	<p>For me as a juvenile this review should have been done face to face – and as you point out not whilst in interview. They should not have been released before being informed of the review. I will speak to the relevant PACE Inspector to ensure he is aware of the learning from this</p>
<p>Food and drink offered but DP declined food and drink, was in custody 19 hours. Is there a protocol for when DPs decline food and drink, what steps are taken?</p>	<p>We cannot force detainees to have food and drink. Although of course we must offer. If the detainee had a health condition where refusal to eat could impact on their health we would refer to the HCP. Each case would be an individual needs assessment. I have spoken to the HCP about this who has stated that unless diabetic etc they would not need to see.</p>
<p>Appropriate Adult Representative - has made representation about being uncomfortable about detainee returning home.</p>	<p>A Sgt in the Child Referral Unit was involved and has stated “There is no Police information to support the child is at risk of abuse and the child has been in lockdown for some time and he believes this is parents keeping him locked in as opposed them trying to protect him. Its noted that his autism has been affected since lockdown has been in place.”</p>
<p>Rights repeated in presence of Appropriate Adult 14 hours after authorised detention, no rationale documented and this was questioned by Inspector at second review.</p>	<p>This definitely appears to be an error. Unfortunately, this was not picked up on the first PACE Insp Review –Insp will pass the learning on this matter.</p>
<p>Detail in custody record regarding language barrier at review, but no detail regarding request for interpreter via telephone. Review was completed by telephone from Keyham Lane due to operational commitments/completing other reviews at another custody site. Can you clarify if they would need an interpreter if the Annex M document is provided?</p>	<p>The Annexe Document is a review printed in the first language of the detainee. This removes the requirement for having to need an interpreter. When a non-English speaking person is booked in to custody this is done using Language Line. The rights do not need to be repeated with an Interpreter present. It can take anywhere up to 12 – 18 hours sometimes to get interpreters. We would not record this as standard practice.</p>

Good practice log – Custody Record Reviews

- 12 year old child arrived in custody but detention not authorised. Was seen by Liaison & Diversion and advised that the child had a long history of trauma. The plan was for her to be released back to the care home after being processed through custody, however it was decided that custody was not the appropriate environment for her. She was spoken to, has a lot of people around her to support her and the Sergeant explained the consequences of her actions on herself and others, and mentioned that he saw a bright future for her if she engaged and applied herself. The child was taken back to the care home by officers and released into their care.
- Immigration detainee. Detainee had no connections in the country, spoke limited English and had nowhere to go so whilst awaiting update from Home Office, custody staff were faced with the choice of keeping him with them outside of the PACE clock for 24 hours or releasing him into an area they do not know, have no accommodation, no income or the ability to communicate effectively or obtain food or water. They decided to give immigration and social services some time to resolve issues and safeguard the detainee during this time. The detainee was eventually released to alternative, safe accommodation.
- Toilet pixelation explained, DP stated they couldn't go in cell with door closed as suffers from claustrophobia and will cause heart problems. DP informed custody sergeant DP then went to exercise yard with chair, cell visits in yard, DP struggled to go in cell due to close spaces.
- Great details explanation of why replacement clothing provided and shoes replaced. "Detainee provided with suitable replacement clothing because joggers contained cords. Whereas the DP has not suggested that they are likely to harm themselves in custody, we cannot fully prepare, risk assess or know what the DP is likely to do when in the cell. In the past we have had DP's make ligatures, and we are aware that a ligature can kill someone in minutes. Therefore, we are not prepared to allow any DP to have belts or cords, laces or anything such as strings necklaces or items that are thin enough to be used as a ligature. We are fully aware of the risks that shoes present in terms of them being used as weapons, or to use parts of them to remove to make items to cause damage or harm. Therefore, the footwear that the DP is wearing will be respectfully requested to be removed to be left outside of the cell."
- One detainee was initially not classified as vulnerable however after the Officer in Case spoke to his family about concerns regarding the detainee's Mental Health, discovered that he has been in the Bradgate Unit previously and behaviour at home is erratic. Arresting officers put in their statement that the detainee did not appear to understand what was going on when arrested. The detainee was then changed to a vulnerable adult and Appropriate Adult arranged to be present to re-do his rights and attend interview. The Appropriate Adult Service attended.
- Aggressive detainee did not want an Appropriate Adult (AA) and became upset and angry with the AA present (had 2 AA's), taking his frustrations out on them. Based on the detainee's risk assessment the officer believed that the detainee required an AA but also did not want to put the AA at risk during the interview.

- This Detained Person was well looked after in terms of hand injury, consultations made with Leicester Royal Infirmary (LRI), taken to and from LRI twice and ensured same nurse saw DP for his hand injury. Also ensured that decisions from LRI were put in writing. PACE clock started and stopped several times due to LRI visits and all information recorded in detail.
- One Young Person was in custody for 31 mins – Detention was not authorised. DP was the only one detained. No witness evidence at this time can link the DP to the crime other than being. Arresting officer to take DP home to parents to discuss and to ensure that he is safe and advise around Covid 19 breach.
- Custody record stated “Officers were trying all night and in contact with Emergency Duty Team, managed to secure the accommodation the following day at lunchtime. DP has been collected from custody by senior Practitioner, Children and family Services Leicester City Council. They have found suitable accommodation for DP to stay.”
- Female hygiene products provided during stay and onward travel as female detainee was being detained by immigration and was travelling via Serco taxi.
- Detainee given additional mattress from another cell as says he was not very comfortable - given pillow and 2 blankets
- Custody record stated “DP 6 months pregnant, custody staff were accommodating and tried to put support in place. DP was not in contact with Midwife Services therefore contact made with services. Spoken to Specialist Midwife who knows this detainee and has a good relationship with her. She has agreed to come in and see DP in the morning as she is not yet registered with Midwifery team. Midwife is aware of significant mental health issues with this DP. Midwife from Leicester royal attended custody to see DP to check on the welfare of the mother and child. DP did not wish to engage with Midwife whilst in cell after making many attempts to speak to DP.”
- Custody record stated “Detained Person refused name address and details so has had to be booked in as refused. CR states "The d/p is over 6 foot and looks about 18 years of age. So, until he tells us otherwise we will treat him as an adult. I have authorised his samples to be taken to see if we can find out who the male is." Appropriate adult requested due to alleged age. Officer was concerned the Detained Person has not provided any details re next of kin to allow us to notify them and as he is no trace PNC he could still easily be giving incorrect details. I asked him if he is likely to be missing from home and he replied no but his reply was far from convincing. The custody team need to be updated as to what enquiries have been completed to firm up this young man’s ID and identify his vulnerabilities.”
- Custody record stated “Spoken to Detained Person at door very agitated and angry. Magazine provided to try and help calm him down. Has been throwing water under door, water turned off to prevent flooding. I have informed him it’s not going back on until he calms down as he will flood the suite. Water turned back on after 1.5 hours and turned back off overnight.”