

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

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Report of	OFFICE OF THE POLICE AND CRIME COMMISSIONER
Subject	INDEPENDENT CUSTODY VISITING SCHEME ANNUAL REPORT 2022 - 2023
Date	23 FEBRUARY 2024
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## **Purpose of Report**

The purpose of this report is to provide custody visitors with the annual report of the Commissioner's Independent Custody Visiting Scheme 2022/23. The report covers the period 1 April 2022 to 31 March 2023.

## **Recommendation**

1. Custody visitors are recommended to discuss and note the contents of the report.

## **Background**

2. 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**

3. The Police and Crime Commissioner is responsible for the Scheme and receives regular reports on the performance and outcomes from custody visits. The Commissioner and Deputy Commissioner have undertaken a number of custody visits during the term of office. The Scheme is overseen by the Director of Performance & Governance with daily management undertaken by the Volunteer Manager.

4. There are currently 18 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.
5. Leicestershire Police has 3 custody suites located as follows:

Euston Street	-	36 cells
Keyham Lane	-	18 cells
Beaumont Leys	-	14 cells (Currently not being used)

Euston Street and Keyham Lane are the primary custody suites and Beaumont Leys is a secondary custody suite. Beaumont Leys was closed most of the year and only open when there was demand or when there were refurbishment works taking place at Keyham Lane Custody Suite.

#### **Visits undertaken 1 April 2022 to 31 March 2023**

6. ICVs have the locally agreed target to visit each custody suite a minimum of once per week.

During 2022/23 a total of 100 visits were made as follows:

Euston Street	53	Visits
Keyham Lane	47	Visits

The Independent Custody Visitors contributed an impressive 157.29 hours of their time volunteering for the OPCC throughout the year.

#### **Access to the custody suite**

7. 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 100 visits carried out during the year, immediate access to the custody suite was permitted on 87 occasions.

ICVs experienced a delay of 6-15 minutes on 3 occasions, and 1 visit incurred a delay of more than 15 minutes.

Delays in access were mainly due to suites being very busy and staff shortages.

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

8. During 2022/23, the total number of detainees in police custody was 14,553 of which 958 were in police cells at the time of custody visits. Of these:
  - 343 detainees were offered a visit, of which 304 agreed to be seen.
  - 39 of those offered a visit refused to be seen.
  - 27 detainees were not offered a visit on advice from the Custody Sergeant due to them being aggressive, intoxicated or health and safety concerns.

- 164 detainees were not available to be visited due to being in an interview, at hospital, or out of cell for other reasons.
- 424 detainees that were asleep, were observed through the spyhole or cell hatch.

### Day and Time of Visits

9. 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 2022/23.

#### Euston Street

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	1	1	2	2	7
Tuesday	1	1	1	2	1	6
Wednesday	1	1	1	2	3	8
Thursday	2	1	1	1	3	8
Friday	2	1	4	2	1	10
Saturday	1	3	1	1	1	7
Sunday	1	2	1	2	1	7
<b>Totals</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>53</b>

#### Keyham Lane

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	1	1	2	2	7
Tuesday	1	1	1	1	2	6
Wednesday	2	1	2	1	2	8
Thursday	2	1	1	1	2	7
Friday		1	1	3	2	7
Saturday	1	1	2	2	1	7
Sunday	1	1	1	1	1	5
<b>Totals</b>	<b>8</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>47</b>

### Issues Reported

10. A full list of all issues raised by detainees throughout the year is attached at 'Appendix 1' to the report.

## **Current Custody Visitors**

11. At the start of April 2023 there were 18 ICVs registered with the Scheme.

### **Meetings**

12. Quarterly team meetings take place, which are chaired by the Volunteers Manager and are attended by the Force Custody Inspector and team of Independent Custody Visitors. These meetings took place on

15 June 2022, 29 September 2022, 14 December 2022 and 16 March 2023.

Items discussed in the last 12 months included, outcomes from custody visits and Force response, developments within the scheme and custody, legislative changes and system and staff updates within custody. Since April 2022, the team meetings have returned to a face to face format.

## **Developments during 2022/23**

### **Investing in Volunteers Award**

13. The Scheme is accredited and has achieved the Investing in Volunteers Award for the fourth consecutive time and has held this award since 2012.

### **Recruitment**

14. 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 2022/2023. Targeted advertising will be carried out to ensure the diversity of the team reflects the local community.

### **Bitesize training – Distance learning**

15. ICVA produces regular training modules to be completed online. All ICVs are sent the details with links when published.

## **Future development**

### **Animal Welfare Scheme**

16. The PCC launched the Animal Welfare Scheme (AWS) on 1 April 2022. The operation of the AWS is the responsibility of the Office of the Police and Crime Commissioner (OPCC) and is exercised in consultation with the Chief Constable. Once a month AWS visitors make an unannounced visit in pairs to the Leicestershire Police Dog Unit. They check on the conditions in which the dogs are housed, trained and transported. They will also observe dog training in progression and will provide feedback on all visits via an electronic visit report form. Feedback from their visits will be shared with the OPCC Volunteers Manager and the Sergeant of the Dog Unit.

The AWS visitors, all members of the public who have volunteered to dedicate their time to the scheme, have received training and upon visiting the kennels have been impressed with the variety of enrichment activities on offer for Leicestershire's canine cops which include a sandpit, pool and open space to explore.

Temperature monitors and shades have been implemented.

17. To ensure a varied coverage of visits each month is divided into 12 timeslots. A varied spread of visits is crucial to ensure that visits do not become predictable. The below tables show the performance for 2022/23.

March 2023	7am – 1pm	3pm – 8pm	Totals
Monday	1	1	2
Tuesday		1	1
Wednesday	1	1	2
Thursday	1	1	2
Friday		1	1
Saturday/Sunday	2	2	4
Totals	5	7	12

### **Regional Collaboration**

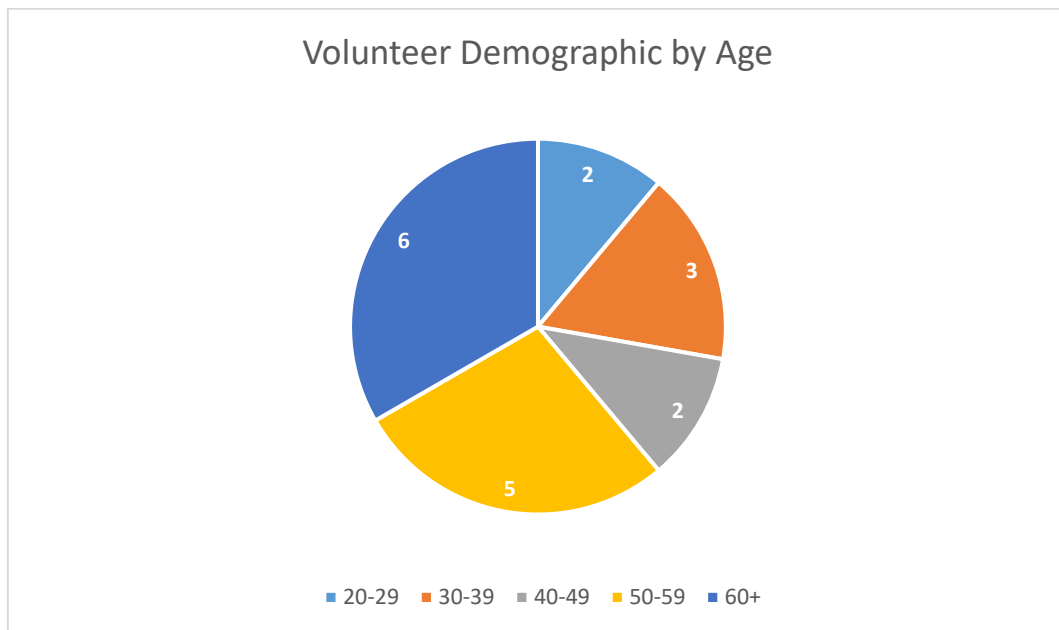
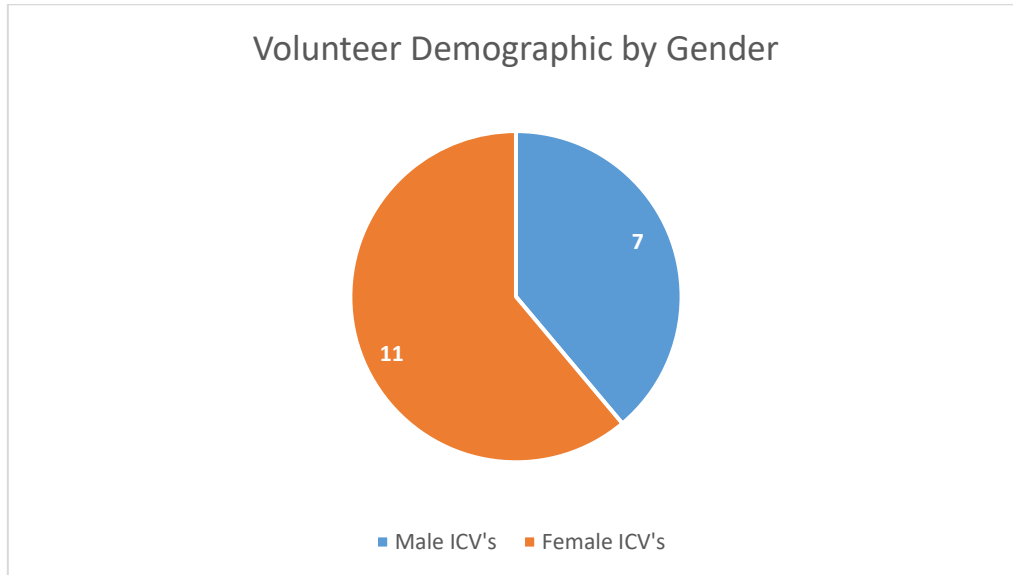
18. Volunteer Managers from Schemes within the East Midlands meet on a quarterly basis. The group discuss:

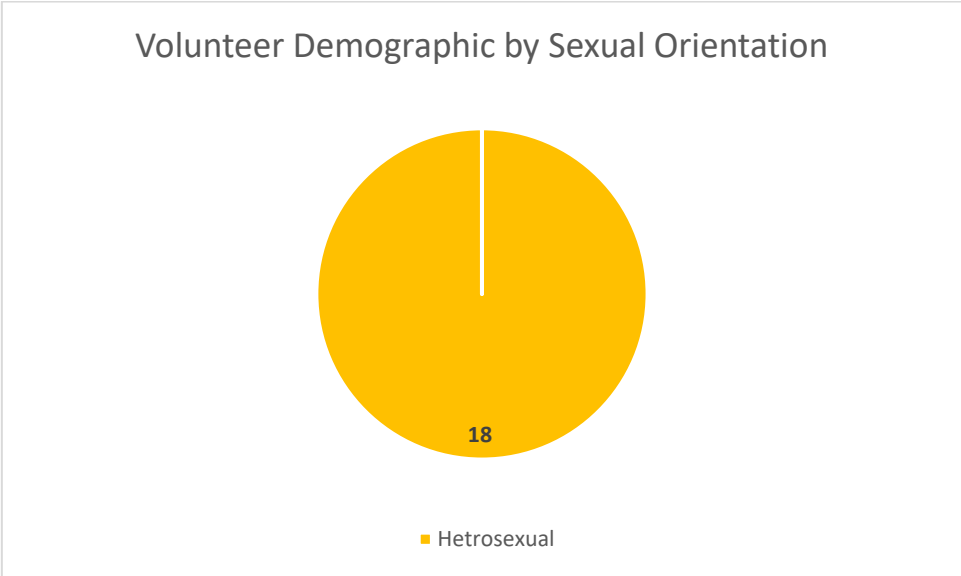
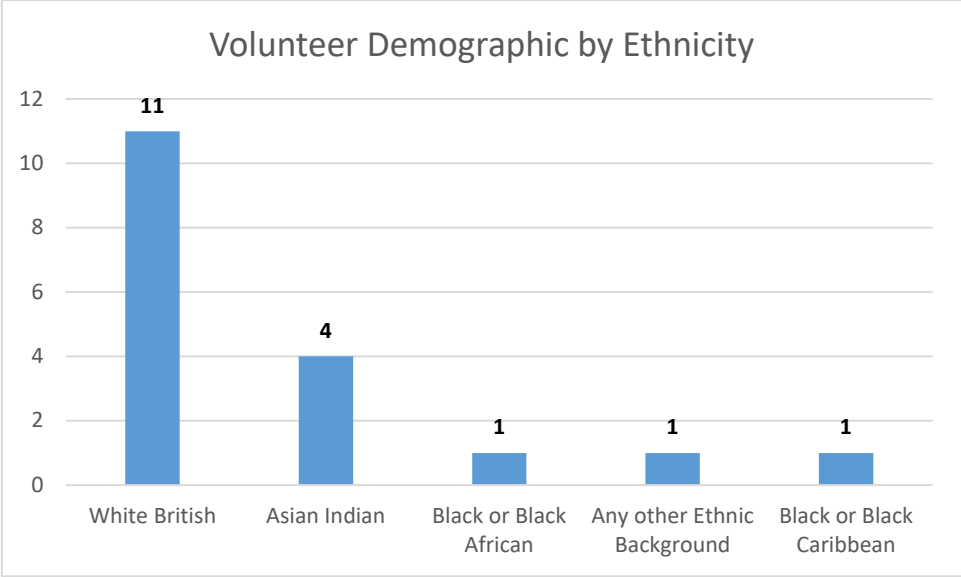
- Matters arising
  - Key Performance Indicators – monitored around frequency and coverage of visits, access to custody suites and the number of detainees visited
  - Recruitment updates
  - Independent Custody Visiting Association (ICVA) updates
  - Risk Assessment Documents
  - ICV Advanced Regional Training
  - Electronic reporting
  - National Experts Forum (NEF) updates
19. 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.

**Equality monitoring data as of 31 March 2022**

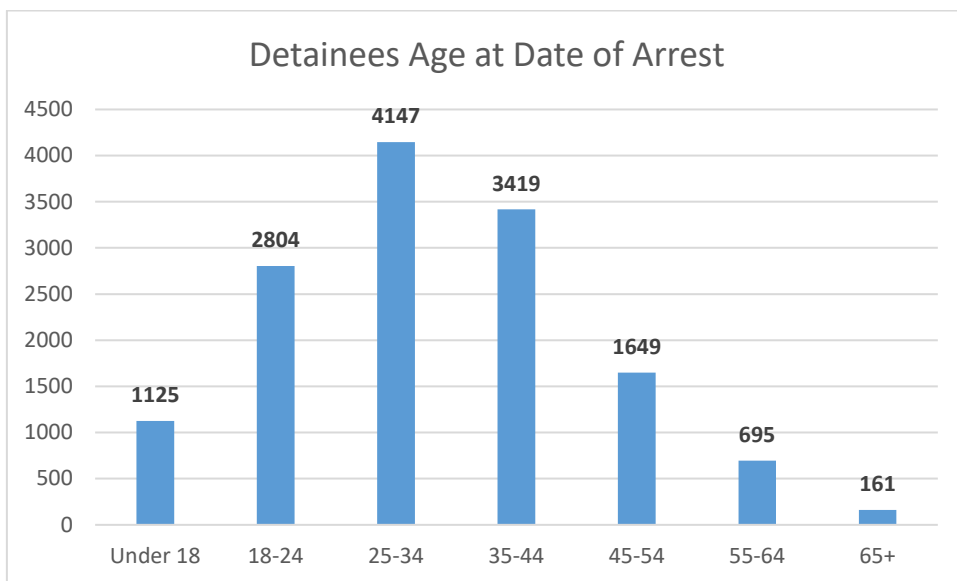
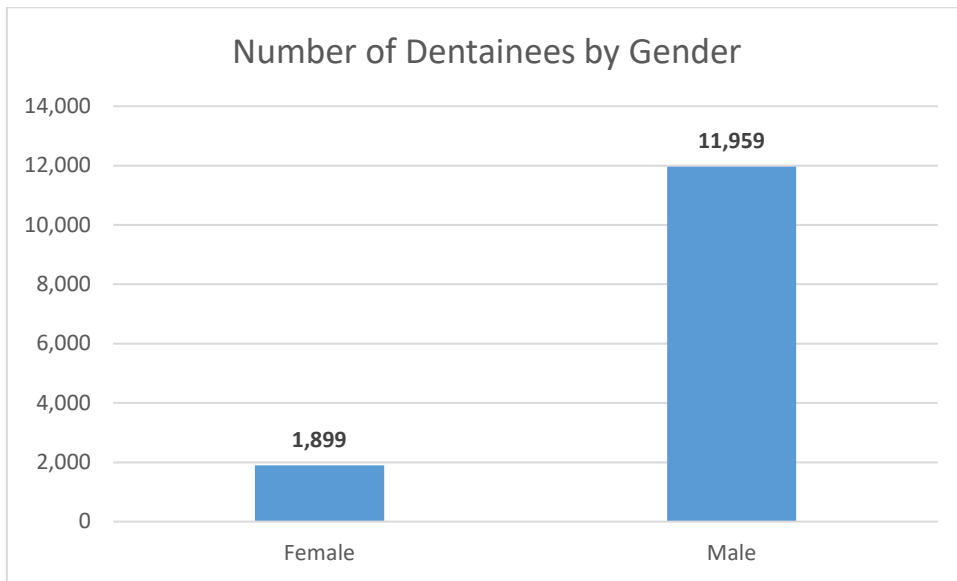
20. The demographics of the ICVs as of 31<sup>st</sup> March 2022 are shown in the charts below:

Total number of ICVs – 19.

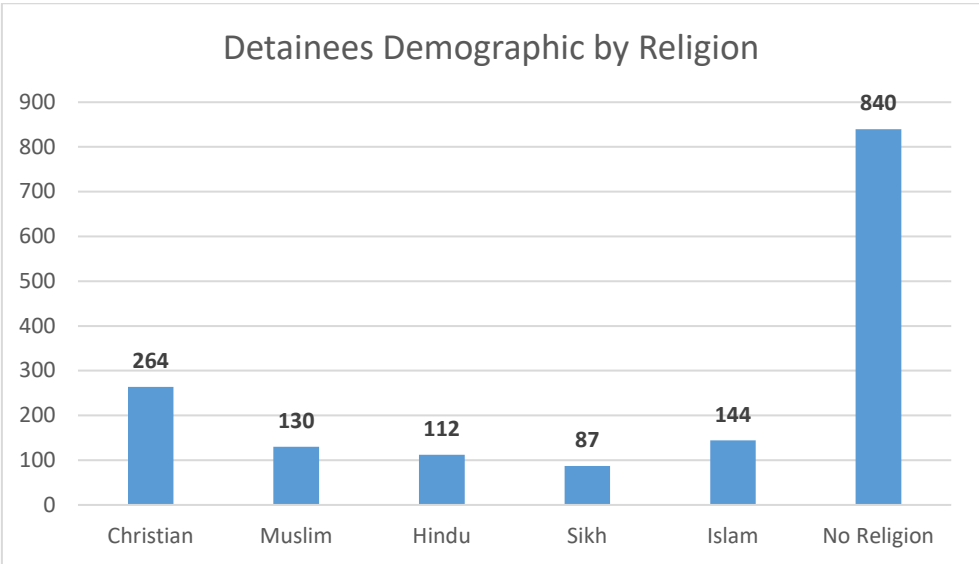
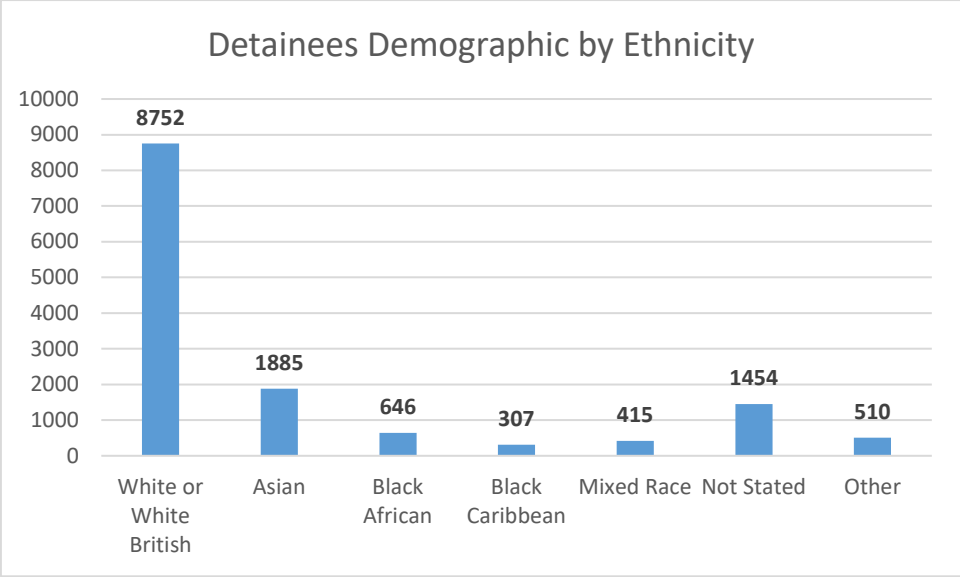




21. The demographics of the Detainees as of 31<sup>st</sup> March 2022 are shown in the charts below:







### **Positive feedback from ICVs to Custody Staff**

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

### **Conclusion**

23. ICV's were unable to view custody records on the screen for many visits due to IT issues. Leicestershire Police have reassured us that this will be resolved as soon as possible.

24. Team meetings with 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 and contribution has been outstanding.

25. Detainees looked after well in custody, being offered meals and drinks, dietary requirements met and religious requirements met.

26. Rights and entitlements provided, solicitors contacted in a timely manner.

27. Female detainees provided female officer and hygiene products offered on most occasions.

28. Some delays in the arrival of Appropriate Adults, rationale documented on most custody records.

29. Improvements required regarding documentation of rationale for delays of over 30 mins from time of arrival to authorised detention.

30. Seems to be some difficulty around arranging alternative accommodation at times, a regular theme and was also noted throughout the year.

31. The Independent Custody Visitors contributed an impressive 157.29 hours of their time volunteering for the OPCC.

## INDEPENDENT CUSTODY VISITING SCHEME LIST OF ISSUES RAISED AND FORCE RESPONSE

**1 APRIL 2022 TO 31 MARCH 2023**

Leicestershire Euston Street

<b>Tag</b>	<b>Resolution Delay (Days)</b>	<b>ICV Comments</b>	<b>Inspector Comments</b>
Adequate food not offered	7	Offered food whilst visit taking place	The detainee was provided with a meal and drink at 16:54hrs on 26/04, the detainee declined the offer of a meal at 11:31 and 18:02 on the same day. I am satisfied that the detainee has been offered and provided a meal in line with legislation
Adequate food not offered	2	Claims not offered any food but will check custody record and review	The detainees was offered either food or drink on 12 separate occasions whilst in custody. He was provided with Lasagne at 13:24, a further meal at 19:33, a tikka and rice at 21:20 and cornflakes at 10:02. The detainee was provided with 8 x drinks. I am satisfied that the detainee has been adequately fed under the provisions of PACE.
Adequate food not offered	15	staff say because he was asleep	I have also checked the custody records, the detainee was offered food and drink on two separate occasions, on both occasions he declined. The first offer was whilst being booked in where the detainee replied "I cant eat anything", the second offer was several hours into his detention.

Appropriate Adult (waiting 2+ hours)	1	ICV's queried why an appropriate adult had not been considered for this detainee, ICV's felt this detainee appeared to be vulnerable.	The detainee was assessed by the liaison and diversion team who had full engagement with the detainee. The assessment regarding the detainees vulnerability was that the detainee had retained capacity and was able to communicate, understand and evaluate information provided to her. This assessment underpinned by the custody officers own processes in identifying any vulnerabilities and what capacity the detainee had to understand the processes. It was agreed that the detainee is vulnerable but based on professional review and custody processes deemed an appropriate adult to not be necessary. I am satisfied with the rationale provided by the custody officer and the L&D professional in these circumstances.
Cell too cold	7	Shoes would help with cold floor	As the detainee requested footwear and this was provided during the ICV visit, this should help keep the detainee warm in the cell.
DP claims use of force	2	Claims manhandled and head forced to floor.	The detainee was spoken to in relation to this complaint and provided appropriate information on how to make a formal complaint. Resolved.
Exercise not offered (if detained for 24+ hrs)	46	Requested	The detainee has not been offered exercise according to the detention log and also has not been reviewed by an inspector whilst aware when usually exercise is offered to the detainee. I will feedback the requirement for exercise to be offered for the detainees with the sergeants and detention officers, i will also ensure where practicable back to back sleeping reviews are not conducted. per APP guidance

Healthcare Practitioner requested	32	Requested	I cannot find the custody record that this relates to, the custody number C22024320 is a Notts record. I will need the correct number to resolve.
Healthcare Practitioner requested	2	Still waiting after 1.5 hrs. Claims suicidal.	The detainee was assessed by both an HCP and L&D, no record of if or when the detainee requested the HCP. I am satisfied that he has had access to the appropriate support whilst in custody. resolved.
Medication not received/requested	7	Staff to check	Detainee stated on booking in that he is not currently on any medication, no information to support that the detainee is on medication. Access to HCP and L&D. Resolved
Medication not received/requested	4	Is due in court and will need methodone shortly but chemist closes midday. Reported to sgt by co	No information on the record to indicate the detainee requested any meds however adequate logs regarding the detainee's care whilst in custody. HCP has completed medical assessment.
Medication not received/requested	3		I am satisfied that staff have tried to support the detainee with regards to accessing medication, at 14:41 a detention officer spoke to the detainee regarding meds, the detainee stating that they were in his property, the detention officer asked what the meds were called to which the detainee would not say and became abusive. Officers agreed that they would collect his meds should he be kept overnight but would not if he was to be bailed, this was agreed with the detainee. The detainee was bailed as such did not require his meds in custody. Also noted that the Meds were not prescription so would not have been able to give to the detainee in custody. I am satisfied looking through the logs that the staff have tried to facilitate as best they can the needs of the detainee.

Medication not received/requested	2	Meds at home	20 x medical logs mostly relating to the provision of requested medication. The detainee did request prescribed medication which was in his locker, this was refused as the medication needs to be taken in the evening and the request was made at 08:00am. I am satisfied there are no issues to take forward.
Medication not received/requested	2	Inhaler held by staff. Had to call 3 times when she needed it. Feels she should have it with her in cell as asthmatic. Staff it willing to let her have it in cell but concern raised by us that waiting for inhaler could be dangerous in a serious attack.	
Medication not received/requested	2	Inhaler held by staff. Had to call 3 times when she needed it. Feels she should have it with her in cell as asthmatic. Staff it willing to let her have it in cell but concern raised by us that waiting for inhaler could be dangerous in a serious attack.	
Not Informed that soap/sanitiser is available	7	Soap provided immediately	Provided at time of ICV visit, issue resolved.
Notice of Rights and Entitlements not received	2	Can't remember being given rights	Rights and entitlements were given to the detainee at 01:16hrs during booking in. The detainee was reminded of his rights during 3 x separate inspector reviews. No further actions required.

Phone call requested but not provided	3	Officer advised him to use call button for another officer to shorten his wait.	The detainee had requested to speak to his father which a detention officer tried to facilitate. Unfortunately, the detainee's father did not want to speak to the detainee and terminated the call. I am satisfied that a notification under sec 56 of PACE was completed as requested.
Phone call requested but not provided	2		The detainee has raised an issue regarding a call to his solicitor which was facilitated once raised by the visitor.
Replacement footwear not provided	7	Provided whilst we visited	Footwear provided, issue resolved at time of visit.
Shower not offered (if detained for 24+ hrs)	0	Spoke to through hatch. Drink and blanket seen in cell. Few items in cell. No concerns. Would like a shower if possible.	Shower provided on request at 17:19hrs. regular provisions of food and drink, cell cleared following food at 10:09hrs.
Solicitor not offered	2	Can't remember being offered	Solicitor was offered whilst being given his rights and entitlements at 01:16hrs, Black and Co solicitors were notified of the detainees request 4 minutes later. No further actions, resolved.
Solicitor not offered	2	Wants a solicitor	

<b>Tag</b>	<b>ICV Comments</b>
Adequate drink not offered	Didn't get food yesterday until he asked for it
Adequate drink not offered	Drink given
Adequate drink not offered	
Adequate food not offered	
Appropriate Adult not identified	
Blanket not provided	
Cell and/or contents dirty/broken	Detainee not happy with toilet. Custody record and staff confirmed it has been checked and is working ok
Cell too cold	Custody said would move to another cell
Healthcare Practitioner requested	Advised staff about mental health , already booked in but they don't start until 10am
Healthcare Practitioner requested	Staff aware
Healthcare Practitioner requested	Nurse to see
Healthcare Practitioner requested	Alcohol dependent, he claimed withdrawal symptoms starting
Healthcare Practitioner requested	Request passed onto staff
Healthcare Practitioner requested	L and D requested
Healthcare Practitioner requested	No concerns raised. Asked to see nurse
In person legal advice not given child/vulnerable	See below
Medication not received/requested	Spoke to officer/nurse to resolve
Not offered to have someone notified of arrest	Custody record showed someone informed
Not offered to have someone notified of arrest	Detainee was not able to provide a phone number.
Phone call requested but not provided	Passed onto staff, staff advised that husband had been notified
Phone call requested but not provided	Rights and entitlements given along with code of practice at 19:09
Solicitor not offered	Solicitor now contacted
Solicitor not offered	She has asked for the duty solicitor, contact was attempted but the call failed
Solicitor not offered	19:09 duty solicitor requested

Leicestershire Keyham Lane

<b>Tag</b>	<b>Resolution Delay (Days)</b>	<b>ICV Comments</b>	<b>Inspector Comments</b>



Appropriate Adult (waiting 2+ hours)	0	From viewing custody record copy there is a delay in seeing appropriate adult as he came in 9:23 and only saw appropriate adult at 15:13. He is clearly vulnerable.	I have viewed the custody record and I cannot see any reason why there was such a delay between the vulnerable person being booked in and the time taken to notify the appropriate adult service. I have sent comms out to the department to remind everyone of the importance of prompt notification to the appropriate adult service and also some directed learning to the sergeant managing the detainee. This was one example from a thousand plus detainees we have come through our suites on a monthly basis, I always will feed back any positives and negatives to support any potential learning.
DP claims use of force	0	Claimed he had been bullied by staff and is vulnerable as he has dyslexia.	The detainee raising concerns was spoken to following the independent custody visitors making the custody staff aware, the complaint was regarding bullying by the police in general, he feels he is constantly targeted and arrested for no reason. As the origin of the complaint is not related to his treatment whilst in custody the complaint options have been discussed with him and he has taken a leaflet with him that explains the process. I have fed back to the staff concerned regarding the lack of documentation on the custody record, hence I have had to speak directly to the staff involved as I did not have the required information accessible on the record.

Healthcare Practitioner requested	0		Custody log at 12:54 on 09/05 from the HCP stating the detainee was assessed at the desk and that she was satisfied that the very minor injuries required no medical intervention. No record of the detainee requesting to see the HCP, no clarity on whether the HCP request was for this matter or a different issue. Without further information i cannot clarify whether this matter needs to be fed back to the HCPs.
Phone call requested but not provided	0	Will speak staff	The detainee was kept incommunicado, authority given at 06:00hrs by Inspector Huss. Once the block was removed the detainee was asked if he would like anyone notifying of his detention which he declined.
Solicitor not offered	0		I have spoken to the detainee with regards to the solicitor. A detention officer spoke to the firm in the early hours who stated they will call her in the morning, i have reassured the detainee that a call from the solicitors has been requested, she is satisfied with me response.

Tag	ICV Comments
Adequate food not offered	Due to be given shortly
Adequate food not offered	DO informed.
Cell too cold	
Female hygiene pack not offered	Officer explained that products were offered but declined
Medication not received/requested	Seen by nurse
Medication not received/requested	Officers were tasked to do it yesterday
Medication not received/requested	Health worker aware
Medication not received/requested	Resolved in presence of ICVs
Phone call requested but not provided	Will be provided
Solicitor not offered	Resolved in presence of ICVs
Update on case not offered/requested	
Update on case not offered/requested	Update was given not long ago

**Visit Summaries including positive comments****1 Apr 2022 to 31 Mar 2023**

<b>Visit ID</b>	<b>Suite</b>	<b>ICV Comments</b>
ICV-300	Leicestershire Beaumont Leys	Checked the kitchen and exercise yard both ok. Staff were helpful too
ICV-327	Leicestershire Beaumont Leys	THIS VISIT TOOK PLACE AT BEAUMONT LEYS AS KEYHAM LANE HAS BEEN CLOSED. Exercise yard and kitchen checked. Staff (especially detention officer) extremely accommodating.
ICV-277	Leicestershire Euston Street	Escorting officer was helpful and informative and was really good at answering any questions from us and the detainees which made everything easier. Kitchen, exercise yard and all areas clean and tidy and everyone seemed to be kept well and to expected standards. I pad was fully charged.
ICV-278	Leicestershire Euston Street	Exercise yard checked. Hot water tap (boiling water) isn't working and hasn't been for 5 weeks. Having to use a kettle at the moment. Staff helpful once in.
ICV-280	Leicestershire Euston Street	Both yards checked. Yard one, possible ligature point reported. Missing mastic on electricity cover. Yard2 OK. Kitchen clean, food in date, shower clean. Staff exceptionally busy but still helpful and responsive.
ICV-282	Leicestershire Euston Street	Kitchen checked and food in date. Exercise yard and shower checked and clean. Helpful and courteous custody officer escorted us.
ICV-285	Leicestershire Euston Street	Kitchen all tidy and clean, the yard is tidy. Custody officer kind and helpful.
ICV-287	Leicestershire Euston Street	IT issues again, difficulty accessing Niche
ICV-289	Leicestershire Euston Street	No explanation for late entry (18 minutes) Pot noodles out of date end of may, kitchen clean, escorting officer helpful, yard and showers satisfactory.
ICV-291	Leicestershire Euston Street	Very busy. Sample check of detainees. Staff helpful.
ICV-292	Leicestershire Euston Street	Kitchen fine, one exercise yard out of action due to ligature point, helpful custody staff

ICV-294	Leicestershire Euston Street	Suite extremely busy so cursory check of kitchen and yard. All ok. Asked about nurse and there was one on duty. Staff very helpful especially in circumstances. Due to delay did not have time to look at any custody records
ICV-295	Leicestershire Euston Street	Exercise yard, kitchen and food stock all ok. Escorting officer was warm and friendly.
ICV-298	Leicestershire Euston Street	Staff were very busy staff and considering hand over period so decided to not check kitchen. But over all staff very helpful and cells were clean.
ICV-301	Leicestershire Euston Street	Sanitary products well stocked. Shower clean. No concerns with kitchen. Exercise yard checked. Detention officer very helpful throughout.
ICV-303	Leicestershire Euston Street	Inspected yard, 2 issues noted: Dead pigeon on roof needs removing Graffiti dated 22/05/2022 to be removed
ICV-306	Leicestershire Euston Street	Kitchen fine, both yards fine apart from dead pigeon on roof. Helpful staff, drinks offered to icvs
ICV-307	Leicestershire Euston Street	Kitchen and exercise yard checked all ok, helpful staff
ICV-309	Leicestershire Euston Street	Kitchen being worked on by engineer so restricted access but food in date and otherwise clean. Yards clear. Sanitary well stocked. Staff very helpful. Had trainee shadowing us.
ICV-312	Leicestershire Euston Street	Accompanying officer very new to process but helpful and willing to learn. Suite busy but we were not delayed. Kitchen, food, showers and yards all ok. Sanitary stocks ok.
ICV-314	Leicestershire Euston Street	Kitchen clean and exercise yard ok. All officers helpful and efficient.
ICV-315	Leicestershire Euston Street	Exercise yard and kitchen clean and tidy . Difficulty accessing custody records. Helpful custody officer escorted us.
ICV-318	Leicestershire Euston Street	Graffiti on window ledge in exercise yard 2, shower by cell 1 has bar of soap on floor and waste in sink
ICV-320	Leicestershire Euston Street	Escorting officer was very helpful, all clean in the custody suite.
ICV-322	Leicestershire Euston Street	We checked the kitchen and food all in date and exercise yard clean.
ICV-324	Leicestershire Euston Street	Sorted out all other issues whilst at suite. Busy suite. Staff very helpful inc sgt 3035. Kitchen and yard checked
ICV-326	Leicestershire Euston Street	Observed detainee using language line type telephone translation service, he was offered a train ticket to London
ICV-328	Leicestershire Euston Street	Helpful custody staff. Yard and kitchen fine

ICV-329	Leicestershire Euston Street	Pleasant custody officer. Helpful and visit went smoothly. Police officer in reception offered us a drink which was nice but we refused. Kitchen clean food in date and exercise yard clean.
ICV-332	Leicestershire Euston Street	Kitchen fine, food in date, both yards clean, helpful custody staff
ICV-334	Leicestershire Euston Street	New sergeant very welcoming. Co first presented list with names so had to delist which caused delay. Yard 1 closed for ligature hazard. Mastic missing. Showers clean. Kitchen clean. Food in date. Female sanitary well stocked. Asleep t
ICV-335	Leicestershire Euston Street	PNC and Niche systems are down so staff are all operating on paperwork. Unable to view custody records as a result. kitchen checked. One exercise yard currently closed.
ICV-336	Leicestershire Euston Street	Kitchen clean and tidy. Exercise yard only one in use clean. Other yard closed because of a reported ligature point. We were accompanied by 2 visitors from Humberside ICV scheme who wanted to see the App in action.
ICV-338	Leicestershire Euston Street	Have inadequate blankets, there appears to be a shortage
ICV-341	Leicestershire Euston Street	Yards clean. Yard one now open again. Ligature hazard repaired. Kitchen clean and food in date. Staff vey obliging. Had PCC and photographer observing.
ICV-343	Leicestershire Euston Street	Kitchen all clean and tidy, all food is in date. Seen both of the yards, tidy and safe. When seeing the custody records, we've been told that the staff have been showing us the wrong version of the records- so the one we've been shown was different to the ones we've been seen. Staff are helpful, quickly conducted. No issues.
ICV-345	Leicestershire Euston Street	Checked kitchen all clean. But one box of food was leaking and needed to be thrown away. Cornflakes due to expire at end of year otherwise all other food in date.  Exercise yard and showers clean.  Staff were very helpful.
ICV-347	Leicestershire Euston Street	Kitchen clean and tidy. Very helpful escorting officer.



ICV-349	Leicestershire Euston Street	<p>The yard had some empty cups and paper rubbish on the floor- in one of the yards, there was a broken piece of the edges of windows - but nothing major as it was not sharper than the standard edges.</p> <p>Kitchen was clean and tidy.</p> <p>Escorting officer, informed us that they don't give out plimsoles anymore, instead they use sliders which they re-use by spraying them with anti-bacteria spray- which may cause some hygienic issues.</p> <p>Kind and helpful staff.</p>
ICV-351	Leicestershire Euston Street	Kitchen and yard clean, staff very helpful.
ICV-352	Leicestershire Euston Street	Yard, kitchen and food checked. All ok. Staff as always very helpful.
ICV-354	Leicestershire Euston Street	Exercise yard very cold. Kitchen clean and tidy. Observed booking in procedure.
ICV-356	Leicestershire Euston Street	Watched a booking in of a detained person whilst waiting for the paperwork. View screens were not working had paper print out instead. cell 23 missed 4pm cell visit - looks like should have been on 30 minutes observation
ICV-359	Leicestershire Euston Street	Unable to get through to custody on the phone after more than 15 minutes. 2 members of staff down. Busy suite and a number of detainees waiting to be booked in. Unsure why the phone couldn't be answered in that time. We ended up trying to reach the control room but thankfully a passing PC passed a message through. Overheard a detainee complaining about the wait time in the holding chute. No records viewed due to how busy the suite is. About 2/2.5 hours wait time to book in
ICV-361	Leicestershire Euston Street	Yard and kitchen clear food in date, escorting officer very helpful. Custody suite appeared calm despite several detainees
ICV-363	Leicestershire Euston Street	Kitchen clean and food all in date. Exercise yard also clean. Custody staff very helpful and organised.
ICV-365	Leicestershire Euston Street	Kitchen clean and food in date. Female products stocked. Yards both clear. Staff very helpful especially as escorting officer was trainee and we were accompanied by experienced office as well. Sergeant dealt with concerns immediately. Very receptive.
ICV-367	Leicestershire Euston Street	Kitchen and shower was clean Staff very helpful and friendly

ICV-368	Leicestershire Euston Street	Very helpful custody staff, yard and kitchen fine.
ICV-370	Leicestershire Euston Street	Kitchen, oven is dirty - officers informed Staff is very busy, but very helpful  The yards are clean . Staff very helpful and kind
ICV-372	Leicestershire Euston Street	Checked kitchen and yard, helpful staff
ICV-373	Leicestershire Euston Street	All ok. Prompt access but a custody record as cloaked. Please investigate as not heard of this before.
ICV-375	Leicestershire Euston Street	Overall custody staff very helpful and organised.  Kitchen is clean and food all in date Exercise yard clean Sanitary and hygiene products all stocked up No detainees seen as asleep , not in cell or interview.
ICV-276	Leicestershire Keyham Lane	Kitchen clean and tidy. The yard is clean some leafs gathered in the corner. The sergeant asked for our names, written on paper, Nurcan Nas and Sabeha Shaikh.
ICV-279	Leicestershire Keyham Lane	Yard and kitchen all ok. Some food will go out of date end of April. Over stocked on vegetarian options due to Ramadan. Escorting officer really helpful.
ICV-281	Leicestershire Keyham Lane	Pleasant visit. Helpful staff. Kitchen checked, no issues but some meal expiry dates are April 2022. Exercise yard checked - some blood spillage but very recent incident before our arrival and is being cleaned.
ICV-283	Leicestershire Keyham Lane	Kitchen and exercise yard seen and in good condition. The DO was very helpful.
ICV-284	Leicestershire Keyham Lane	Kitchen fine, yard fine. Very helpful custody staff, including new member of custody staff
ICV-286	Leicestershire Keyham Lane	Exercise yard checked. Kitchen also checked. Staff very helpful and accommodating.
ICV-288	Leicestershire Keyham Lane	The Escorting Officer was very warm, respectful and one of a kind in his communication ie very well nurtured PC S.Smith 9283.  Kitchen, exercise yard and stock room all clean.
ICV-290	Leicestershire Keyham Lane	Kitchen clean and tidy. The yard is also. No detainees to visit. Only one and that is in hospital.
ICV-293	Leicestershire Keyham Lane	Kitchen and exercise yard checked. Staff helpful and pleasant visit. All matters actioned promptly.
ICV-296	Leicestershire Keyham Lane	Pleasant visit with staff. Kitchen and exercise yard checked. No concerns.

ICV-297	Leicestershire Keyham Lane	Kitchen all clean and tidy There were a couple plastic cups in the yard and Adam picked them up and handed it over to the officer Staff kind and helpful
ICV-302	Leicestershire Keyham Lane	Kitchen checked - clean and tidy. Exercise yard checked - no issues. Pleasant visit with staff.
ICV-304	Leicestershire Keyham Lane	Kitchen checked - all in check. Pleasant visit. No concerns.
ICV-305	Leicestershire Keyham Lane	Exercise yard and kitchen seen all ok. When announced visit By ICV's the male answering the phone said "oh for God sake"Did make us feel very uncomfortable. The escorting officer was fine with us though.
ICV-308	Leicestershire Keyham Lane	Arrived whilst prisoner transport was here to take some detainees to court. Staff accommodating and allowed us to observe. Kitchen and exercise yard checked. No issues. F4 has no water at the moment.  Staff very helpful to us and also detainees
ICV-310	Leicestershire Keyham Lane	Yard and kitchen clean. No other matters.
ICV-313	Leicestershire Keyham Lane	Kitchen and yard checked. No issues. Pleasant visit.
ICV-316	Leicestershire Keyham Lane	Exercise yard checked, no issues. Kitchen checked, 6 out of date meals which will be disposed of
ICV-317	Leicestershire Keyham Lane	Staff refused to let us stand in the suite (out the way)during the booking in process of a detainee. They said we are not entitled to hear that. I tried to explain that we are vetted and entitled to observe but despite this we were told to sit down in a side room. It is clear staff need to be reminded what rights we have as custody visitors which includes full access to the suite where appropriate and also to observe what is happening in the suite.  Sgt 655 wanted to place us in a interview room down the corridor and went to the length of sending PC to shut us in the room. In the end we felt so uncomfortable we abandoned the visit
ICV-319	Leicestershire Keyham Lane	Kitchen and yard clean, staff very helpful
ICV-321	Leicestershire Keyham Lane	Pleasant visit. Checked exercise yard, blankets etc stock room. No issues or concerns.
ICV-323	Leicestershire Keyham Lane	Food all in date and kitchen clean and tidy Exercise yard there is graffiti on door One of the showers needed a Clean Very helpful and experienced escorting officer. Very good experience overall.
ICV-325	Leicestershire Keyham Lane	Kitchen all clean, friendly staff



ICV-330	Leicestershire Keyham Lane	Exercise yard checked and all fine. Kitchen clean and tidy. Staff welcoming, pleasant visit.
ICV-331	Leicestershire Keyham Lane	Pleasant visit. Kitchen checked - clean and tidy. Exercise yard checked - all fine.
ICV-333	Leicestershire Keyham Lane	Team very polite and accommodating.
ICV-337	Leicestershire Keyham Lane	Kitchen all good, and yard checked- one end large puddles. Pleasant visit with staff.
ICV-339	Leicestershire Keyham Lane	Yard checked. Some puddles but not serious. Kitchen also checked. Staff very helpful. 9283 very accommodating
ICV-340	Leicestershire Keyham Lane	Kitchen clean and tidy. Helpful staff. We observed a booking in procedure with a detainee who did not speak English. An interpreter assisted and staff were very professional and respectful. Exercise yard clean and tidy although wet from rain.
ICV-342	Leicestershire Keyham Lane	Kitchen and yard checked. No issues. Staff very helpful
ICV-344	Leicestershire Keyham Lane	Kitchen and yard all fine. Helpful custody staff
ICV-346	Leicestershire Keyham Lane	Exercise yard and kitchen checked. No issues found. Staff very helpful and polite.
ICV-348	Leicestershire Keyham Lane	Checked the exercise yard, kitchen and female packs and all in order. Staff were helpful.
ICV-350	Leicestershire Keyham Lane	Pleasant visit. Exercise yard checked - drainage issue, build up of water is common rendering it unusable. Kitchen checked. Helpful staff.
ICV-353	Leicestershire Keyham Lane	Exercise yard clean. Cornflakes is expired and custody staff mentioned he would remove them. Kitchen is clean overall. Staff very friendly, helpful and organised.
ICV-355	Leicestershire Keyham Lane	The yard and kitchen clean and tidy. Staff very helpful.
ICV-357	Leicestershire Keyham Lane	Custody suite well ordered. We were advised that there were significant staff shortages and so it was a firearms officer was on shift who was very helpful and escorted us. Kitchen clean and tidy.
ICV-358	Leicestershire Keyham Lane	Kitchen checked - all fine. Some food due to expire later this month - to keep an eye on this. Exercise yard - all fine. No cleaning solution for sliders apart from air spray which doesn't actually clean them. DO suggested a pine cleaning spray. Pleasant visit with friendly helpful staff. DO did very well to accommodate us when he was on his own in custody

ICV-360	Leicestershire Keyham Lane	<p>Helpful staff</p> <p>Kitchen clean and tidy The yards are tidy</p> <p>Custody record for f2 is viewed, all fine</p>
ICV-364	Leicestershire Keyham Lane	<p>Graffiti on exercise yard door which requires cleaning or painting. Kitchen checked - beef chilli and rice and veg lasagne meals best before February 2023. Exercise yard checked and no issues. Pleasant visit with helpful staff.</p>
ICV-366	Leicestershire Keyham Lane	<p>Kitchen clean, staff helpful</p>
ICV-369	Leicestershire Keyham Lane	<p>Custody staff have the old custody forms which they are completing with detainees details. Could the new forms please be placed at keyham. Kitchen checked and exercise yard checked - no issues in kitchen but some flooding in the yard. Pleasant visit with helpful staff.</p>
ICV-371	Leicestershire Keyham Lane	<p>Pleasant visit. Escorting DO was very helpful and thorough. Kitchen checked and yard checked. All custody suites are full and Beaumont Leys has been opened as a result. Nurse is covering two suites so there is a delay. Sergeant and DO informed regarding detainees who need to see nurse.</p>
ICV-374	Leicestershire Keyham Lane	<p>We checked the exercise yard, Kitchen and store rooms. Food all in date and clean. Sanitary and cleaning products are all stocked up and organised.</p> <p>We asked whether all juveniles for the detainees have been provided appropriate adults, custody staff confirmed yes.</p> <p>Custody staff very helpful throughout visit and organised.</p>

## **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 2022/23 and Force Response  
Appendix 2 – Visit summaries and positive comments

## **Person to Contact**

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