

Leicestershire Office of the Police & Crime Commissioner
Independent Custody Visiting Manual

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**POLICE & CRIME
COMMISSIONER**
for Leicestershire

Your voice in Leicester,
Leicestershire & Rutland

LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITING SCHEME

HANDBOOK



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PART I

How the Independent Custody Visiting Scheme Operates in Leicester, Leicestershire and Rutland

1. Custody Visiting: How it began and why

- 1.1 The origins of independent custody visiting, originally known as lay visiting, are to be found in the Scarman report into the Brixton disorders in 1981. One of the recommendations of the report was that a system be introduced whereby local community members could make independent, unannounced visits to police stations for the purpose of inspecting procedures relating to the detention of persons in police custody. The purpose of this recommendation was to counter growing mistrust of the police and to increase their accountability to the general public. Whilst Scarman advocated a statutory arrangement, Home Office ministers at this time approved a custody visiting system which was non-statutory.

Development

- 1.2 In 1983 the Home Office produced provisional guidance and pilot schemes were set up in Lambeth and six provincial police authority areas: Cheshire, Greater Manchester, Humberside, Leicestershire, South Yorkshire and West Midlands. Custody visitors in Lambeth and Cheshire were recruited from members of the public, but in the other five areas they were appointed from the elected members of the respective police authorities. These pilot schemes were reviewed during 1984. More London groups, called 'panels', were set up during 1985 in North Westminster, Hammersmith and Fulham, based on the Lambeth model.

Research

- 1.3 In 1987 the Home Office commissioned research from the Bristol and Bath Centre for Criminal Justice to study the extent to which custody visiting schemes had been introduced and the effectiveness of their arrangements.

Revised guidance: Home Office Circulars

- 1.4 In July 1991, following the results of the research, and after extensive consultation with the Metropolitan Police, Association of Chief Police Officers, local authority associations and custody visitors, the Home Office issued detailed revised guidance to London custody visitors. Subsequently Home Office Circular 4/92 was issued to provincial police authorities in January 1992 advising of scheme revisions.
- 1.5 The recommendation of a national agency resulted in the formation of the National Association for Lay Visiting (NALV), whose inaugural conference was held in May 1993. Subsequently the Association changed its name to the Independent Custody Visiting Association (ICVA). Leicestershire is currently a subscribing member to ICVA who provide training sessions, promotional material and guidance on the administration of local schemes.
- 1.6 Home Office Circular 4/92 was subsequently replaced by Home Office Circular 15/2001 which provided guidance based on research into custody visiting undertaken by the Police Foundation. At the time the Scheme still remained non-statutory. This Home Office guidance changed the name of the Scheme from Lay Visiting to Independent Custody Visiting.

- 1.7 Section 51(1) of the Police Reform Act 2002 placed independent custody visiting on a statutory basis. The Act came into force on 1 April 2003 and part of the requirement contained in the Act was for the Home Secretary to issue a relevant Code of Practice to which police authorities and independent custody visitors should have regard in carrying out their relevant functions. A copy of the Code of Practice is included in Part III of the Manual.
- 1.8 To accompany the Code of Practice the Home Office also produced National Standards which form the third and final part of the framework of rules and guidance to support effective custody visiting. A copy of National Standards is contained in Part IV of this Manual.

Home Office role

- 1.9 Currently, responsibility for national policy rests with the Policing Directorate of the Home Office, located at 2 Marsham Street, London.

Provincial arrangements

- 1.10 The responsibility for custody visiting arrangements lies with each Police and Crime Commissioner (PCC) in consultation with the Chief Constable. Each Commissioner operates his or her its own scheme according to local arrangements.

Principles

- 1.11 The principles of custody visiting are indivisible from its purpose: to provide independent oversight of the detention of people in police custody. The purpose of visiting arrangements is to enable members of the local community to observe, comment and report on the conditions under which persons are detained at police stations and the operation in practice of the statutory and other rules governing their welfare, with a view to securing greater public understanding and confidence in these matters. Custody visiting arrangements also provide an independent check on the way police officers carry out their duties with regard to detained persons. Crucial to the Scheme is the independence and impartiality of custody visitors. They may not champion the cause of either the police or the detainee. Their function is to look, listen and report.

Mutual consent

- 1.12 Custody visiting is carried out by consent: the consent of the community from which the visitor has been appointed; the PCC which makes the appointment; the police; and the detainee. Consent may be implied or expressed, but without its presence a scheme would lose its integrity.
- 1.13 Custody visitors need to be aware of the law as it applies to the detention of people in police custody and so must have a knowledge of detainees' rights and the limits of police powers. From that, custody visitors know what they may ask, (and of whom), what to see and what may be done. A custody visiting scheme's credibility depends on the way in which it operates. Custody visits to police stations must be random, unannounced, and carried out with a frequency which is appropriate to the area.

2. The Organisation of the Scheme in Leicestershire

- 2.1 The PCC is responsible for the independent custody visiting scheme in Leicester, Leicestershire, and Rutland. The PCC oversees Custody Visiting arrangements and receives regular reports on the operation of the Scheme.

Meetings

- 2.10 Each Co-ordinator will meet with their team of custody visitors on a quarterly basis to discuss developments, problems, good practice and availability for visits. A Governance Support Officer will be in attendance to provide advice and to raise any issues that may have arisen since the last Co-ordinators' meeting. A copy of the Terms of Reference for team meetings can be found in Part II Appendix 5.
- 2.11 The OPCC will organise quarterly meetings with the Co-ordinators, Deputy Co-ordinators and the Chief Inspector, (Criminal Justice Department). The purpose of these meetings is to address issues affecting custody suites, receive feedback from teams, address the issues raised from visits and the response from the Force, ensure that visits are being undertaken and assess the number of occasions on which detainees refuse to speak to visitors. A copy of the Terms of Reference for Co-ordinators' meetings can be found in Part II Appendix 6.

Newsletters

- 2.12 A quarterly newsletter is sent to all independent custody visitors. The newsletter sets out forthcoming events including dates of team meetings and training sessions as well as informing of latest national and local developments.

3. Regional Collaboration

- 3.1 The OPCC officers with responsibility for custody visiting within the East Midlands region, being Derbyshire, Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire, meet on a regular basis to share good practice, identify areas where schemes can be aligned and where collaboration can take place in the interests of efficiency and cost saving. As a result of this a rota is in place for the holding of one advanced training day per year to allow for custody visitors across the region to meet together for training purposes and to discuss the wider aspects of their work.
- 3.2 A copy of the Terms of Reference for this meeting is enclosed at Part 2 Appendix 7.

4. Appointment of Custody Visitors

Qualifications

- 4.1 Custody Visitors should be independent persons of good character, able to make informed judgements in which the community can have confidence and which the police will accept as fair criticism when it is justified. Any person over the age of 18 years living or working in Leicester, Leicestershire or Rutland and resident in the UK for at least three years prior to the date of application, may be appointed as a custody visitor, however in order to avoid any potential conflict of interest, staff of the OPCC, police staff, special constables, magistrates, employees of the Probation Service and serving and former police officers will be excluded.
- 4.2 All reasonable adjustments will be made to accommodate those with a disability as defined in the Disability Discrimination Act 1995, and those who do not have English as their first language but who are able to communicate effectively so as to be understood, where they are considered suitable candidates.

- 4.3 Applications from others involved in the criminal justice system will be considered individually, having regard to the public service principle of being seen to be independent and impartial.

Recruitment Process

- 4.4 The OPCC is responsible for the recruitment, selection and appointment of independent custody visitors. The recruitment process will strive to ensure that individuals appointed to the role are representative of the local community and provide a suitable balance in terms of age, disability, faith or belief, gender, race and sexual orientation. Data on the breakdown of these groups is monitored and reported to the PCC and published on the PCC's website in its end of year report.
- 4.5 Periodically, advertisements are placed in a variety of local media outlets as well as libraries, universities, community centres, public buildings, supermarkets, places of religious worship and volunteering websites for new custody visitors. Interested persons will receive an application pack consisting of an application form, role description, person specification and information about the scheme.
- 4.6 Appointments are subject to vetting or security clearance to an appropriate level as determined by the Association of Chief Police Officers (ACPO) Vetting Policy which will be at NPPV Level 2. Past offending is not an automatic barrier to acceptance and each case will be considered on its specific circumstances. Relevant factors will include the nature and number of any offences and how long ago they were committed. Any failure to disclose convictions will be treated very seriously and lead to exclusion. For those visiting persons detained under the Terrorism Acts vetting will be undertaken at NPPV Level 3.
- 4.7 Vetting renewal will be undertaken for all visitors as part of the three-year reappointment process.
- 4.8 The Chief Officer will provide advice to enable the Head of Governance to make a decision with regard to the suitability of each applicant. The Head of Governance will be informed by the Chief Officer as to the reason(s) for recommending that a volunteer should not be appointed.
- 4.9 Each applicant will be interviewed and all applicants will be notified in writing of the outcome of the interview. Appointments will be made solely on merit. Successful candidates will be provided with an appointment letter informing them of a commencement date and details of induction training. Included with the appointment letter will be a written memorandum of understanding summarising the agreed responsibilities and the legitimate expectations of the custody visitor and the OPCC.
- 4.10 Upon appointment independent custody visitors will be allocated to one of the three teams and will be provided with contact details of their Co-ordinator and fellow team members.

Confidentiality Undertaking

- 4.11 All custody visitors must sign a confidentiality undertaking. Visitors need to be aware that the unauthorised disclosure of facts concerning police operations or the security of police stations may constitute an offence under Section 5 of the Official Secrets Act 1989.

Identification Card

- 4.12 All custody visitors will be issued with a personal identification card and holder, and red lanyard. The identification card will be presented at the time of undertaking a custody visit and the lanyard worn when attending all training and team meetings held on police premises. The identification card will be valid for a three-year term. Red lanyards should not be worn during the course of a custody visit. The identification card will be required for entry into the custody suite only and should not be displayed thereafter.

Tenure of Post

- 4.13 There is no maximum stated length of appointment for custody visitors. However all appointments will be made on the basis of a three-year appointment. At the end of every three-year period, from the initial date of appointment, a custody visitor's record will be examined and their Co-ordinator will be asked to provide written feedback on the visitor's performance and indicate whether or not they endorse a further three year term. The key factors in renewing appointments for further periods will be the reliability of the visitor in undertaking visits, attendance at team meetings and advanced training sessions and the continuing ability and willingness of the individual involved to do the job effectively.
- 4.14 At the time of the three-year review vetting will be undertaken and the outcome may affect re-appointment to the role.
- 4.15 All new custody visitors will be required to complete a six month probationary period during which initial training must be completed. Appointments will be confirmed following the successful completion of the six month probationary period.
- 4.16 Upon leaving the Scheme the exit process will be utilised. A copy of the process is included in Part II Appendix 8.

Removal

- 4.17 There may be occasions when the OPCC has to consider the removal of an independent custody visitor from its accredited list, either because of misconduct or poor performance. Misconduct covers such matters as conviction for a criminal offence or abusing the position of an independent custody visitor by failing to act in accordance with agreed guidance or expectations. There is a duty on Custody Visitors to notify the OPCC of any conviction for criminal offences following their appointment to the role. Poor performance relates to such matters as failure to attend for visits, team meetings, training sessions or the completion of adequate reports.
- 4.18 Where poor performance has been identified the Head of Governance will inform the custody visitor in writing, providing the custody visitor with a period of time in which to demonstrate improved performance in the area identified. If there is no improved performance during this time removal will be considered.
- 4.19 Where removal is being considered, the Head of Governance will notify the custody visitor concerned, in writing, of the grounds on which removal is being considered. At this stage the custody visitor will be allowed to make oral or written representations, or both, to the Chief Executive.
- 4.20 Based on the evidence for removal, and the representations received, the Chief Executive in consultation with the Head of Governance will determine whether or not to remove the custody visitor from the accredited list.

- 4.21 If the decision is to remove the custody visitor, the custody visitor will be informed in writing. The custody visitor will also be informed that if they disagree with the decision they have a right to appeal to the PCC for reinstatement. An appeal must be lodged within one month of the decision to remove the custody visitor.
- 4.22 If an appeal against the decision is lodged, a report presenting the evidence for the decision and the representations from the custody visitor shall be presented to the PCC who will adjudicate on the matter. The decision of the PCC will be final.

5. Training

- 5.1 Training will be provided by the Independent Custody Visiting Scheme within a structured training plan identifying the objectives to be achieved. Initial training, prior to the commencement of any custody visit will be provided over three evenings and one full Saturday and will concentrate on:-
- background of the Scheme
 - the legal and procedural aspects of the role
 - the relevant aspects of Code C of the Police and Criminal Evidence Act 1984 (Copy of Code C in Part 5 of the Visiting Manual)
 - health and safety issues
 - the custody sergeant's role
 - data protection issues
 - police complaints procedures
 - diversity awareness
 - relevant articles of the Human Rights Act (attached in Part II as Appendix 9)
 - police protective equipment.
- 5.2 Refresher training will be provided for all custody visitors at every recruitment stage.
- 5.3 Advanced training will be provided on an annual basis and will focus on scenarios of difficult situations arising during custody visits and to address any new legislation. Training issues raised by custody visitors themselves will also be provided at relevant times.
- 5.4 All training will be evaluated against the learning objectives outlined through the utilisation of feedback forms. Training will be reviewed annually, with Co-ordinators, based on comments and data received from the feedback forms. The outcome of all training is reported to the PCC.

6. Complaint Procedures

Complaints Received Against Independent Custody Visitors

- 6.1 All complaints against independent custody visitors made by detainees, police personnel, other custody visitors or others who may come into contact with visitors whilst in the course of their duties, should be referred, in writing, to the Head of Governance at the earliest convenience. This will allow for an early resolution to the complaint.
- 6.2 The Head of Governance will consult with the Chief Executive, and, if necessary the relevant ACPO officer, to ensure resolution of the complaint and provide feedback to both parties.

Complaints Made by Custody Visitors Relating to Police Personnel

- 6.3 Complaints made by custody visitors relating to police personnel (officers and staff) may amount to a complaint against police and should be reported to the respective supervisor. Where a complaint is about a member of staff other than the Custody Sergeant, the Custody Sergeant should be informed immediately. Where the complaint concerns the Custody Sergeant, the Operational Command Inspector or in their absence any Inspector, should be notified at the earliest convenience. This will allow for the opportunity for an early resolution to the complaint in accordance with the procedures for the handling of complaints against police
- 6.4 If it is not possible to report the complaint immediately then full details should be forwarded, in writing, to the Head of Governance who will liaise with the Head of Professional Standards to ensure resolution of the complaint and provide feedback to the custody visitor concerned.
- 6.5 In either situation, all complaints relating to police personnel must be notified to the Head of Governance, in writing, by the custody visitor concerned.

7. Visits

- 7.1 Establishing and maintaining a programme of frequent visits is fundamental to the effectiveness of the system. Infrequent visiting is unsatisfactory in terms of community reassurance, building appropriate relationships with police staff and developing independent custody visitors' relevant skills.
- 7.2 Custody visits should be unannounced and not made at regular or predictable times. For shared understanding, safety, and in case of the need for corroboration, visits will always be undertaken in pairs. If one member of the team is not able to attend for any reason the procedure will be to postpone the visit. A 'solo' visit will not be allowed and Custody Staff have been instructed not to allow admission under these circumstances. In order to claim expenses for an abandoned visit, custody visitors can ask a member of custody staff to sign a paper confirming they attended at the custody suite. This should be attached to the expense claim form.

Number of Visits

- 7.3 Each primary custody suite should receive a minimum of one visit per week. More than one visit can be undertaken at a custody suite during the week however this is the minimum requirement.
- 7.4 When it is foreseen that a secondary site will be opened for a specific period of time the Chief Inspector, Criminal Justice, will notify the OPCC during office hours, or the Co-ordinator for the site outside of office hours.
- 7.5 If no notification has been received, custody visitors may enquire of the Custody Sergeant at the primary site when undertaking a visit, if any secondary sites for the area are open and if any detainees are being held there. If this is so, the custody visitors will decide whether or not to visit the secondary site at that time.
- 7.6 Visits to secondary sites will not be allowed if no detainees are being held at the site and no custody staff are present. This would place an unnecessary burden on police officers' time and serves no purpose in maintaining the welfare of detainees.
- 7.7 On occasions where large scale or sensitive planned police operations are foreseen as resulting in numerous arrests, the OPCC will be notified and the relevant Co-

ordinator will be informed. On such occasions custody visitors may be requested to undertake custody visits to the relevant custody suite, being mindful of the fact that too many visits may risk interfering with the efficient running of the Custody Suite at a particularly busy time.

Organising the Visits

- 7.8 All visits are co-ordinated by the Co-ordinators who will arrange a rota for their team. The first named visitor on the rota for the week will be responsible for making the initial contact with their partner to make arrangements for the visit to take place.
- 7.9 Custody visitors are asked to arrange their visit the week prior to their allocated week on the rota. If contact cannot be made with their partner during this time the Co-ordinator should be informed and other arrangements put into place to ensure the visit goes ahead. A flowchart for arranging visits is included in Part II as Appendix 10.
- 7.10 A 'visit gaps' chart is forwarded to all independent custody visitors in July, covering April, May and June, and every month thereafter. The chart identifies timeslots by colour code where visits are required. Those identified by red squares indicate that no further visits are required at that time and those with green squares indicate that visits are required in that timeslot. Teams should aim towards all green squares being turned white by the end of the financial year. Part 6 of the Manual provides for copies of the visit gap chart to be filed for ease of reference when planning a custody visit.
- 7.11 If the visiting target is missed the independent custody visitors allocated to that week on the rota will be asked to complete a form outlining the reasons why the visit did not go ahead. These forms will be considered at the time of re-appointment.

Access at the Police Station

- 7.12 A custody visit cannot occur without police consent and co-operation. Custody sergeants are responsible for all matters relating to the detention of prisoners in police station custody suites and, as such, will be receiving and co-operating with custody visitors. Custody sergeants are required to admit custody visitors to the custody suite immediately they are informed by the person in charge of the reception desk that there are custody visitors at the police station. Delay in admittance is only permitted when custody visitors may be placed in danger. If delay occurs a full explanation should be provided to the custody visitors who will record this on the visit report form. Independent custody visitors should not expect, or demand at any time that the business being conducted in the custody suite should be suspended to facilitate a custody visit. A Protocol for Custody Visits is included in Part II at Appendix 11.
- 7.13 It is inappropriate for access to be delayed because the custody officer is busy. In such circumstances the visitors should be admitted to the custody area but invited to wait until the custody officer, or another officer, is available to escort them on the visit.
- 7.14 All parts of the custody areas are open to custody visitors, including cells, detention rooms, kitchens, relevant storage areas, medical rooms, the chute, showers and interview rooms (unless they are in use) and fridge and freezer contents. Custody visitors can comment upon the general cleanliness and tidiness of the custody suite. An aide memoir is included at Part II Appendix 12.

- 7.15 If a visit cannot commence immediately independent custody visitors must be allowed to view the activity taking place.

Security and Safety of Visitors

- 7.16 Custody visitors will be escorted during the visits by a member of the custody suite staff.
- 7.17 Police staff will advise custody visitors if there are any specific health and safety risks custody visitors may face e.g. coming into contact with detainees or cells exposed to pepper spray, and advise them accordingly at the commencement of the visit.
- 7.18 Each custody visitor will be provided with a generic risk assessment for the role. A copy of this can be found in Part II Appendix 13.
- 7.19 Custody visitors who use a walking stick should position themselves slightly behind their partner and be nearest to the cell door to reduce the risk of their walking stick being taken by a detainee. This is included in the risk assessment outlined in paragraph 7.18.
- 7.20 If an independent custody visitor has an accident, or near miss while in the custody suite, an entry should be made in the accident book and a form HS3 completed. The incident should also be reported on the visit report form.
- 7.21 A protocol for the exposure to blood and body fluids is in place and is included in Part II Appendix 14.

Access to Detainees

- 7.22 Independent Custody Visitors will be allowed access to any person detained at a police station.
- 7.23 If a detainee is being interviewed, the interview will not be interrupted. If the custody visitors wish to see the person later in the visit, after the interview has been completed, they may do so.
- 7.24 Juveniles, being persons aged 17 and under, may be spoken to with their own consent. A protocol is in place for two male custody visitors to visit female juvenile detainees and this is contained in Part II Appendix 15.
- 7.25 In exceptional circumstances the police may judge that it is necessary for a detained person not to be seen and/or spoken to by independent custody visitors in order to avoid any possible risk of prejudicing an important investigation. Any decision to deny visitors' access to a detained person must be taken by an officer of or above the rank of Inspector and recorded in the custody record. The decision to deny access must be taken in each case in the light of all relevant circumstances and where either:-
- (i) after a thorough risk assessment has been carried out the officer reasonably believes that to be necessary for the visitor's safety, or
 - (ii) if the officer reasonably believes that such access could interfere with the process of justice.
- 7.26 In such cases consideration should be given to allowing the visitors some limited access to the detainee such as speaking to them through the cell hatch. There

must be no presumption that access should be denied to any particular category of detainee or because a decision has been made that a person should be held incommunicado.

- 7.27 A detainee is entitled to 8 hours undisturbed rest. Disturbing a detainee can lead to a new 8 hour period starting and this could lead to the time during which he/she may be detained, expiring. In such circumstances the custody visitors must be guided by the Custody Sergeant's views on whether or not a detainee can be disturbed. If the decision is not to wake the person the custody visitors may request to observe him/her through the cell hatch.
- 7.28 Any decision to deny or limit access must be recorded in the detainee's custody record (together with the relevant authorisation) and by the independent custody visitors in their report of the visit.

Category of Detainees

7.29 Detainees will fall into the following categories:

- PACE Prisoners

These will constitute the vast majority and are held under the provisions of the Police and Criminal Evidence Act 1984.

- Home Office Prisoners

These are remanded or sentenced prisoners who would normally be held in prison.

- Immigration Detainees

These are persons held under the Immigration Act 1971 and Immigration and Asylum Act 1999 who are subject to deportation proceedings or who are waiting to be removed from the UK as illegal entrants. Detention in police cells must be reviewed by a senior immigration officer after 24 hours, 72 hours and every 24 hours thereafter up to a maximum of 5 days (120 hours).

- People at Risk

These may be persons held for their own protection under the Mental Health Act 1983.

- Other Detainees

Home Office prisoners released to the police for a short period to assist with enquiries.

Detention of Juveniles and Persons who are Mentally Disordered or Otherwise Mentally Vulnerable

- 7.30 Special provisions apply regarding the detention of juveniles and persons who are mentally disordered or otherwise mentally vulnerable. A person is classified as a juvenile if they are aged 17 or under.
- 7.31 Juveniles should not be placed in cells unless there is no other secure accommodation available and it is not practicable to supervise them in any other way.

- 7.32 The police have a responsibility to notify persons responsible for the juvenile's welfare, regardless of whoever else the juvenile nominates. This person is known as the 'appropriate adult'.
- 7.33 'Appropriate adult' in the case of a juvenile means:-
- the parent, guardian or, if the juvenile is in local authority or voluntary organisation care, or is otherwise being looked after under the Children Act 1989, a person representing that authority or organisation;
 - a social worker of a local authority social services department;
 - failing these, some other responsible adult aged 18 or over who is not a police officer or employed by the police.
- 7.34 In the case of persons who are mentally ill or otherwise mentally vulnerable an 'appropriate adult' must be called when such a person is interviewed.
- 7.35 An 'appropriate adult' in these circumstances is:-
- a relative, guardian or other person responsible for their care or custody;
 - someone experienced in dealing with mentally disordered or mentally vulnerable people, but who is not a police officer or employed by the police;
 - failing these, some other responsible adult aged 18 or over who is not a police officer or employed by the police.
- 7.36 Following judicial review into the provision of appropriate adults to 17 year olds, the Home Office provided revised guidance which outlines that an appropriate adult should be provided to all 17 year olds. This may be a parent or guardian or a professional appropriate adult, depending on the 17 year old's preference. The guidance further advises that once the 17 year old has been given an opportunity to speak to the appropriate adult, if they do not wish to have the appropriate adult present for a part or the whole of the custody process, this should be respected.
- 7.37 An independent custody visitor who also undertakes the role of an appropriate adult must not switch between roles during the course of a custody visit to the same police station and must declare if they have previously carried out either role with the same detainee.
- 7.38 A Place of Safety Assessment Unit is located alongside the Bradgate Unit at Glenfield Hospital. This is the preferred Place of Safety for all Section 136 Mental Health detainees other than those persons who are violent (who will be taken to a custody suite) and those in need of medical treatment or are intoxicated (who will be taken to the Leicester Royal Infirmary).

Prioritising Visits to Vulnerable Detainees

- 7.39 On arrival in the suite, ICVs are informed of the number of detainees in custody at that time. If in their view of the ICVs the suite is particularly busy, short staffed or a prolonged visit would impede the running of it, they should select a reasonable number of detainees to offer a visit to. When making the selection, ICVs should use

their own judgement regarding which detainees to visit however it is suggested that the following order would be beneficial:

- (a) Where possible vulnerable detainees should be selected, unless the custody officer advises against it for safety reasons. For the purposes of the scheme, vulnerable detainees are classed as all juveniles and any adults who could be considered as vulnerable due to issues such as disability, learning difficulties and health issues (including mental health) etc.
- (b) Dependent upon the above, after selecting vulnerable detainees, any number of other detainees may also be chosen for a visit.

Introduction to Detainees

- 7.40 Custody visitors will be escorted to the cell by a member of staff from the Custody Suite who will ascertain that it is safe for custody visitors to enter the cell of a detainee. With the member of staff remaining outside the cell, custody visitors will enter the cell and introduce themselves to the detainee. A protocol for this introduction is contained in Part II Appendix 16.
- 7.41 A prompt card outlining the words to be used in the self-introduction is contained at Part II Appendix 17.
- 7.42 At all times during the visit to the detainee the member of custody staff will remain outside the cell door.

Conversation with the Detainee

- 7.43 Detainees may only be spoken to with their consent.
- 7.44 Visits should normally be conducted in English. Translation support will be provided where necessary by the use of Language Line. On occasions it may be more appropriate to conduct a visit in another language spoken by the detainee, if one of the independent custody visitors is fluent in that language. However, in such circumstances care must be taken to ensure that the other custody visitor present is kept informed about what is being said.
- 7.45 Discussions between detainees and independent custody visitors must normally take place in sight, but out of hearing, of the escorting officer where that is practical.
- 7.46 The conversation between the detainee and custody visitors should focus on the detainee's rights and entitlements under the Police and Criminal Evidence Act and to ensuring their welfare by assessing whether the conditions of detention are adequate. A full list of the rights and entitlements of all detainees is included in Part II Appendix 18.

Dealing with Issues from Conversations with the Detainee

- 7.47 Where a detainee makes a complaint or raises an issue about their general treatment or conditions at the police station, independent custody visitors must, (*subject to the detainee's consent*), take this up as soon as possible with the custody sergeant, or custody staff, in order to seek a resolution. The same applies to similar issues identified by visitors in the course of their attendance. However see paragraph 7.49 in certain circumstances.
- 7.48 If a detainee wishes to make an official complaint against a police officer or member of police staff, the procedure is to record full details on the 'Complaint against

Police' (BC21) form. This is then forwarded to the Professional Standards Department where it is assessed and allocated for investigation. The nature of the complaint influences whether it is dealt with by the PSD or sent for local investigation. The aim is to conduct all investigations in a timely and proportionate way during which the complainant will be updated every 28 days.

- 7.49 Independent Custody Visitors must not pass messages to or from detainees or offer to perform other tasks on their behalf. If they are asked to do so they must immediately inform the custody officer.
- 7.50 If detainees press custody visitors for advice about co-operating with the police, making a statement or anything in relation to their defence, custody visitors should explain that it is not part of their role. If a detainee seeks to make admissions or otherwise discuss an alleged offence, the visitor must tell them that the relevant contents of the visit will be made known to the custody officer and may be disclosed in legal proceedings. If the detainee's concerns are linked to not yet having received legal advice that is something the visitors should take up with the escorting or custody officer.
- 7.51 Any immediate concerns about the treatment of particular individuals must be passed on to those in a position to take corrective action. If a detainee indicates that they may harm themselves or any other person, this must immediately be brought to the attention of custody staff.
- 7.52 If an independent custody visitor realises they know or are known by a detainee, they must consider whether to withdraw from the visit. The decision will depend on the nature of the relationship and its likely effect on the visitor's impartiality.
- 7.53 Detainees should not be offered inducements by custody visitors.
- 7.54 Remand or sentenced prisoners held in police stations who seek to complain about their conditions or treatment in prison where they are serving their sentence should be advised that independent custody visitors cannot involve themselves in such matters.

Complaints of Police Misconduct made by the Detainee

- 7.55 If a detainee makes a complaint of misconduct by a specific police officer or detention officer, they must be advised to address it to the Duty Inspector in charge of the police station. With the detainee's consent, it may be appropriate for visitors to notify the Duty Inspector that the detainee wishes to make a complaint.
- 7.56 Visitors can remind the detainee that they can seek legal advice in relation to the complaint or ask to see a doctor if an alleged assault is involved. Such complaints must be dealt with through formal procedures which are laid down and there is no broader role for custody visitors who must not involve themselves in individual cases or make representations on the detainee's behalf.

Access to Custody Records

- 7.57 Each detainee's details are recorded on a custody record, which is a legal document that can be used in court as evidence. Custody records are held electronically on a system known as NICHE. A protocol is in place for viewing electronic custody records and this is included in Part II Appendix 19. Independent Custody Visitors may not view the front sheet of the custody record as this contains personal details as well as details of the offence. Independent custody visitors will not be required to sign the custody record to confirm they have viewed it.

- 7.58 It is necessary to obtain the permission of the detainee to view their custody record. If permission is given, the custody visitor should check that the information provided by the detainee about their detention accords with what is recorded on the custody record. Discrepancies should be raised with custody staff and noted on the visit report form.
- 7.59 If the detained person is, for whatever reason, incapable of deciding whether to allow access to their custody record the presumption must be in favour of allowing the custody visitor to examine it. This also applies to detainees who are asleep and those who have been admitted to hospital.
- 7.60 Custody Visitors have no right to see other documents concerning the detainee; (e.g. their medical records), however they can see the level of risk assessment for the detainee as well as the custody record.
- 7.61 Specific points to look for when reading custody records are:-
- whether entitlements under PACE have been given and signed for;
 - that medication, diet, injuries and medical examinations are recorded;
 - that procedures to assess special risks/vulnerabilities presented by the detainee have been properly recorded;
 - the timing and frequency of cell inspections of inebriated or otherwise vulnerable detainees;
 - the timing of Inspectors' and senior officers' reviews of the continuing need for detention.
- 7.62 The custody visit itself will be recorded on the custody records of detainees. The names of the custody visitors will not be included.
- 7.63 Any printed pages of custody records provided to independent custody visitors must not, under any circumstances, be removed from the custody suite.

Confidentiality

- 7.64 Report forms include an undertaking not to reveal the names of persons visited or other confidential information obtained in the course of a visit. Breach of this undertaking may make a visitor liable to civil proceedings by the detained person concerned. Independent custody visitors also need to be aware that the unauthorised disclosure of facts concerning police operations or the security of police stations may constitute an offence under section 5 of the Official Secrets Act 1989.
- 7.65 Conversations between independent custody visitors and detainees are private but not privileged and it would be open to a court to issue a witness summons requiring the attendance of a custody visitor to give oral evidence or produce documents such as a report of a particular visit. In such a case the report of the visit would be produced by the OPCC who hold all such records. Custody visitors are under no obligation to give evidence other than in response to a court order, but would be obliged to respond to such an order.

Reporting Process and Forms

- 7.66 At the end of each visit, and while they are still at the police station, independent custody visitors must complete the custody visit report form with their findings. A copy of the report form is contained in Part II Appendix 20. This is a regional report form used by the five police authorities in the East Midlands region. Custody staff should not be present while visitors discuss and complete reports and wherever possible they should be able to use a private area for this purpose. Details must include both specific matters (which may already have been brought to the attention of police officers/staff) and more general issues relating to custody conditions or procedures. All reports must be completed in English even if the visit has been conducted in another language.
- 7.67 If independent custody visitors have issues of concern of a serious nature regarding the state of the custody suite or the attitude or behaviour of officers or staff they should contact the Duty Inspector prior to the conclusion of the visit.
- 7.68 The top white copy of the report should be forwarded to the OPCC, the second yellow copy should be provided to the Custody Sergeant and the third pink copy should be forwarded to the relevant Co-ordinator. Any issues raised on the form will be reported to the Co-ordinator's meeting where a response will be provided by the Chief Inspector, Criminal Justice. Identifying trends emerging from visits will also be addressed at this time.

Feedback

- 7.69 Immediate practical issues relating to the detainee will be addressed at the time of the visit in conversation between the custody visitors and custody staff. Responses to issues raised will be included on the report form.
- 7.70- Trends relating to the timing of visits and the issues raised from report forms will be reported to the quarterly Co-ordinators meetings. The Chief Inspector, Criminal Justice, will respond to any issues which were not dealt with at the time of the visit.
- 7.71 Any issues raised, which in the opinion of the Head of Governance are of a more serious nature, will be brought to the attention of the Assistant Chief Constable who is the portfolio holder for Criminal Justice. Feedback will be provided directly to the custody visitors concerned with a copy of the response being forwarded to the relevant Co-ordinator.

8. Role and Responsibilities of Personnel in the Custody Suite

- 8.1 Each of the three primary Custody Suites is staffed by a number of trained Custody Sergeants; known as the Custody Officer. Most serve a 12 month attachment to the role, and occasionally extend their stay for several years. Occasionally, non-dedicated Sergeants trained in this area of work are called upon to perform the role of Custody Officer.
- 8.2 The role of the Custody Officer is directed by the Police and Criminal Evidence Act 1984 (PACE) – Code C. A copy of the code is contained in Part V of the Manual. In brief, the Custody Officer is responsible for the welfare of all detained persons in their care and for the expeditious dealings of all matters that relate to their detention.

- 8.3 A custody record must be opened for every person arrested and detained in police custody. All dealings relating to the detained person must be recorded on the custody record (unless specified in the PACE Codes of Practice).
- 8.4 All of the three primary Custody Suites are also staffed by Detention Officers. These are civilian support staff employed to assist the Custody Sergeant in carrying out the duties and activities relating to detained persons. They take the primary role in dealing with the physical needs of the detained person and in maintaining a well ordered Custody Suite. Senior Detention Officers are also in place and they have the additional duties to manage daily health and safety checks, weekly audit and health and safety risk assessments, chase up repair works, ensure there are sufficient provisions within the custody suite, amend duties and identify training gaps that are identified for individual Detention Officers.
- 8.5 Other Police staff who may be in the Custody Suite include Custody Managers. These are Police Inspectors with a responsibility for the management of Custody Suites.
- 8.6 Other persons who may be present in the Custody Suite are nurses, forensic physicians, solicitors and legal representatives, arrest referral workers, appropriate adults, care or social workers, parents and drug testing staff.
- 8.7 Operational Support Inspectors are on duty 24 hours of the day to provide a tier of supervision to operational policing. This includes specific areas of responsibility in the Custody Suite; mainly to undertake reviews of detention of detained persons, in accordance with PACE.

9. Other Issues in the Custody Suite

Staffing Levels

- 9.1 The minimum staffing levels for each custody suite is one Custody Sergeant and one Detention officer. If levels fall below this and more than 8 detainees are being held this should be recorded on the visit report form.

Medical Issues

- 9.2 Independent custody visitors have no right to see the detainee's medical records. However, key points relevant to medical treatment should be recorded in the custody record. Visitors will wish to pay particular attention to detained persons who appear to be suffering from any form of illness, injury or disability. They should satisfy themselves that, if appropriate, medical advice has been obtained, establish from the custody officer what instructions for medical treatment have been given and confirm by consulting the custody record that these instructions have been carried out.

Female Hygiene Packs

- 9.3 Female hygiene packs should be available in all custody suites and offered to female detainees. Independent custody visitors should enquire that supplies are available during their visit.

Deaths in Custody

- 9.4 Where there is a death in police custody consideration will be given by Leicestershire Police as to whether a custody visit would be helpful in terms of informing and reassuring the local community. If this is deemed to be the case the

OPCC will be informed as soon as possible. Any visit following a death in custody or some other major incident should not be allowed to interfere with any relevant investigation which may be taking place. There may be circumstances in which the senior investigating officer dealing with such an incident needs to refuse or restrict access to particular areas.

- 9.5 In the course of an investigation into a death in police custody, custody visitors who may have recently visited the suite may be interviewed and/or asked to provide a statement. Records of custody visits may also be examined and possibly used in evidence.
- 9.6 Custody visitors may also be invited to visit the custody suite at such times when it is perceived that such a visit could assist in defusing any community tension which may be present.

Access to a Solicitor

- 9.7 Any person arrested and held in custody in a police station or other premises may, at any time, consult and communicate privately, whether in person, in writing or on the telephone with a solicitor.
- 9.8 The person may choose their own solicitor or a 'duty' solicitor.
- 9.9 Where a person has been permitted to consult a solicitor, and the solicitor is available at the time the interview begins or is in progress, he/she must be allowed to have the solicitor present whilst being interviewed.

Smoking

- 9.10 Leicestershire Police is a totally non-smoking organisation. No person will be allowed to smoke in any part of the Custody Suite. This includes detainees, custody staff and visitors to the suite.

Access to a Telephone

- 9.11 Detained persons may be allowed to make personal telephone calls but this is at the discretion of the Custody Sergeant. Custody visitors who may have a mobile phone in their possession at the time of the visit must not allow the detainee to use their mobile to make any call.

Meals and Sleep

- 9.12 All detainees are entitled to food which is wholesome, nutritious and well prepared. Special arrangements should be made to cater for special dietary or religious needs. At least two light meals and one main meal shall be offered in any period of 24 hours however all cutlery should be removed from cells immediately after use to prevent self harm. Each primary custody suite operates standard meal times. These are as follows:-

Breakfast	-	6.00 a.m.
Lunch	-	12.00 noon
Evening meal	-	6.00 p.m.

All meal times are dependent upon the exigencies of duty at the time so may vary slightly.

- 9.13 Cells in use should be adequately heated, cleaned and ventilated. They must be adequately lit and blankets and mattresses should be of a reasonable standard. Access to toilet and washing facilities must be provided.
- 9.14 Brief outdoor exercise shall be offered daily, if practicable. Non-English speaking detainees should be spoken to daily by custody staff via Language Line to ensure all their welfare needs are being met.

Handover Times

- 9.15 Staff handover times take place at 7.00 a.m., 3.00 p.m. and 10.00 p.m.

Chute Waiting Times

- 9.16 The chute is a holding area where detainees are placed on arrival and while waiting to be booked into the custody suite. Monitoring takes place of the chute holding times and independent custody visitors are asked to ascertain from the Custody Sergeant the waiting times during a custody visit and to record these on the visit report form.

Reading Material

- 9.17 Detainees can request reading material during their time in custody. Any such material provided should have all staples removed.

10. Miscellaneous

Safer Detention

- 10.1 The Home Office has issued guidance for police forces in the handling of persons in police custody and the conditions under which they are held.

Effective working relationships

- 10.2 For independent custody visiting to be effective it is essential that independent custody visitors and police staff develop and maintain professional working relationships based on mutual respect and understanding of each others' legitimate roles. Such relationships can only exist where there is politeness and consideration on both sides. There is behaviour which has the potential to create tension and conflict. On the Custody Visitor side, problems may arise from:-

- Failing to appreciate police priorities
- Criticising officers in reports without bringing that criticism directly to their notice
- Adopting an overly adversarial approach by concentrating on finding fault
- Criticising police action or questioning their judgement in areas outside the visitor's remit
- Offering inducements to the detainee

- 10.3 On the police side, problems may arise from:-

- Failing to recognise independent custody visitors' status and their responsibilities
- Demeaning or belittling visitors
- Treating visitors with indifference or disrespect
- Unreasonably delaying or limiting access to custody areas
- Being unhelpful or obstructive during the course of a visit.

CCTV

10.12 Custody visitors will not have access to CCTV footage but can ask the Custody officer to demonstrate that the CCTV equipment is in working order.

Role of Healthcare Professionals

10.14 When a person appears to be suffering from an illness or injury, the Custody Officer must immediately call a Force Medical Practitioner. This could be either a doctor or nurse. This applies even if the person makes no request for medical attention.

10.15 Medical services to detainees in police custody are provided by the external supplier 'Medacs' who have a contract with the Constabulary until 2015. The contract with Medacs includes the requirement for 95% compliance within an overall response time of 60 minutes against all service levels. The response times for all categories is contained in Part II Appendix 21.

10.16 A team of nurses, and a nurse manager, are based at Euston Street Custody Suite to provide support to police surgeons and an enhanced care regime to detainees.

10.17 Custody visitors should pay particular attention to detained persons who appear to be suffering from any form of illness, injury or disability.

11. Expense Claims

11.1 Travelling expenses, including car park charges where appropriate, can be claimed by custody visitors for all visits and attendance at team meetings and training sessions. The allowances are aligned to HM Revenue and Customs rates. Claims should be submitted on form E18 on a monthly basis, or within a 2 month period of the expense being incurred, direct to the OPCC. Claims submitted outside of this timescale may not be reimbursed. Allowances paid are as follows:-

Car/Van	45p per mile
Motorcycle	24p per mile
Bicycle	20p per mile
Carrying extra passenger	5p per mile

12. Motor Insurance

12.1 If using their own motor vehicle to undertake custody visits, custody visitors must ensure their insurance cover for the use of their vehicle for this purpose is covered within the policy.

13. Insurance

13.1 Personal accident insurance for Independent Custody Visitors is covered by a policy with ACE insurance. There is no upper age limit but cover is restricted for persons aged 75 years or over to:-

- Death, loss of limb(s), eye(s) - maximum benefit amount of £100,000.
- Permanent disabling injuries – limitations apply
- Injury – limitations apply

13.2 Independent custody visitors are insured in the event of any civil claims being made against them.

14. Equality and Diversity Statement

- 14.1 The PCC and is firmly committed to promoting equality of opportunity for all local people and communities. It aims to ensure that in its organisational structures, decision-making processes, ways of working, communicating and managing, diversity is welcomed and embraced.
- 14.2 The OPCC shall treat all individuals, regardless of age, colour, disability, ethnic or national origin, gender, gender reassignment, marital status, nationality, race, religion and belief and sexual orientation with dignity and respect. It shall provide a working environment which is free from harassment, bullying, victimisation or discrimination and in all our contacts with members of the community the principles of respect, dignity and fairness will be upheld.
- 14.3 Staff and volunteers of the OPCC will demonstrate their commitment to this statement by ensuring that all policies and procedures reflect these aims and by challenging any behaviour which fails to uphold these principles.
- 14.4 The OPCC extends this commitment to cover all aspects of diversity.

15. Memorandum of Understanding for Custody Visitors

- 15.1 A memorandum of understanding is in place which reflects the hopes and intentions of the volunteer and the PCC and is not contractually binding in any way on either party.
- 15.2 Custody visitors are expected to abide by a memorandum of understanding, which is as follows:-
- (a) maintain high standards of personal conduct, integrity and appearance;
 - (b) arrange custody visits with fellow custody visitors, in line with agreed rosters;
 - (c) keep the Co-ordinator and fellow custody visitors informed of any problems with rostered custody visits;
 - (d) carry out custody visits to designated police stations in line with the Scheme guidelines with at least one visit per year being undertaken after 8pm on a Saturday and Sunday;
 - (e) produce their ID card at the start of a custody visit;
 - (f) check on the conditions in which a detainee is kept, their health and wellbeing and their legal rights and entitlements, with reference to PACE;
 - (g) consult, where appropriate, the detainee's custody record to clarify and check concerns raised by the detainee;
 - (h) discuss with the custody officer any concerns and requests arising from the custody visit, and to bring to the custody officer's attention any issue that needs to be dealt with;
 - (i) complete the Independent Custody Visitor Report form, ensuring that all relevant information is recorded correctly, clearly and concisely;

- (j) maintain confidentiality and impartiality in relation to all parties involved in the Independent Custody Visiting process;
- (k) make informed judgements in which the community can have confidence and which the police will accept as fair criticism when it is justified;
- (l) complete and submit expense claims in line with the Scheme guidelines;
- (m) attend ongoing training sessions;
- (n) attend quarterly area team meetings of Independent Custody Visitors;
- (o) carry out the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the Custody Visiting Scheme;
- (p) carry out the duties of an Independent Custody Visitor with regard to Equality and Diversity;
- (q) carry out the duties of an Independent Custody Visitor as set out in the Scheme guidelines;
- (r) maintain effective working relationships with police staff as set out in the Scheme's guidelines;
- (s) complete a six-month probationary period and attend all induction training;
- (t) attend at least one advanced training course;
- (u) inform the OPCC when withdrawing from the role.

15.3 In return, the PCC will:

- (a) ensure that custody visitors are properly supported in performance of their role;
- (b) pay close regard to Home Office/Independent Custody Visiting Association (ICVA) guidelines and best practice;
- (c) keep custody visitors informed of developments in Independent Custody Visiting both locally and nationally;
- (d) ensure where necessary that any issues/concerns arising from custody visits are dealt with by the Force and reported back;
- (e) provide a visiting rota (from the Co-ordinator) and updated contact details for each team as necessary;
- (f) provide ongoing training sessions;
- (g) process expense claims in a timely and efficient manner;
- (h) have regard to the Scheme's guidelines in respect of the process for dealing with complaints made against custody visitors;

- (i) have regard to the Scheme's guidelines in respect of the process for removing custody visitors from the Leicestershire Scheme;
- (j) provide each Custody Visitor with a Custody Visitors' Handbook, relevant to the Leicestershire Scheme;
- (k) provide identification cards to each visitor;
- (l) hold regular meetings with Co-ordinators to report back on issues raised and to further the development of the Scheme;
- (m) issue a quarterly Newsletter to all visitors informing them of recent developments.



Leicestershire Office of the Police & Crime Commissioner
Appendices to ICV Handbook

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Leicestershire OPCC Independent Custody Visiting Scheme

Contact Details

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**LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER****INDEPENDENT CUSTODY VISITOR****ROLE DESCRIPTION**

1. To carryout the duties of an Independent Custody Visitor, including visits, in accordance with the scheme's guidelines and the training provided.
2. To arrange visits to designated custody suites with fellow Custody Visitors during allotted periods and/or in accordance with the agreed roster.
3. To undertake some weekend and late night visits to designated custody suites.
4. To advise the Co-ordinator, or the OPCC if there is no appointed Co-ordinator, and fellow Custody Visitors of any problems with rostered/planned visits. If required, make arrangements for another Visitor to substitute as necessary.
5. To check on the conditions in which detainees are kept, their health and well-being and that they are receiving their rights and entitlements, with reference to the Police and Criminal Evidence Act (PACE).
6. Where appropriate, consult detainees custody records to clarify and check any concerns they have raised.
7. To discuss with the Custody Officer any concerns and requests arising from the custody visits and bring to the Custody Officers attention any issues that need to be dealt with.
8. To complete the Independent Custody Visiting Record Form ensuring that all relevant information is recorded correctly, clearly and concisely and that the copies of the form are sent to the appropriate departments.
9. To attend Independent Custody Visiting Team meetings.
10. To attend initial and ongoing training sessions, as appropriate (minimum of one per year).
11. To complete and submit expense claims in accordance with the scheme guidelines.
12. To carryout the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the scheme.



LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

ICV CO-ORDINATOR ROLE DESCRIPTION

1. To arrange team meetings in line with scheme guidelines.
2. To produce an agenda for team meetings at least one week prior to the date of the meeting and circulate a copy to members of the team and the OPCC.
3. To produce minutes for team meetings within two weeks of the meeting and circulate a copy to members of the team and the OPCC.
4. To devise an agreed roster for custody visiting.
5. To contact custody visitors as required to ensure rostered visits are arranged.
6. To bring to the attention of the OPCC any problems arising from the roster, including missed custody visits.
7. To discuss as necessary any issues arising from custody visits with the OPCC or Custody Manager as appropriate.
8. To bring to the attention of the OPCC issues arising from team meetings or the custody visit reports.
9. To oversee the work of the custody visiting group and ensure its smooth running.
10. To identify any training needs and bring these to the attention of the OPCC.
11. To ensure that new custody visitors are supported by the group.
12. To provide feedback on performance and complete a review form for each custody visitor within the group.
13. To make introductory visits as appropriate for recruitment or training purposes.
14. To attend quarterly Co-ordinator meetings with representatives of the OPCC and Force.
15. To establish a working relationship with the relevant Custody Manager.
16. To liaise with the Deputy Co-ordinator regarding issues relating to the team.
17. To arrange representation from the team at quarterly Co-ordinators' meetings if the Co-ordinator and Deputy Co-ordinator are unable to attend.

The Co-ordinator will be provided with support including administration and costs from the OPCC.



LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

ICV DEPUTY CO-ORDINATOR ROLE DESCRIPTION

In the absence of the Co-ordinator:

1. To arrange team meetings in line with scheme guidelines.
2. To produce an agenda for team meetings at least one week prior to the date of the meeting and circulate a copy to members of the team and the OPCC.
3. To produce minutes for team meetings within two weeks of the meeting and circulate a copy to members of the team and the OPCC.
4. To devise an agreed roster for custody visiting.
5. To contact custody visitors as required to ensure rostered visits are arranged.
6. To bring to the attention of the OPCC any problems arising from the roster, including missed custody visits.
7. To discuss as necessary any issues arising from custody visits with the OPCC or Custody Manager as appropriate.
8. To bring to the attention of the OPCC issues arising from team meetings or the custody visit reports.
9. To oversee the work of the custody visiting group and ensure its smooth running.
10. To identify any training needs and bring these to the attention of the OPCC.
11. To ensure that new custody visitors are supported by the group.
12. To provide feedback on performance and complete a review form for each custody visitor within the group.
13. To make introductory visits as appropriate for recruitment or training purposes.
14. To attend quarterly Co-ordinator meetings with OPCC and Force representatives.
15. To establish a working relationship with the relevant Custody Manager.
16. To liaise with the Co-ordinator regarding issues relating to the team.
17. To undertake such delegated duties as are agreed between the Co-ordinator and Deputy Co-ordinator.

The Co-ordinator will be provided with support including administration and costs from the OPCC.



LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

ICV TEAM MEETINGS

TERMS OF REFERENCE

Quarterly meetings for each ICV team between the Co-ordinator, ICV Team members and the Custody Manager should take place:

- For ICVs to raise any issues or concerns relating to their role.
- For the Co-ordinator to provide an update on changes in legislation, procedures or guidelines.
- To share best practice identified at Co-ordinators' meetings.
- To consult on new ICV policies and/or procedures.
- To provide feedback from the team to Co-ordinators' meetings.
- To review the team rota to ensure visiting targets are achieved.
- To undertake further training exercises when appropriate.
- For ICVs and the Co-ordinator to address issues with the Custody Manager.
- For the Custody Manager to update on custody suite activities.
- To network with team members.

Attendees:

Co-ordinator
ICV Team Members
PACE Inspector with responsibility for Custody Suite
Governance Support Officer, OPCC



LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

**MEETINGS WITH ICV CO-ORDINATORS
AND FORCE REPRESENTATIVES**

TERMS OF REFERENCE

Quarterly meetings between the OPCC, Co-ordinators and the Chief Inspector for Custody should take place to:

- Agree and monitor the frequency with which visits are undertaken.
- Provide feedback from Leicestershire Police on issues raised from visits.
- Review the number of visitors available in the Scheme.
- Provide Co-ordinators the opportunity to raise any issue with the OPCC, or Constabulary, and provide feedback from team meetings.
- Provide the opportunity for discussions on future development of the Scheme.
- Receive updates from Leicestershire Police on any developments within custody.
- Receive updates on the developments and recommendations relating to all custody issues.

Attendees:

Head of Governance, OPCC
Governance Support Officer, OPCC
Co-ordinators
Deputy Co-ordinators
Chief Inspector, Criminal Justice
Sergeant, Criminal Justice



The Police and Crime Commissioner for Lincolnshire

REGIONAL CUSTODY VISITING SCHEME ADMINISTRATORS NETWORK

TERMS OF REFERENCE

Background

1. Under Section 51 of the Police Reform Act 2002, as amended by Section 117 of the Coroners and Justice Act 2009 and paragraph 299 of Schedule 16 to the Police Reform and Social Responsibility Act 2011, Police & Crime Commissioners' are required to make arrangements for detainees to be visited by persons appointed under the arrangements ("independent custody visitors") and to keep those arrangements under review and from time to time revise them as they see fit.
2. The Association of Police & Crime Commissioners' (APCC) has established a network of collaborating Police & Crime Commissioners and the Independent Custody Visiting Association (ICVA) has wherever possible encouraged regional working to look at particular areas of development and training needs.

Membership

3. The East Midlands Regional Custody Visiting Scheme Administrators Network ("the Network") is available to all Police & Crime Commissioners' Officers in the East Midlands region who have a responsibility for the maintenance and operation of an efficient and effective scheme for the independent inspection of custody facilities and the welfare of detained persons.

Meetings

4. The Network will meet 4 times a year (on a quarterly basis) at Leicestershire Police Headquarters.
5. The chairmanship of Network meetings will alternate around the region.

Aims

6. The Network will focus on exchanging information, sharing good practice, identifying areas for mutual collaboration, discussing latest national and regional issues,

identifying potential savings and offering practical solutions to custody visiting related matters.

7. The Network will also act as an informal forum to share professional practice and experiences (both positive and negative).
8. The Network will make links, where necessary, with national and regional partners including the ICVA, Home Office and APCC.

Administration

9. Network meetings will be held at Leicestershire Police Headquarters. The responsibility for hosting a meeting will alternate around the region.
10. The host member will be responsible for compiling the agenda, producing draft minutes of the meeting and updating the Action Plan.

ICVA Executive Committee

11. Regional representation on the ICVA Executive Committee will alternate around the region.
12. Representatives will be appointed for a period of 3 years.

Commencement of these Terms of Reference

13. These Terms of Reference came into effect on 16 April 2013 on the decision of the Regional Custody Visiting Scheme Administrators Network meeting held on 16 April 2013. They replace all previous Terms of Reference.



LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITING SCHEME

EXIT PROCESS

Custody Visitors who resign from the Scheme are provided with the opportunity to meet with the Head of Governance for an 'exit interview' to discuss their reasons for leaving, any issues they would like to raise from their time in the Scheme, and to offer suggestions for any improvements which they feel could be made.

Custody visitors will be asked to contact the OPCC to arrange a mutually convenient time for this interview to take place. If necessary the interview can be at the custody visitor's home address.

During the interview the below 'Interview Exit Form' will be completed.

If custody visitors do not wish to attend for interview they can complete the form themselves and return it to the OPCC.

The reasons for leaving the Scheme will be reported, anonymously, to the Police and Crime Commissioner.

Any issues raised for further development will be reported to the Co-ordinators meetings for discussion and for agreement on any future changes to the Scheme.

LEICESTERSHIRE OFFICE OF THE POLICE & CRIME COMMISSIONER

INDEPENDENT CUSTODY VISITING SCHEME

EXIT INTERVIEW FORM

The purpose of this form is to identify any underlying reasons for Independent Custody Visitors leaving the Scheme and to help assess any necessary steps that may prevent other volunteers from leaving for similar reasons. This interview will also assist the OPCC to conduct an effective role analysis and project training need for other Independent Custody Visitors.

NAME:

TEAM:

DATE APPOINTED:

LEAVING DATE:

1. What is your reason for leaving?

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2. If you have accepted another volunteer role, what attracted you to it?

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3. In relation to your time as an Independent Custody Visitor, do you have any suggestions for improvement e.g. should the Role Description or Memorandum of Understanding be changed or updated?

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4. How do you feel about the Memorandum of Understanding and other conditions of appointment?

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5. How do you feel about the training you have been offered or received?

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6. What have the relationships been like between yourself, your Co-ordinator, fellow Custody Visitors and OPCC staff and could they be improved?

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7. Are there any other comments that you wish to make?

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Comments of the Head of Governance and any suggested future action:

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SIGNATURE OF CUSTODY VISITOR:

.....

DATE:

SIGNATURE OF HEAD OF GOVERNANCE:

.....

DATE:

Please note that this form should be completed during an exit interview, ideally with the Head of Governance and the Independent Custody Visitor. However, it is acceptable for the person to decline an interview and be given the form for self-completion.

If self completion, please return this form to the OPCC in the envelope provided.



ARTICLES OF HUMAN RIGHTS ACT 1998

(Article 1 is introductory and is not incorporated into the Human Rights Act.)

Article 2: Right to life

A person has the right to have their life protected by law. There are only certain very limited circumstances where it is acceptable for the state to take away someone's life, e.g. if a police officer acts justifiably in self defence.

Possible custody issues: Failure to adequately monitor and respond to detainees who are a suicide risk may lead to a breach of Article 2.

Article 3: Prohibition of torture

A person has the absolute right not to be tortured or subjected to treatment or punishment which is inhuman or degrading.

Possible custody issues: breaches can include physical or psychological abuse, neglect/carelessness ie, failing to provide medical treatment, poor conditions in custody, strip searches without regard to dignity, excessive force used to restrain, authorities failing to protect individual from abuse, malnutrition and dehydration.

Article 4: Prohibition of slavery and forced labour

A person has the absolute right not to be treated as a slave or to be required to perform forced or compulsory labour.

Article 5: Right to liberty and security

A person has the right not to be deprived of their liberty – 'arrested or detained' – except in limited cases specified in the article (e.g. where they are suspected or convicted of committing a crime) and provided there is a proper legal basis in UK law.

Article 6: Right to a fair trial

A person has the right to a fair and public hearing within a reasonable period of time. This applies both to criminal charges against them and to cases concerning their civil rights and obligations. Hearings must be carried out by an independent and impartial tribunal established by law. It is possible to exclude the public from the hearing (though not from the judgment) if it is necessary to protect things like national security or public order. If it is a criminal charge, the person is presumed innocent until proven guilty according to law and has certain guaranteed rights to defend themselves.

Article 7: No punishment without law

A person normally has the right not to be found guilty of an offence arising out of actions which at the time they committed them were not criminal. They are also protected against later increases in the maximum possible sentence for an offence.

Apart from the right to hold particular beliefs, the rights in Articles 8 to 11 may be limited where that is necessary to achieve an important objective. The precise objectives for which limitations are permitted are set out in each article, but they include things like protecting public health or safety, preventing crime and protecting the rights of others.

Article 8: Right to respect for private and family life

A person has the right to respect for their private and family life, their home and their correspondence. This right can be restricted only in specified circumstances.

Possible custody issues: lack of dignity in respect of personal care needs, refusal to allow family visits or contact, inappropriate use of restraint or medication, negative and patronising attitudes and insufficient attention paid to confidentiality.

Article 9: Freedom of thought, conscience and religion

A person is free to hold a broad range of views, beliefs and thoughts, and to follow a religious faith. The right to manifest those beliefs may be limited only in specified circumstances.

Article 10: Freedom of expression

A person has the right to hold opinions and express their views on their own or in a group. This applies even if those views are unpopular or disturbing. This right can be restricted only in specified circumstances.

Article 11: Freedom of assembly and association

A person has the right to assemble with other people in a peaceful way. They also have the right to associate with other people, which include the right to form a trade union. These rights may be restricted only in specified circumstances.

Article 12: Right to marry

Men and women have the right to marry and start a family. National law will still govern how and at what age this can take place.

(Article 13 is not included in the Human Rights Act.)

Article 14: Prohibition of discrimination

In the application of the Convention rights, a person has the right not to be treated differently because of their race, religion, sex, political views or any other personal status, unless this can be justified objectively. Everyone must have equal access to Convention rights, whatever their status.

Article 1 of Protocol 1: Protection of property

(A 'protocol' is a later addition to the Convention.)

A person has the right to the peaceful enjoyment of their possessions. Public authorities cannot usually interfere with things people own or the way they use them, except in specified limited circumstances.

Article 2 of Protocol 1: Right to education

A person has the right not to be denied access to the educational system.

Article 3 of Protocol 1: Right to free elections

Elections for members of the legislative body (e.g. Parliament) must be free and fair and take place by secret ballot. Some qualifications may be imposed on who is eligible to vote (e.g. a minimum age).

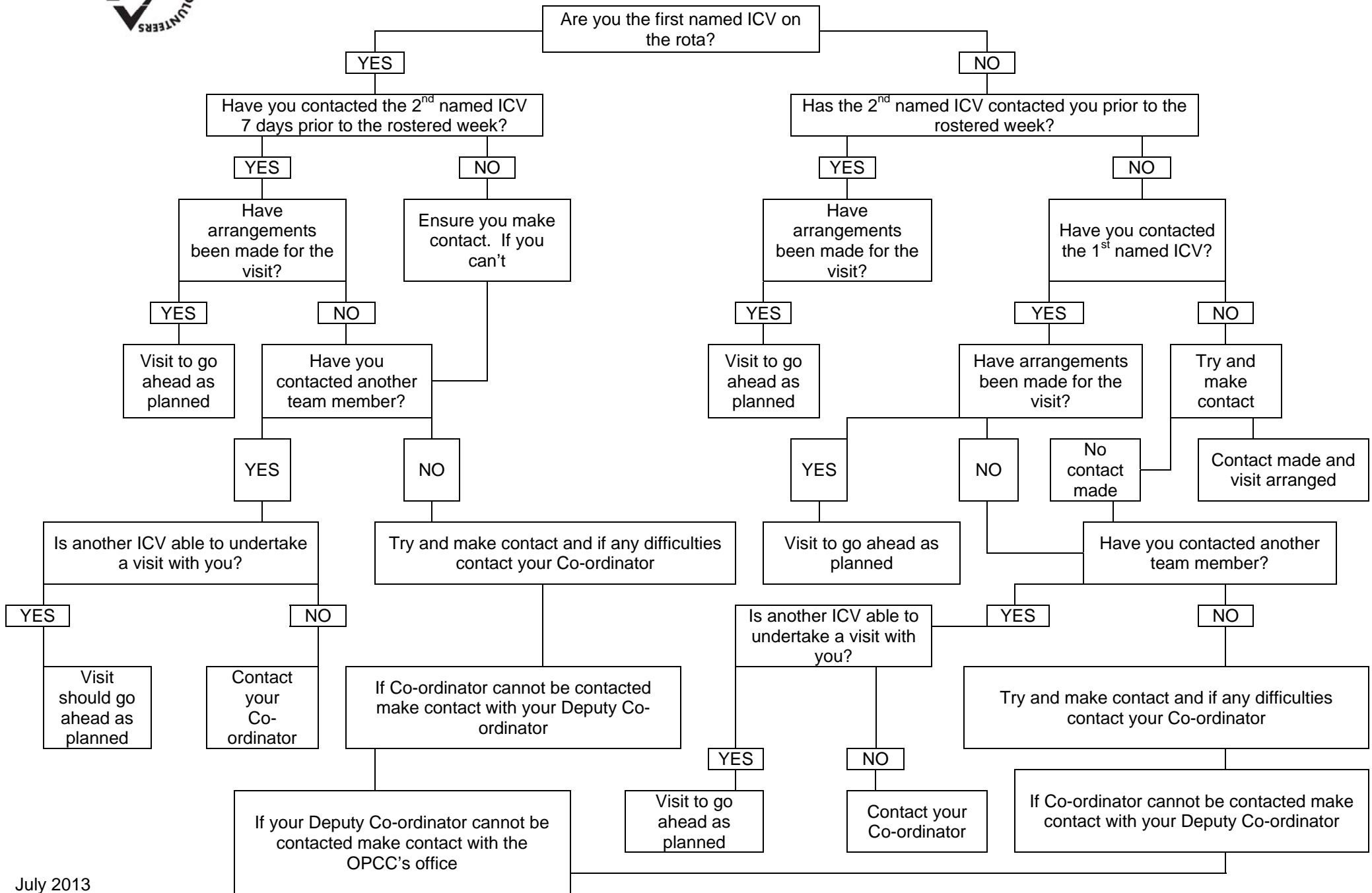
Article 1 of Protocol 13: Abolition of the death penalty

These provisions abolish the death penalty.

[Main source: Ministry of Justice – Making Sense of Human Rights – <http://www.justice.gov.uk/guidance/docs/human-rights-making-sense-human-rights.pdf>]



LEICESTERSHIRE OPCC INDEPENDENT CUSTODY VISITING SCHEME FLOWCHART FOR ARRANGING CUSTODY VISITS





LEICESTERSHIRE INDEPENDENT CUSTODY VISITING SCHEME

PROTOCOL FOR CUSTODY VISITS

1. All ICVs to be in possession of an up-to-date identification badge.
2. On arrival at the Front Enquiry Office, ICVs will introduce themselves, produce their identification badge and request that contact is made with the Custody Suite. If the Front Enquiry Office is closed, ICVs will telephone the custody suite via the direct number or via 101 if the number is engaged.
3. In order to maintain safety, clearance must be gained from custody staff that it is safe for ICVs to enter the custody suite. ICVs must not ask to be escorted to the suite without this clearance. ICVs will wait in Reception until a member of custody staff is available to collect them. Under no circumstances should ICVs make their own way to the custody suite. ICVs will make a note of their time of arrival at the Front Enquiry Office and the time of arrival in the custody suite on the visit form.
4. Whenever possible ICVs will be given immediate access. If staff are unable to admit ICVs immediately due to health and safety issues, an explanation must be sought from the Custody Sergeant and recorded on the visit form.
5. Once in the custody suite, if there is a delay in custody staff being able to facilitate a visit, ICVs will be placed in a safe position to observe proceeding until a member of staff is available. Any such delay will be recorded on the visit form.
6. ICVs will be given a copy of the visit form. ICVs will complete the Date, Time at Front Desk, Time at Custody Suite, whether prompt access was given, Time Visit Started and Number in Custody.
7. Custody staff will complete the first five columns for each detainee ie, Cell Number, Custody Reference Number, Adult/Juvenile, Male/Female and Category (PACE, Home Office, Other).
8. ICVs will be escorted to each cell and will introduce themselves to detainees (see Protocol for Self-Introduction at Appendix 16 and Aide Memoire for Custody Visits at Appendix 12 for more information on conducting visits).
9. Once ICVs have been escorted to all cells, they will inspect other areas of the custody suite (see the Aide Memoire at Appendix 12 for more information). Any issues will be recorded on the visit form.
10. ICVs will be assisted in viewing custody records (see Protocol for Viewing Custody Records at Appendix 19 for more information).
11. ICVs will record issues raised by detainees and complete the 'Action Taken' column.
12. ICVs will print their name and sign at the bottom of the visit form.
13. Custody staff will print their name and collar number and sign at the bottom of the visit form.
14. ICVs will record 'Time Visit Ended'.

15. ICVs will separate the three copies of the visit form ensuring that the copy for the Custody Manager remains in the custody suite. ICVs will take the copy for the Co-ordinator. Custody staff will forward the top white copy to the OPCC.
16. If ICVs have any serious concerns about what they observe or are told during the course of a visit, they must ensure the Custody Sergeant or PACE Inspector is notified at the time of the visit. They must ensure that it is recorded on the visit form and the OPCC is contacted as soon as practicable following the conclusion of the visit.
17. All ICVs and custody staff to be made aware of this Protocol.

AIDE MEMOIRE FOR CUSTODY VISITS**DETAINEES**

Given Code of Practice/Notified of rights

Had someone informed

Legal advice

Right to custody record copy

Physical comfort

Adequate food/drink

Special dietary requirements

Access to toilet/washing facilities, personal hygiene

Replacement clothing

Medical attention

8 hrs rest in 24

Informed of Arrest Referral Scheme

Any other concerns?

ICVs to Check:

Environment - adequate heating / ventilation / lighting / any safety or security hazards?

Cells – are they clean? Has crockery or food been left in the cell?

Alarm working

Detention rooms

Kitchens – cleanliness / whether food is in date?

Fridge/Freezer - contents and temperatures

Sanitary arrangements – toilets working

Adequate bedding

Showers

The holding chute

Medical / interview rooms (if not in use)

Relevant storage areas

CCTV – is it working?

Main reception area

Legal aid notices displayed

Any other concerns?

USEFUL TELEPHONE NUMBERS**Primary Sites**

Beaumont Leys Custody Suite	0116 222 2222 Ext 3244
Keyham Lane Custody Suite	0116 222 2222 Ext 5744
Euston Street Custody Suite	0116 222 2222 Ext 3544

Overflow Site

Wigston Custody Suite	0116 222 2222 Ext 5444
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Office of the Police & Crime Commissioner	0116 229 8980
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LEICESTERSHIRE CONSTABULARY RISK ASSESSMENT FORM

AREA/DEPT.: Custody Suites

DATE COMPLETED: 18 November 2004

REVIEWED 6 January 2012

LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED: Independent Custody Visits to Custody Suites

SPECIAL GROUPS OF PERSONS CONSIDERED: Independent Custody Visitors

COMPLETED BY (Risk Assessor): Angela Perry, Head of Policy and Administration

AUTHORISED BY:

ASSISTED BY:

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood
1.	Independent Custody Visitors entering cells in pairs to introduce themselves to detainees to ascertain if they wish to speak to them about their welfare whilst in police detention. Issues discussed will be recorded on a visit report form by the custody visitors at the time of the visit.	<p>Hazard – the detainee. May physically attack custody visitors causing them injury or harm.</p> <p>Reasonably foreseeable injury – punch to face or punches and kicks to other parts of the body. Forcibly pushing custody visitor out of the way causing them to fall. Writing implement being snatched out of the hand of the custody visitor and used to cause injury.</p> <p>Reasonably foreseeable worse case injury – blindness caused by pen being stabbed into eye.</p>	H-3	<p>2 x Custody visitors</p> <p>1 x Detention officer</p> <p>1 x Detainee</p>	<p>A protocol is in place for how such visits are to be conducted.</p> <p>The Detention Officer will view the detainee through the cell hatch prior to ICVs entering the cell to ascertain that the detainee is likely to be receptive to meeting the custody visitors.</p> <p>Police Officer/Detention Officer always in attendance. Access to potentially violent detainees controlled and communicated to custody visitors prior to entering cell.</p> <p>(a Alarms are fitted along cell corridors in all custody suites and can easily be activated to summon assistance from other officers present within the custody suite. – Co-ordinator's identify to new ICVs on first visit</p>	L-1	3

					<p>(b) custody visitors brief escorting officer on format for visit and custody staff remain present just outside cell and out of sight of detainee at all times</p> <p>(c) custody officer aware of all visits to detainees and brief visitors accordingly if detainee violent/aggressive</p> <p>(d) custody staff trained in first aid</p> <p>(e) custody visitors who use walking sticks aware of how to position themselves in the cell to reduce risk of walking stick being taken from them by the detainee.</p> <p>(f) bolt on cell door can be positioned to ensure cell door cannot be closed from the inside.</p> <p>Custody visitors will always visit in pairs and will always be accompanied by a detention officer who will wait immediately outside of the door for the duration of the visit.</p> <p>At the start of the visit Custody Visitors will speak to the Custody Sergeant who will advise if any detainees should not be spoken to due to increased risk of harm to the visitors.</p>		
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					<p>Custody visitors are instructed to ensure they always locate themselves between the detainee and the cell door for quick egress if necessary.</p> <p>Custody visitors instructed not to hand the pen over to the detainee and to keep it in their possession at all times.</p> <p>Training for ICVs is provided by the Health & Safety Manager for the Constabulary and also the Independent Custody Visiting Association. Both address the physical signs to be aware of in changes of attitude and behaviour of people reacting to stressful situations. In such circumstances ICVs are instructed to bring conversations to a speedy end and leave the cell.</p> <p>There are no known reports of injuries being caused to custody visitors in other Forces where the self-introduction to detainees is operated.</p>		
2.	Custody visits to persons in custody	Fire emergencies	H-3	Custody Visitors/Force Staff	<p>Custody visitors to establish on the first and subsequent visits applicable fire procedures and location of fire exits. The Force, through an infrastructure of Fire Marshalls will provide the necessary arrangements in the event of an emergency i.e., emergency evacuation</p>	L-1	3

					procedures relevant to individual custody suites.		
3.	Custody visits to persons in custody	Bomb Threat/Suspect Device	H-3	Custody Visitors/Force Staff	Policies, procedures and contingency plans in place to address such circumstances in all Force premises. Specific procedures in place for visitors to Force premises.	L-1	3
4	Exposure to communicable diseases and infestations including exposure to blood or other bodily fluids	Risk of infection	M-2	Custody Visitors/Force Staff	Access to detainees with known diseases controlled and communicated to custody visitors prior to entering cell. Protocol for dealing with exposure to blood or other bodily fluids in place which has been issued to all custody visitors. A copy is also available in each custody suite.	L-1	2
5.	Detainee exposed to Captor Spray	Risk of exposure	L-1	Custody Visitors/Force Staff	Access to detainees who have been sprayed with Captor controlled and communicated to custody visitors prior to entering cell. Very low risk of spray affecting custody visitors. Neutralising agent available in the event of exposure.	L-1	1

FURTHER ACTION REQUIRED

No.	Further Control Measures Required	ACTION (Who Responsible and by When)	Review Action and Date (inc. estimate of Residual Risk)
1.	<p>All visitors to be made aware of:</p> <ul style="list-style-type: none"> • Protocol for exposure to blood or other bodily fluids. • The location of panic alarms. • How to activate and other methods of summoning help. • Ongoing training for custody visitors. • Who to report to in the event of an accident or the activation of a fire alarm. • Ongoing awareness of Custody Staff of potential danger to custody visitors. • Training at team level on health and safety issues. • Increased awareness of Fire/Bomb Threat procedures. • Procedure for leaving handbags at the Custody Desk at the start of a visit. 	<p>Members' Services Officer</p> <p>Custody Manager/Co-ordinator</p> <p>Custody Manager/Co-ordinator</p> <p>Members' Services Officer/Co-ordinator</p> <p>Custody Manager/Co-ordinator</p> <p>Custody Manager</p> <p>Co-ordinator/Custody Manager</p> <p>Custody Manager</p> <p>Co-ordinator/Custody Manager</p>	<p>January 2012 – completed – provided as part of Handbook and referred to in induction training</p> <p>January 2013</p> <p>January 2013</p> <p>January 2013</p> <p>January 2013</p> <p>January 2013</p> <p>January 2013</p> <p>January 2013</p> <p>January 2013</p>
2.	<p>All custody visitors to be made aware of the protocol for self introduction and the risk assessment.</p>	<p>Deputy Chief Executive – by 20 December 2007</p>	<p>January 2012 – completed – provided as part of Handbook and referred to in induction training</p>
3.	<p>All custody staff at Keyham Lane and Euston Street to be made aware of the pilot, protocol and risk assessment.</p>	<p>Chief Inspector Wells – by 30 December 2007</p>	<p>January 2012 – completed – self intro now established at all custody suites</p>
4.	<p>Protocol for self-introduction visits to be placed on Criminal Justice Dept. website for easy access for custody staff.</p>	<p>Insp. Thorpe – by 30 December 2007</p>	<p>January 2012 – completed – Handbook and CJ website</p>

<p>MATRIX KEY</p> <p>HAZARD SEVERITY OF INJURY</p> <p>1 = Minor cuts, grazes, sprains 2 = Serious injury, fractures, concussion 3 = Major injury or death</p> <p>LIKELIHOOD POTENTIAL TO OCCUR</p> <p>1 = Unlikely to occur 2 = Is quite likely to occur 3 = High probability of occurring</p>	<p>MATRIX</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">S</td> <td style="text-align: center;">3</td> <td style="text-align: center;"> </td> <td style="text-align: center;">3 6 9</td> </tr> <tr> <td style="text-align: center;">E</td> <td></td> <td style="text-align: center;"> </td> <td></td> </tr> <tr> <td style="text-align: center;">V</td> <td style="text-align: center;">2</td> <td style="text-align: center;"> </td> <td style="text-align: center;">2 4 6</td> </tr> <tr> <td style="text-align: center;">E</td> <td></td> <td style="text-align: center;"> </td> <td></td> </tr> <tr> <td style="text-align: center;">R</td> <td style="text-align: center;">1</td> <td style="text-align: center;"> </td> <td style="text-align: center;">1 2 3</td> </tr> <tr> <td style="text-align: center;">I</td> <td style="text-align: center;">_____</td> <td style="text-align: center;"> </td> <td style="text-align: center;">_____</td> </tr> <tr> <td style="text-align: center;">T</td> <td></td> <td style="text-align: center;"> </td> <td style="text-align: center;">1 2 3</td> </tr> <tr> <td style="text-align: center;">Y</td> <td></td> <td style="text-align: center;"> </td> <td></td> </tr> </table> <p style="text-align: center;">POTENTIAL</p>	S	3		3 6 9	E				V	2		2 4 6	E				R	1		1 2 3	I	_____		_____	T			1 2 3	Y				<p>RISK RATING</p> <p>6-9 High Risk, not acceptable further controls required.</p> <p>3-4 Medium Risk, require further controls. Is the risk justifiable in relation to the training need?</p> <p>1-2 Low Risk, No further control measures are required.</p>
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Leicestershire Police - Occupational Health Unit

CUSTODY VISITORS TO THE CUSTODY SUITE – RISK OF EXPOSURE TO BLOOD & BODY FLUIDS

GENERAL HYGIENE PRECAUTIONS

Intact skin is your body's best defence against all types of infection and transmissible disease. Therefore, good basic hygiene precautions are essential: -

- You should cover any open wounds with a waterproof plaster or similar dressing prior to attending the Custody Suite
- If plasters or dressings become wet or soiled, they should be changed immediately
- Do ensure that you thoroughly wash your hands with soap and water both **before and after** your cell visit.

WHAT SHOULD I DO IF THE FOLLOWING INCIDENTS HAPPEN?

1. If your skin has been punctured with a needle or other sharp instrument that may be contaminated with blood / body fluids.
2. If blood/body fluids (i.e. saliva) have been splashed over any part of your body which has cuts or abrasions.
3. If blood/body fluids have been splashed into your eyes or mouth.
4. If you have received a human bite which has resulted in a break in the surface of your skin.

IMMEDIATE FIRST AID TREATMENT THAT MUST BE CARRIED OUT

1. If your skin has been punctured you must encourage the wound to **bleed** by force bleeding / squeezing. ***DO NOT SUCK THE WOUND!***
2. **Wash** the wound thoroughly with soap and warm water (warm water helps to dilate the blood vessels and encourages bleeding).
3. If blood or body fluids (i.e. saliva) has entered your eyes or mouth, **rinse** your mouth or eyes thoroughly with copious amounts of cold tap water. ***DO NOT SWALLOW THE WATER.*** If contact lenses are worn then rinse before and after removal.
4. **Cover** any open wounds with a waterproof plaster.

5. You must ensure that the incident is immediately **reported** to the on-duty Custody Sergeant who will ensure that an incident form is completed (and he/she will notify the **On-Call Medacs Health Professional** who will then attempt to obtain the detainee's consent to allow for blood testing).
6. **Immediately contact your General Practitioner** to arrange for:
 - an accelerated course of Hepatitis B vaccinations (this consists of 3 vaccines 1 month apart, followed by a 4th vaccine after 12 months). This should be given as soon as possible after exposure.
 - a 'Serum Save' blood test (your GP will know what this means and will also arrange for future follow-up blood tests). **It would be advisable for you to take this information sheet with you.**

NB- If you experience any difficulties in obtaining the vaccination or your GP would like to speak to a member of the Occupational Health Team, our telephone number is 0116 248 2073.

IMPORTANT NOTE – HIV Exposure

In addition to Hepatitis B, there are other viruses that can be transmitted via the blood / body fluids of an infected person. These are Hepatitis C and HIV. *To date, there are no vaccines to protect against HIV and Hepatitis C.*

If you have been exposed to blood or body fluids, and have any concerns about HIV, you are encouraged to contact the **Sexual Health Clinic at Leicester Royal Infirmary**. This clinic offers a free and confidential counselling service and further contact details are given below:

- **Sexual Health Clinic** - tel. 0116 258 5208 Leicester Royal Infirmary. This is situated in the Jarvis Building, LRI
- **Opening times of Walk-In Clinic (no appointment needed)**. Normal opening times of walk in clinics (no appointment needed):
 - Monday to Friday 9am – 12pm
 - Monday 2 – 4pm and 5 – 7pm
 - Weds 2 – 5pm
 - Saturday 9am – 12pm
 - The clinic does not open on Sunday

Julie Mayne
Occupational Health Nurse

Protocol revised 22 November 2011



**PROTOCOL FOR TWO MALE ICV'S VISITING
FEMALE JUVENILE DETAINEES**

Visiting of females under the age of 17 in custody – Section 31 of the Children and Young Persons Act 1933 states that whilst in police custody females under the age of 17 should be under the care of female staff. All female juveniles should be detained at Euston Street and under the care of a female Detention Officer or Police Officer. The following has been agreed regarding custody visits to females under the age of 17:

- (i) Where two male custody visitors wish to visit a female juvenile and no female Detention or Police Officer is available to accompany, they should liaise with the Custody Sergeant regarding the perceived risk of undertaking such a visit or whether or not the visit should be undertaken by way of conversation through the hatch in the cell door;
- (ii) Where a female juvenile is in detention, and no female Detention or Police Officer is on duty in the custody suite, custody visitors should ascertain from the Custody Sergeant whether the juvenile is being moved to another custody suite where a female Detention or Police Officer is present or whether a female Detention or Police Officer will be available to attend. In both cases custody visitors should record the timescales for these arrangements on the visit form; and
- (iii) In cases where no alternative arrangements are being made for a female juvenile to come under the care of a female Detention or Police Officer, custody visitors should request to speak to the Duty Inspector and request that such arrangements are put in place. This should also be recorded on the visit form.



LEICESTERSHIRE OPCC INDEPENDENT CUSTODY VISITING SCHEME

PROTOCOL FOR SELF-INTRODUCTION

FROM 1 AUGUST 2008

1. All ICVs to have their own copy of the introduction card to take with them on custody visits.
2. Each pair of ICVs to agree beforehand who will deliver the self introduction to the detainee.
3. On arrival at the Custody Suite ICVs will ascertain from the Custody Sergeant the number and category of detainees in custody. This will be entered onto the form.
4. ICVs to inform the Custody Sergeant that self introduction is undertaken at that custody suite and they will therefore introduce themselves to the detainees. Taking this into consideration, the Custody Sergeant will advise if there are any detainees who should not be visited due to risk to the ICVs.
5. Prior to entering the cell ICVs should ensure they have with them the introduction card, visit report form and pen to record any issues raised.
6. ICVs will be accompanied to the cell by the detention officer who will first view the detainee through the cell hatch to ascertain that the visit can go ahead. The detention officer will then unlock the cell door and stand back to let the custody visitors enter.
7. ICVs will enter the cell and ensure that they are positioned between the detainee and the cell door. The detention officer will remain immediately outside the cell door for the duration of the visit. Generally the escorting officer will remain out of view but at a safe distance.
8. On entering the cell ICVs will introduce themselves to the detainee and ask them to sit down (if not already seated). The wording on the introduction card will be used for this purpose. Custody visitors are encouraged to deliver this in an informal manner without reading verbatim from the card if possible.
9. If the detainee states they do not wish to receive a visit the custody visitors will ask the detainee if they can view their detention record to check that they are being properly looked after.
10. If a visit is refused the ICVs will leave the cell and note this outcome on the visit report form, including whether or not permission is given to view the detention record.
11. When a visit has been refused at no time will the ICVs endeavour to dissuade the detainee from changing their mind. This also applies if the detainee has refused permission to view the detention record.

12. Where the detainee indicates they do wish to speak to ICVs the visit will proceed as normal.
13. ICVs will note on the visit report form any issues raised by the detainee. These will be recorded on the visit form by the ICVs. Issues raised will be brought to the attention of the escorting officer.
14. If any issues raised by detainees are resolved during the course of the visit this is to be noted on the report form.
15. ICVs will indicate on the visit report form where they have viewed a detention record of a detainee and write any issues arising from the record.
16. Following the conclusion of the visit copies of the report form will be distributed as indicated at the bottom of the form.



LEICESTERSHIRE OPCC INDEPENDENT CUSTODY VISITING SCHEME

SELF-INTRODUCTION FOR INDEPENDENT CUSTODY VISITORS

We are Independent Custody Visitors who would like to speak to you.
We are members of the public and are nothing to do with the police.

We are here to see how you are being treated by the police and
to have a look at the conditions in which you are being kept.

Can we speak to you for a couple of minutes?

Can we also have a look at the log kept on you since you have been here?

July 2013



RIGHTS AND ENTITLEMENTS

Detained persons – normal procedure

When a detainee is brought to a police station, they must be informed by the custody officer of the following rights and of the fact they are continuing rights which may be exercised at any stage during the period in custody:

- The right to have someone informed of detainee's arrest.
- The right to consult privately with a solicitor and of the fact that independent legal advice is available free of charge.
- The right to consult the PACE Codes of Practice.

Detainees must be given written notice setting out

- The above three rights.
- The right to a copy of the custody record.
- The caution (as prescribed elsewhere in the codes).

The notice must also explain the arrangements for obtaining legal advice. An additional written notice, briefly setting out the detainee's entitlements while in custody, must also be given. A copy of this is included at the end of this Appendix.

The custody officer will ask the detainee to sign the custody record to acknowledge receipt of these notices. A refusal to sign will be noted on the custody record.

Detention can be authorised in order to

- Secure or preserve evidence.
- Obtain evidence by questioning.
- Or for another lawful reason such as breath test/breach of the peace/warrant.

Detained Persons – Special Groups

- If the detained person is or appears to be deaf or if doubts are raised about hearing ability or ability to understand English, an interpreter is to be called.
- If the detained person is or appears to be juvenile (ie, under 17), or has mental health needs, an appropriate adult is to be called.
- If the detained person is blind or visually impaired or unable to read, the custody officer is to ensure that a solicitor/relative/appropriate adult or some other person not involved with the investigation is available to help with documentation. Where written consent or a signature is required, that person may be asked to sign instead if the detainee wishes.
- **If the detained person is a foreign national, they can request that the relevant Embassy or Consulate is informed of their arrest. This question is automatically asked at the booking-in stage if the detainee states they are not a British citizen.**

Rights and Entitlements

- Right not to be held incommunicado.
- Detainee may have one friend or relative or other person notified of arrest.
- If first person nominated is not available, detainee may choose up to two alternatives.
- Detainees to be allowed visits at custody officer's discretion.
- Enquiries as to whereabouts of detainee to be answered subject to the detainee's agreement.
- Detainee to be supplied with writing materials on request. Letters (other than those to a solicitor) may be read.
- Detainee may be allowed to speak on the phone for a reasonable time to one person. The call will be listened to (except when to a solicitor) and terminated if abused.

Conditions

- So far as practicable, only one person to each cell.
- Cells to be adequately lit (lighting may be dimmed at night).
- Clean and adequate bedding to be provided.
- Access to a toilet and washing facilities to be provided.
- If it is necessary to remove a person's clothes, replacement clothing of reasonable comfort and cleanliness to be provided. No interviewing unless adequate clothing offered.
- Two light meals and one main meal to be offered each 24 hours. Medical or dietary advice to be sought from Forensic Medical Examiner where necessary. Meals should meet any special dietary or religious beliefs as far as is practicable. A varied diet should be provided. Detainees may have meals provided by family or friends at their own expense.
- Drinks to be provided at meal times and on reasonable request between.
- Brief outdoor exercise daily.
- No juveniles in cells unless no other secure accommodation and custody officer considers it impracticable to supervise if not in cell (reason to be recorded). Juveniles **must not** be placed in cells with an adult.
- Cell occupants to be visited every hour (every half-hour if drunk). Juveniles and those at risk more than once an hour.
- Reasonable force may be used to secure compliance with reasonable instructions or to prevent injury, escape, damage to property, destruction of evidence.
- Complaints regarding treatment of detainee must be referred to an officer of rank of Inspector or above, who is not connected with the investigation.

Treatment – Medical

- If detainee appears to be suffering from physical or mental health illness or is injured (unless just a minor ailment) or doesn't show signs of sensibility or awareness or fails to respond normally to questions or conversation (other than through drunkenness alone) or otherwise appears to need medical attention, a Forensic Medical Examiner to be called immediately or in urgent cases detainee sent to hospital or the nearest doctor called. This applies even if no complaint is made and whether or not recent medical treatment has been received elsewhere (unless brought direct from hospital).
- If detainee is suffering from significant infectious disease, person and property are to be isolated; medical advice as to fumigation and precautions to be sought.

APPENDIX 18

- If request is made for medical examination, a Forensic Medical Examiner must be called. May also have own doctor at own expense.
- If a person is required to take medication on medical directions, the custody officer is responsible for safe-keeping and ensuring administration at proper times. No police officer may administer drugs which are “controlled” under the Misuse of Drugs Act 1971 and administration of such drugs must be administered by a Forensic Medical Examiner.
- If a detainee has or claims to need medication for a potentially serious condition (eg, heart, diabetes, epilepsy etc) advice of Forensic Medical Examiner must be obtained.

The following rights and entitlements are guaranteed to you under the law in England and Wales and comply with the European Convention on Human Rights.

Remember your rights

- 1. Tell the police if you want a solicitor to help you while you are at the police station. It is free.**
- 2. Tell the police if you want someone to be told that you are at the police station. It is free.**
- 3. Tell the police if you want to look at their rules – they are called the Codes of Practice.**

Tell the police if you need medical help. It is free.

You will find more details about your rights and how you should be treated and cared for by the police inside



Please keep this information and read it as soon as possible. It will help you to make decisions while you are at the police station.

If you are asked questions about a suspected offence, you do not have to say anything. However, it may harm your defence if you do not mention when questioned something which you later rely on in court. Anything you do say may be given in evidence.

1. Getting a solicitor to help you

- A solicitor can help and advise you about the law.
- Asking to speak to a solicitor does not make it look like you have done anything wrong.
- The Police Custody Officer must ask you if you want legal advice. It is free.
- The police must let you talk to a solicitor at any time, day or night, when you are at a police station.
- If you have asked for a legal advice the police are usually not allowed to ask you questions until you have had the chance to talk to a solicitor. When the police ask you questions you can ask for a solicitor to be in the room with you.
- If you tell the police that you don't want legal advice but then change your mind, tell the police custody officer who will then help you to contact a solicitor.
- If a solicitor does not turn up or contact you at the police station, or you need to talk to a solicitor again, ask the police to contact them again.

FREE LEGAL ADVICE ABOUT SOME LESS SERIOUS MATTERS:

- This is limited to telephone advice from qualified advisors from the Criminal Defence Service (CDS) Direct unless limited exceptions apply when a solicitor should come to the police station, such as:
 - ~ the police want to ask you questions about an offence or carry out an eye witness identification procedure
 - ~ you need help from an "appropriate adult". See "People who need help".
 - ~ you are unable to communicate over the telephone, or
 - ~ you allege serious misconduct by the police.

WHEN FREE LEGAL ADVICE IS NOT LIMITED TO TELEPHONE ADVICE FROM CDS DIRECT:

- You can ask to speak to a solicitor you know and you won't have to pay if they do legal aid work. If you do not know a solicitor or the solicitor you know cannot be contacted, you can speak to the duty solicitor. It is free.
- The duty solicitor has nothing to do with the police.

TO ARRANGE FREE LEGAL ADVICE:

- The police will contact the Defence Solicitor Call Centre (DSCC). The DSCC will arrange for legal advice to be given, either from CDS Direct, from a solicitor you have asked for or from the Duty Solicitor.
- The DSCC and CDS Direct are independent services responsible for arranging free legal advice and have nothing to do with the police.

IF YOU WANT TO PAY FOR LEGAL ADVICE YOURSELF:

- When free legal advice is limited to telephone advice from CDS Direct you can still speak to a solicitor of your choice on the telephone if you want to but they would not be paid for by legal aid and may ask you to pay them. The DSCC will contact your own solicitor on your behalf.
- You are entitled to a private consultation with your chosen solicitor on the telephone or they may decide to come to see you at the police station.
- If a solicitor of your choice cannot be contacted, the police can still call the DSCC to arrange free legal advice from the Duty Solicitor.

2. Telling someone that you are at the police station

- You can ask the police to contact someone who needs to know that you are at the police station. It is free. They will contact someone for you as soon as they can.

3. Looking at the Codes of Practice

- The Codes of Practice are rules which will tell you what the police can and cannot do while you are at the police station.
- The police will let you read the Codes of Practice but you cannot read it for so long that it holds up the police finding out if you have broken the law.
- If you want to read the Codes of Practice, tell the Police Custody Officer.

Other things to know about being at a Police Station

Getting details of your time at the police station

- Everything that happens to you when you are at the police station is recorded. This is called the Custody Record.
- When you leave the police station, you, your solicitor or your appropriate adult can ask for a copy of the Custody Record. The police have to give you a copy of your Custody Record as soon as they can.
- You can ask the police for a copy of your Custody Record up to 12 months after you leave the police station.

How you should be treated and cared for

These are short notes about what you can expect while you are kept at the police station. To find out more, ask to see the Codes of Practice. They include a list of where to find more information about each of these things. Ask the police custody officer if you have any questions.

If you are unwell

Tell the police if you feel ill or need medicine. They will call a doctor or nurse or other healthcare professional and it is free. You may be allowed to take your own medicine but the police will have to check first. A nurse will usually see you first, but the police will send for a doctor if you need one. You can ask to see another doctor but you may have to pay for this.

Keeping in touch

As well as talking to a solicitor and having a person told about your arrest you will usually be allowed to make one phone call. Ask the police if you would like to make a phone call. You can also ask for a pen and paper. You may be able to have visitors but the custody officer can refuse to allow that.

Your Cell

If possible you should be kept in a cell on your own. It should be clean, warm and lit. Your bedding should be clean and in good order. You must be allowed to use a toilet and have a wash.

Clothes

If your own clothes are taken from you, then the police must provide you with an alternative form of clothing.

Food and drink

You must be offered 3 meals a day with drinks. You can also have drinks between meals.

Exercise

If possible you should be allowed outside each day for fresh air.

How long can you be detained?

You can normally be detained for up to 24 hours without being charged. This can be longer but only if a Police Superintendent or a court allows it to happen. After 36 hours only a court can allow the police more time to detain you without being charged. Every so often a senior police officer has to look into your case to see if you should still be kept here. This is called a review. Unless you are not in a fit state you have the right to have a say about this decision. Your solicitor also has a right to have a say about this decision on your behalf.

When the police question you

- The room should be clean, warm and lit.
- You should not have to stand up.
- The Police Officers should tell you their name and their rank.
- You should have a break at normal meal times and a break for a drink after about two hours.
- You should be allowed at least 8 hours rest in any 24 hours you are in custody.

People who need help

- If you are under 17, or you have learning difficulties or mental health problems then you should have someone with you when the police do certain things. This person is called your “appropriate adult”.
- Your appropriate adult must be with you when the police tell you about your rights and tell you why you are being kept at the police station. He or she must also be with you when the police read the police caution to you.
- Your appropriate adult can also ask for a solicitor on your behalf.
- You can speak to your solicitor without your appropriate adult in the room if you want to.

- The police might also need to do one of the things listed below while you are at the police station. Your appropriate adult must, unless there are special reasons, be with you for the whole time if the police do any of these things:
 - Interview you or ask you to sign a written statement or police notes.
 - Remove more than your outer clothes to search you.
 - Carry out anything about an eye-witness identification procedure.
- If your appropriate adult is available they should also be present when the police:
 - Review your case to see whether you should be detained further.
 - Charge you with an offence.
 - Take your fingerprints, photograph or a DNA or other sample.

Getting an interpreter to help you

If you do not speak or understand English the police will arrange for someone who speaks your language to help you.

If you are deaf or have difficulty speaking, the police will arrange for a British Sign Language English interpreter to help you.

When the police ask you questions the interpreter will make a record of the questions and your answers in your own language. You will be able to check this before you sign it as an accurate record.

If you make a statement to the police, the interpreter will make a copy of that statement in your own language for you to check and sign as correct.

People who are not British

If you are not British, you can tell the police that you want to contact your High Commission, Embassy or Consulate to tell them where you are and why you are in the police station. They can also visit you in private or arrange for a solicitor to see you.

Times when the normal rules are different

Getting a solicitor to help you

There are some special times when the police urgently need to ask you questions before you have talked to a solicitor. Information about these special times is given in the Codes of Practice. This is the book that sets out what the police can and cannot do while you are at the police station. If you want to look up the details, they are in paragraph 6.6 of Code C of the Codes of Practice.

There is one special time when the police will not let you speak to the solicitor that you have chosen. When this happens you must be allowed to choose another solicitor. If you want to look up the details, it is in Annex B of Code C of the Codes of Practice.

Telling someone that you are at the police station

There are some special times when the police will not allow you to contact anyone. Information about these special times is given in the Codes of Practice. If you want to look up the details, it is in Annex B of Code C of the Codes of Practice.

Breath tests

If you are under arrest because of a drink drive offence, you have the right to speak to a solicitor. That right does not mean you can refuse to give the police samples of breath, blood or urine even if you have not yet spoken to the solicitor.

Detention under the Mental Health Act 1983

The police can also detain people at a police station for assessment under the Mental Health Act. If you have been detained under the Mental Health Act this does not mean that you have been arrested for an offence.

It means that the police must arrange for you to be seen by a doctor and an Approved Mental Health Professional qualified to carry out the assessment. You must be assessed within 72 hours (3 days) of your arrival at the police station but the police will try to arrange this as soon as possible. During this time the police may transfer you to a more suitable location to enable the assessment to take place.

Whilst waiting for your assessment, the police may arrange for you to be seen by an Approved Healthcare Practitioner. They cannot make the assessment but they will help you with any other health concerns you may have and help explain what the assessment means.

Independent Custody Visitors

There are members of the community who are allowed access to police stations unannounced. They are known as independent custody visitors and work on a voluntary basis to make sure that detained people are being treated properly and have access to rights.

You do not have a right to see an independent custody visitor and cannot request that an independent custody visitor visit you. If an independent custody visitor does visit you while you are in custody they will be acting independently of the police to check that your welfare and rights have been protected. However, you do not have to speak to them if you do not wish to.

How to make a complaint

If you want to complain about the way you have been treated, ask to speak to a police officer who is an inspector or a higher rank. After being released, you can also make a complaint at any police station, to the Independent Police Complaints Commission (IPCC) or through a solicitor or your MP on your behalf.



**PROTOCOL FOR INDEPENDENT CUSTODY VISITORS VIEWING
CUSTODY RECORDS VIA THE NICHE SYSTEM**

1. Detainees who are offered a visit to be asked if custody visitors can have permission to view their custody record whether or not a visit takes place.
2. If a detainee is for any reason incapable of deciding whether to allow access to their custody record, the presumption must be in favour of allowing the custody visitors to view the custody record.
3. Where time permits, custody staff should assist custody visitors in viewing the relevant custody records on a terminal in the custody suite.
4. Custody visitors should be allowed to view the non-police version of the custody record and know the risk assessment outcome. Custody visitors may not see the full custody record or risk assessment as these outline details of the offence and other sensitive or medical information.
5. If the custody suite is busy and staff are unable to assist on-screen viewing, a printed copy of non-police version of the custody record (minus any sensitive information) will be provided to custody visitors along with a suitable work space.
6. All printed documentation should be returned to custody staff for disposal. Under no circumstances should any paperwork be taken from the custody suite
7. Custody visitors should not be asked to electronically sign the custody record.
8. Any issues arising from examination of the custody record or regarding the process for viewing records should be recorded on the visit form. A copy of the form will be forwarded to the OPCC, the Chief Inspector Criminal Justice and the Custody Manager.
9. All staff working in the custody suite to be made aware of this Protocol.

MEDACS – RESPONSE TIMES

CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	CATEGORY 5	CATEGORY 6
Requires immediate attention from paramedics and/or transfer to hospital. Calls of this nature are infrequent.	Requires a response within 60 minutes, or as agreed with the Custody Officer.	As Category 2, except 90 minutes.	As Category 3, except 120 minutes.	4 HOURS (240 minutes)	Appointments
<p>Criteria:</p> <ul style="list-style-type: none"> • Resuscitation cases • Unconscious patient • Major bleed • Chest pains • Open wounds that require stitches • Collapsed, difficulty in breathing • Breathless detainee • Prisoners unable to bear weight or walk 4 steps • Fractured bones • Head injury with vomiting • Intoxicated with head injury, giving cause for concern • Altered consciousness • Chest/abdominal injuries • Major RTC • Cold/clammy patient • Fitting patient or suffered fit whilst in custody • Pregnant female complaining of vaginal bleeding or abdominal pain • Abdominal pain after assault or trauma 	<p>Criteria:</p> <ul style="list-style-type: none"> • Time critical evidential requirement e.g. blood samples for suspected drink/drive and impairment testing • Fitness to detain • Minor Head injuries with no loss of consciousness, double vision or drowsiness • Minor bleeding from wound (fresh blood) • Minor scalp laceration with no other signs of head injury • Dependency/withdrawal on drink • Detainee in pain with normal mobility and skin colour • Intimate search • Detainee states they have condition requiring medical attention/medication soon e.g diabetes • Suicide risk 	<p>Criteria:</p> <ul style="list-style-type: none"> • Fitness to interview • Dependency/withdrawal on drugs • Examination following complaint • Non-time critical evidential requirement • Sexual offences; victim –unless appt requested 	<p>Criteria:</p> <ul style="list-style-type: none"> • Sexual offences; suspect –unless appt requested • Cuts/abrasions that require cleaning up or dressed 	<p>Criteria:</p> <ul style="list-style-type: none"> • Mental Health Act –Section 136 (where there is no other obvious medical condition) 	<p>Criteria:</p> <ul style="list-style-type: none"> • Attendance at scene of Death (nb: if body in public place, immediate appt can be made) • Examination of victim -historic sexual offence • Nurse to Nurse referral • Nurse to FME referral • Forensic interpretation of injuries • Detainee requests medical attention for any other reason • Detainees already seen by Health Care professional but requests further visit (no obvious change in condition)

Please note for Leicestershire Constabulary that over and above the requirements detailed above there is a specific additional KPI requiring 95% compliance within an overall response time of plus 60 minutes against all service levels.