POLICE & CRIME COMMISSIONER for Leicester, Leicestershire & Rutland

Your Communities - Your Commissioner

Independent Custody Visiting Scheme Annual Report 2025/2026

Report Date	7th September 2026
Report Author	Dharmista Dave – Assurance Officer, OPCC
Security Classification	Official

Purpose of Report

1. The purpose of this report is to provide members with the annual report of the Commissioner's Independent Custody Vising Scheme 2025/26. The report covers the period 1 April 2025 to 31 March 2026.

Recommendation

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

Executive Summary

2. The Independent Custody Visiting Scheme continued to provide independent oversight of custody facilities across Leicestershire throughout 2025/26. Independent Custody Visitors (ICVs) carried out regular unannounced visits to custody suites, engaging directly with detainees and reviewing custody conditions to ensure that individuals in police detention were treated fairly and that their rights and entitlements were met.

   During the reporting period, a total of 107 custody visits were undertaken across Euston Street, Keyham Lane and Beaumont Leys Custody Suites. Weekly visiting targets were achieved throughout the year, providing consistent independent scrutiny and assurance.

   The scheme benefited from the continued commitment and professionalism of its volunteer independent custody visitors, who contributed more than 654 hours of their time through visits, training and team meetings.

   The Leicester, Leicestershire and Rutland PCC's Independent Custody Visiting Scheme is one of nine nationally to gain the prestigious 'Platinum' award in the Independent Custody Visiting Association's (ICVA) Quality Assurance Framework. Platinum is the highest rating available for ICV schemes nationally and represents outstanding performance and exceptional management.

   Schemes that are assessed as Platinum status have passed a rigorous assessment process, requiring detailed evidence to be submitted against an extensive set of criteria. These are grouped into six core themes: recruitment and training, managing volunteers, communications, holding the force to account, public assurance and detainee welfare. It is the second time consecutively the PCC's scheme has achieved the top award. The assessment process grades schemes into four levels: Code Compliant, Silver, Gold, and Platinum.

Background

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

Organisation of the Scheme in Leicestershire

4. The Police and Crime Commissioner is responsible for the Scheme and receives regular reports on the performance and outcomes from custody visits. The Commissioner has also undertaken a number of custody visits himself during his term of office. Deputy PCC Neetu Squire has also undertaken a custody visit in June 2026. The Scheme is overseen by the Executive Director of Governance and Performance and Performance and Assurance Manager, with daily management undertaken by the Assurance Officer.

5. There are currently 24 Independent Custody Visitors (ICVs) in the Scheme. All are recruited from the local community through a recruitment process which includes an application form and an interview. All volunteers are vetted and complete a six-month probationary period during which time all induction training is provided.

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

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

Visits undertaken 1 April 2025 to 31 March 2026

7. The PCC has set the locally agreed target to visit each custody suite a minimum of once per week, this had been achieved and 100% of scheduled visits were completed.

   During 2025/26 a total of 107 visits were made as follows:

Beaumont Leys	4 Visits
Euston Street	52 Visits
Keyham Lane	51 Visits

   Closures

8. Beaumont Leys remained closed for most of the year, it was opened every Thursday during July and August 2025 to meet increased demand.

Access to the custody suite

9. For each visit undertaken, a record is kept of the time that ICVs attended at the police station to the time they received admittance to the custody suite. Of the 107 visits carried out during the year, immediate access to the custody suite was provided on 86 visits (80%). ICVs experienced a delay of 6-20 minutes on 19 visits (18%). ICVs experienced a delay of 15+ minutes on 3 visits (2%). Below is a breakdown which documents the access per custody suite.

Euston Street

Immediate Access (1 - 5 mins)	Access Delay of (6 - 14 mins)	Access Delay of 15+ Mins
38	13	1

Keyham Lane

Immediate Access (1 - 5 mins)	Access Delay of (6 - 14 mins)	Access Delay of 15+ Mins
44	6	2

Beaumont Leys

Immediate Access (1 - 5 mins)	Access Delay of (6 - 14 mins)	Access Delay of 15+ Mins
4		0

Immediate access was provided on the majority of visits throughout the year. Where delays occurred, these were due to operational demands within custody suites, including:

- Busy booking-in procedures.
- High detainee numbers.
- Medical emergencies.
- Court returns.
- Difficulties contacting custody staff by telephone.

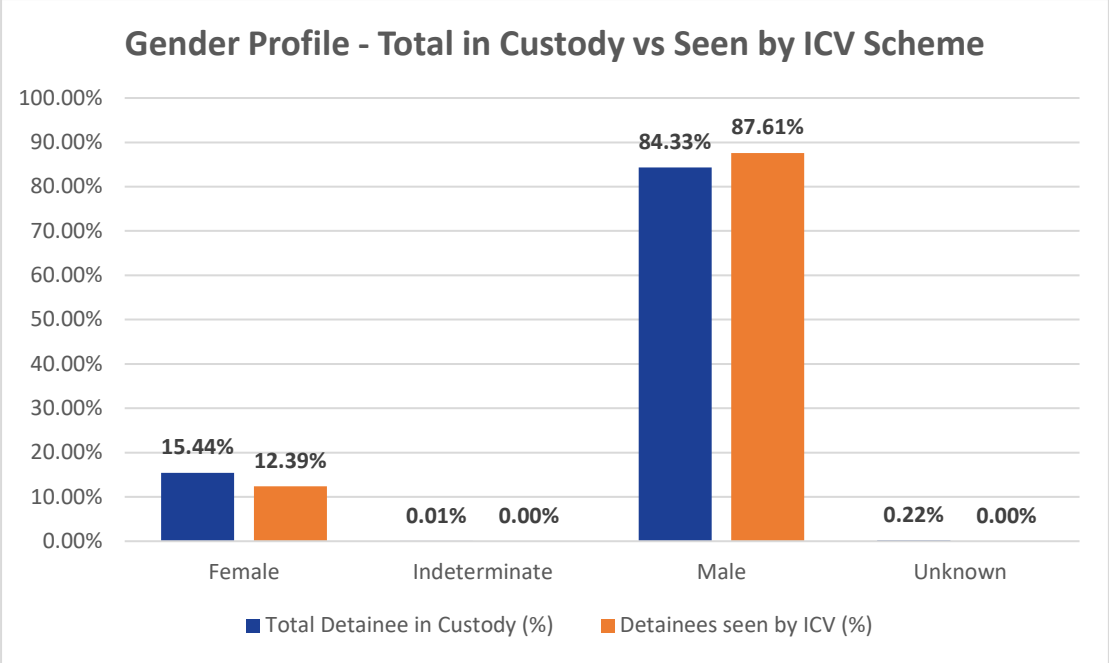
Although occasional delays were experienced, custody staff facilitated access promptly and provided explanations where appropriate. Issues relating to telephone access and communication arrangements at both Euston Street and Keyham Lane were raised and discussed with the custody Inspector during the year.

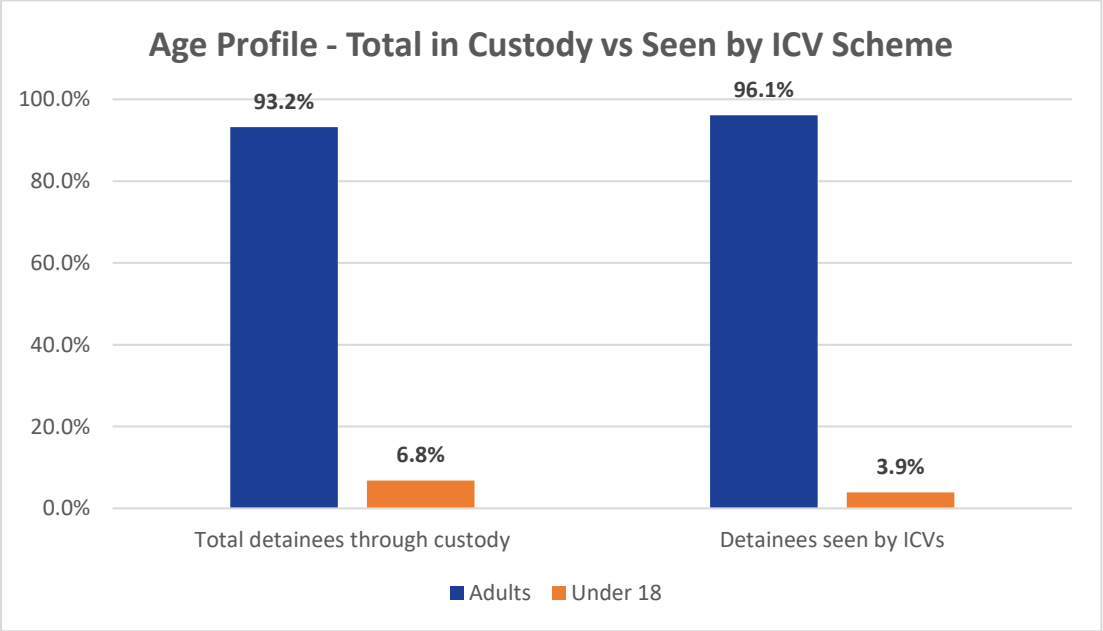
Detainees seen, not seen or who refused a visit by Custody Visitors

10. During 2025/26, the total number of detainees in police custody was 16,732 of which 1085 were in police cells at the time of custody visits. Of these:-

- 378 detainees were offered a visit
- 333 detainees were seen
- 45 detainees refused a visit
- 52 detainees were not offered a visit on advice from the Custody Sergeant due to them being aggressive, intoxicated or health and safety concerns.
- 219 detainees were not available to be visited due to being in an interview, at hospital, or out of cell for other reasons.
- 436 detainees that were asleep, were observed through the spyhole or cell hatch.

The demographic breakdown of those detainees that were seen by visitors is shown below.


Gender Profile - Total in Custody vs Seen by ICV Scheme
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
15.44%
12.39%
0.01%
0.00%
84.33%
87.61%
0.22%
0.00%
Female
Indeterminate
Male
Unknown
Total Detainee in Custody (%)
Detainees seen by ICV (%)


Age Profile - Total in Custody vs Seen by ICV Scheme
100.0%
80.0%
60.0%
40.0%
20.0%
0.0%
93.2%
6.8%
96.1%
3.9%
Total detainees through custody
Detainees seen by ICVs
Adults
Under 18

Day and Time of Visits

11. To ensure a varied coverage of visits each week is divided into 35 timeslots per custody suite. A varied spread of visits is crucial to ensure that visits do not become predictable. The below tables show the performance for 2025/2026

Euston Street

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	1	1	2	1	6
Tuesday	1	2	2	1	1	7
Wednesday	1	2	2	3	2	10
Thursday	1	1	2	2	2	8
Friday	1	1	2	2	2	8
Saturday	1	1	2	1	1	6
Sunday	1	3	1	1	1	7
Totals	7	11	12	12	10	52

Keyham Lane

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday	1	2	1	2	1	7
Tuesday	1	2	1	3	2	9
Wednesday	1	1	2	2	2	8
Thursday	1	2	1	1	1	6
Friday	1	2	2	2	2	9
Saturday	1	1	1	1	1	5
Sunday	1	2	1	2	1	7
Totals	7	13	9	13	10	51

Beaumont Leys

	00:00 - 07:59	08:00 - 11:59	12:00 - 15:59	16:00 - 19:59	20:00 - 23:59	Totals
Monday						
Tuesday						
Wednesday						
Thursday		1	1	2		4
Friday						
Saturday						
Sunday						
Totals		1	1	2		4

Issues Log Reported Summary

12. A full list of all issues raised by detainees throughout the year is documented at 'Appendix 1' of the report.

Healthcare and Medication were the most common themes
The most recurring issue involved detainees requesting healthcare support or medication.

Examples included:

- Requests to see a Healthcare Practitioner (HCP).
- Delays or concerns regarding prescribed medication.
- Queries about methadone and other prescribed treatments.
- Pain management concerns following arrest or detention.

Trend: Healthcare remained the most frequent issue raised throughout the year. However, inspector responses demonstrated that requests had either been actioned promptly, were clinically assessed, or were subject to medical risk considerations.

A smaller number of issues related to detainee welfare, communication of rights and custody procedures, and cell cleanliness. Inspector reviews found that the majority of concerns had either been addressed at the time of detention or were resolved following review of custody records. No significant disproportionality issues were identified. The issues log process continues to provide an effective mechanism for highlighting areas for improvement and promoting transparency and accountability within custody environments.

Independent Custody Visitors (ICV's)

13. At the start of April 2025, there were 28 ICVs appointed with the Scheme. One ICV sadly passed away and one ICV left during the year due to study commitments and as of March 2026 there were 26 ICVs on the scheme.

Meetings

14. The Quarterly team meetings took place, which are chaired by the Assurance Officer and are attended by the Force Custody Inspector and team of Independent Custody Visitors. These meetings took place on:

- 17 June 2025
- 4 September 2025
- 9 December 2025
- 24 March 2026

15. Items discussed in the last 12 months included outcomes from custody visits and Force response, developments within the scheme and custody, legislative changes and system and staff updates within custody.

Regional Collaboration

16. ICV Scheme Managers within the East Midlands meet on a quarterly basis. The group discuss:

    - Key Performance Indicators – monitored around frequency and coverage of visits, access to custody suites and the number of detainees visited
    - Recruitment updates
    - Independent Custody Visiting Association (ICVA) updates

- Risk Assessment Documents
- ICV Advanced Regional Training
- Electronic reporting
- Further developments within Schemes such as the Custody Detention Scrutiny Panel
- National Experts Forum (NEF) ICVA updates

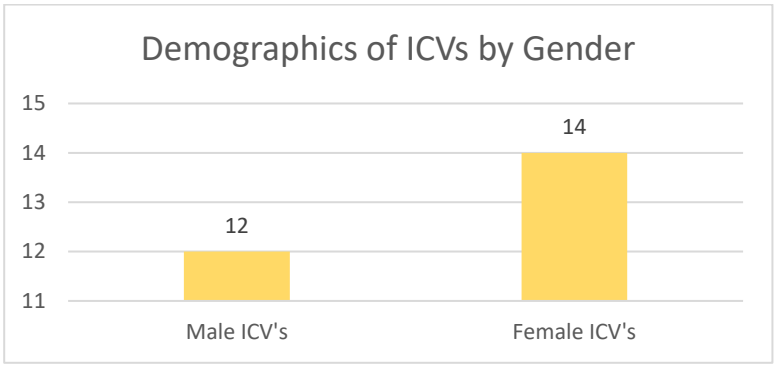
17. The meetings provide an opportunity to share good practice with each other and discuss any new developments in the Scheme. Opportunities are also identified for future collaboration.

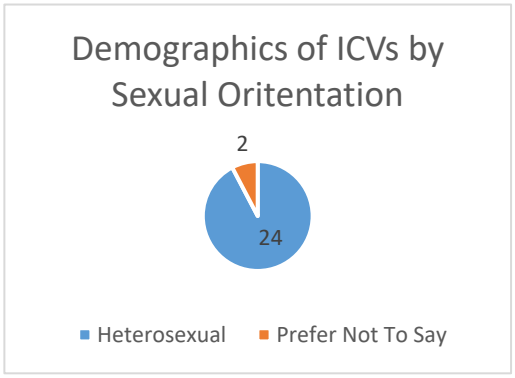
18. The map below shows the current geographical reach of the 26 volunteers. 19 (73%) volunteers are from the County and 7 (27%) volunteers from the City. There are no volunteers currently from Rutland. Due to the custody suites all being located centrally within Leicestershire, it is difficult to attract volunteers from Rutland. This will be addressed at our next recruitment campaign.

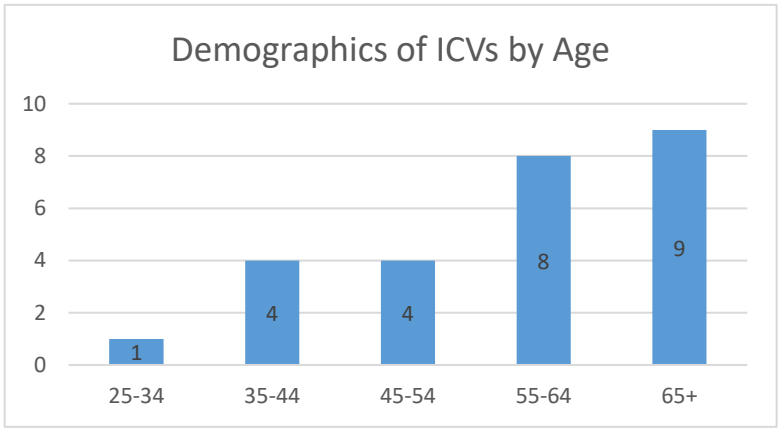


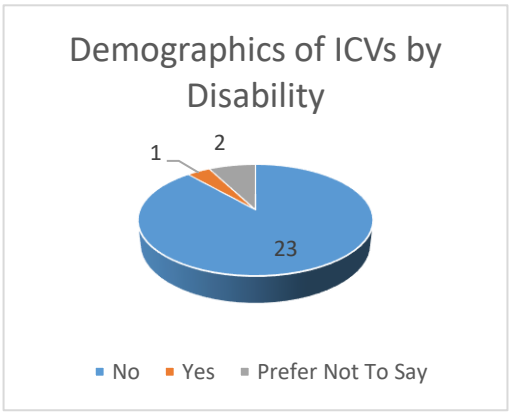
Equality monitoring data as of 31 March 2026

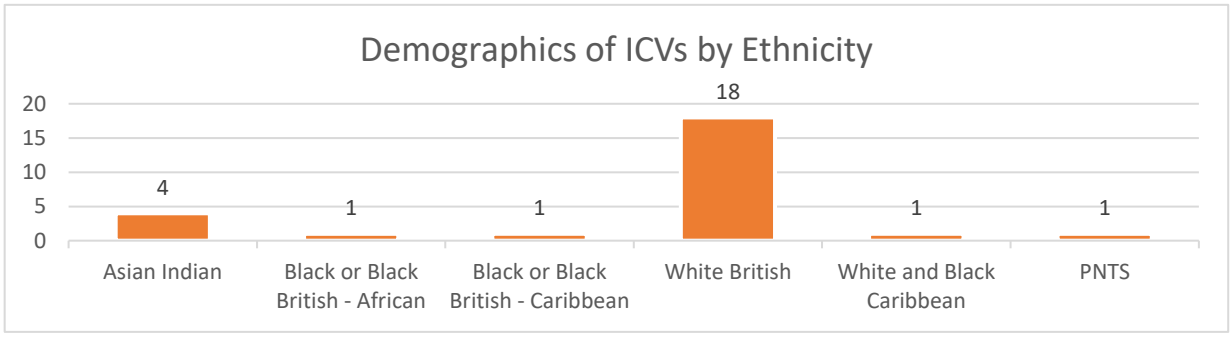
19. The demographics of the ICVs as of 31st March 2026 are shown in the charts below: Total number of ICVs – 26.

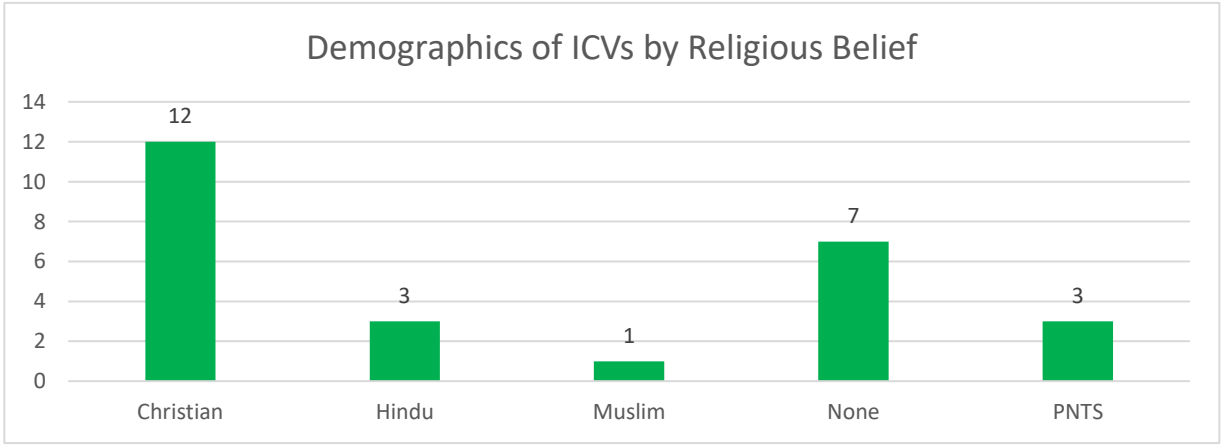






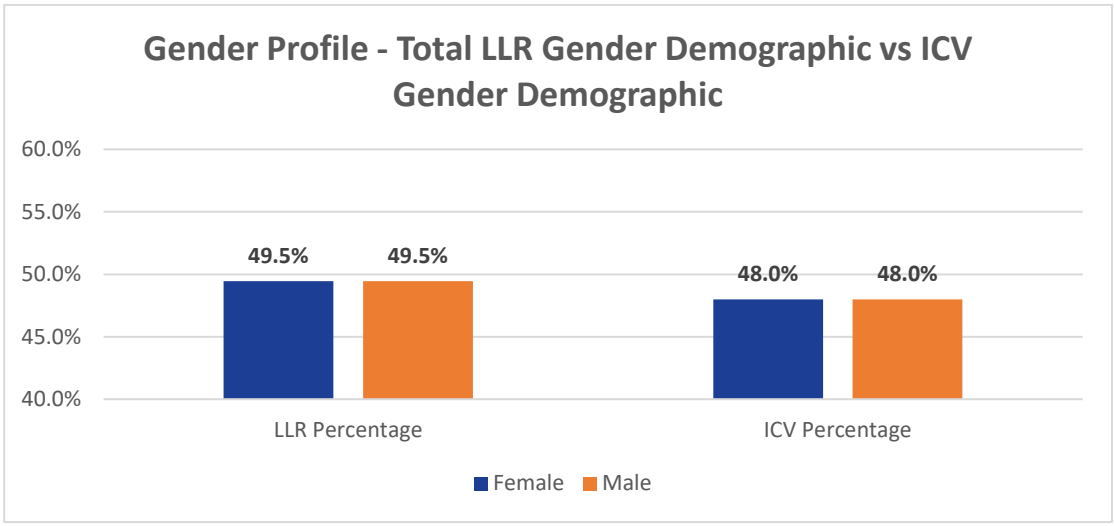


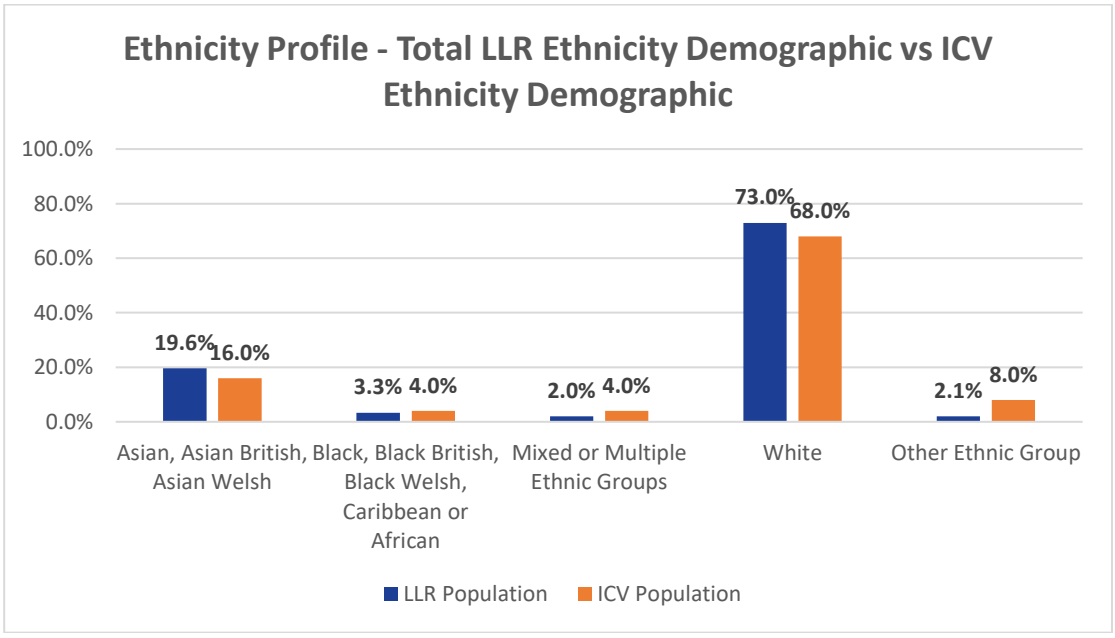


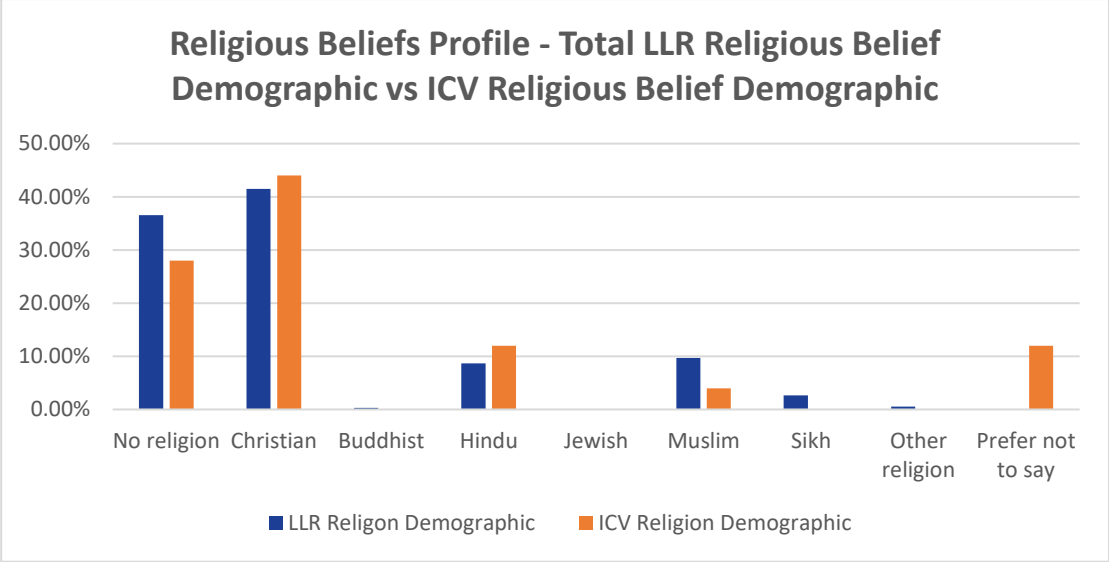


The OPCC strives to have a pool of volunteers that are representative of the local communities and the following information details how the volunteers in Leicestershire compare to the communities.

- The Gender, Ethnicity and Religion profiles of the ICV volunteer cohort compared to the population of LLR can be seen below. This demonstrates the cohort of ICVs is roughly in line with the demographic profile of LLR.







Positive feedback from ICVs to Custody Staff

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

- The majority of visits reported clean, well-maintained custody environments, including kitchens, showers, exercise yards, interview rooms, and stock cupboards.
- Food was consistently found to be in date and adequately stocked.
- Custody staff, detention officers and sergeants were frequently described as helpful, friendly, welcoming and professional.
- Detainees generally reported being treated well, with several expressing satisfaction with staff and conditions.

Key Positive Themes

- Strong staff engagement and cooperation during visits.
- Good availability of sanitary products, clothing and welfare items in most visits.
- Clean kitchens, showers and exercise yards across most visits.
- Several examples of staff handling challenging detainees professionally and respectfully.

The visit summaries indicate that custody provision across Leicestershire is generally operating to a good standard, with consistently positive feedback about staff professionalism, detainee treatment, cleanliness, and welfare provision. The main areas requiring attention are estate maintenance (particularly exercise yards and drainage), technology reliability, and ensuring timely cleaning and replenishment of supplies.

Custody Detention Scrutiny Panel

21. The purpose of the Custody Detention Scrutiny Panel (CDSP) is to review historic custody records to ensure that both local and national policies, procedures and legislation have been followed. The panel objectively reviews a detained persons journey through the custody environment to provide assurance that they have been managed in an appropriate, ethical and proportionate manner which are

fundamental to public trust and confidence. The panel is made up of eight Independent Custody Visitors (ICVs) and a member of the Ethics and Transparency Panel and meetings are scheduled 4 times a year with a representative from the OPCC and Custody present.

22. OPCC Assurance Officer is responsible for co-ordinating the panel. The panel reviews around twenty-five randomly selected custody records every quarter with the view to evaluating the professionalism, appropriateness, and timeliness of legal requirements for each individual who is detained at police custody. Panel members review the detainee's journey through custody, from arrival through to release and provide assurance that their rights and entitlements have been met. In addition to this, the panel also holds an advisory role, sharing feedback on quality assurance and updates to procedure.

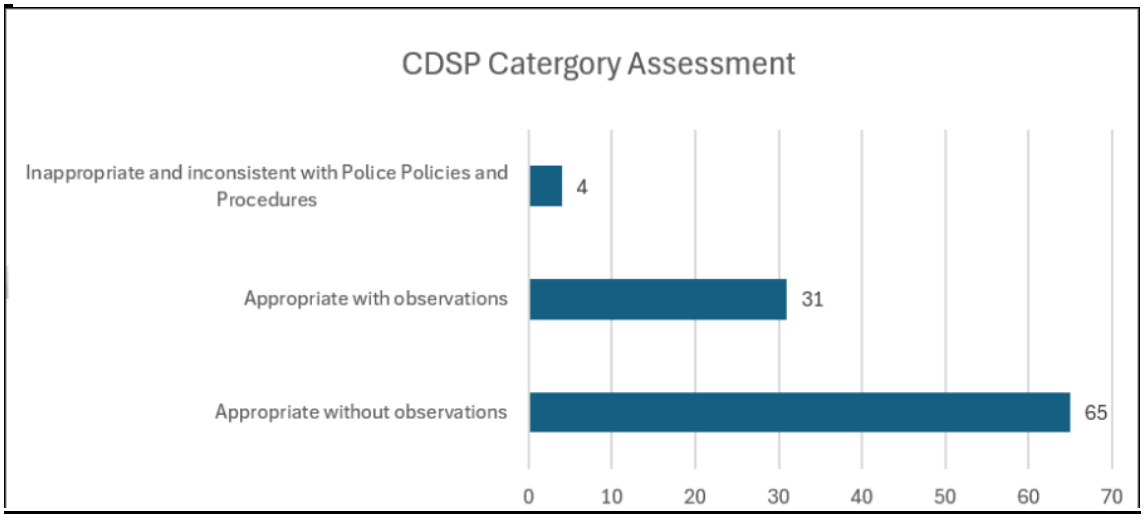
23. Topics selected for review are often influenced by national data or policing concerns raised at a national level. The themes of custody records currently being scrutinised are; mental health, children/juveniles, use of strip search and Immigration. This supplements the work of the Independent Custody Visiting (ICV) Scheme and feeds into the Ethics and Transparency Panel.

24. In the last 12 months, the CDSP have convened four times, in November 2025, February 2026, May 2026, and September 2026. Across these meetings, a total of 101 custody records have been reviewed, representing various custody suites and a diverse range of demographics. During each review, the panel considers a broad set of factors, including the duration of detention, access to rights and entitlements, levels of observation and reviews, mental health support such as liaison and diversion, and, where relevant, the use of strip searches and the treatment of juveniles.

25. Over the past 12 months, feedback from the panel on the 101 custody records selected for dip-sampling has provided an overall assessment of their quality and compliance. 97% of custody records reviewed were assessed as appropriate with or without observations. 3% of custody records reviewed were assessed as inappropriate and inconsistent with police policies/procedures.

26. There are 4 categories used to code the review of custody records:

    1. Appropriate without Observations
    2. Appropriate with Observations
    3. Inappropriate and Inconsistent with Police Policies/Procedures
    4. Panel fails to reach Conclusion



27. Four custody records that were assessed as inconsistent with police policies and procedures were due to the following:

    1. Detained Person who is 14 made a comment to escorting officer that he may harm himself and no record that this was addressed.
    2. A custody record which made it difficult to assess the way the DP was treated. There was inadequate information about the strip search carried out e.g. who did it and who authorised it. Food and drink were refused but then was requested and record shows no evidence request met. Inadequate information about contact with AA and solicitor.
    3. Concerns that vulnerable detainee who struggles to read and write is not given an appropriate adult
    4. Too many unexplained delays and lack of detail in record. Strip search authorised by a custody sergeant but not referred to a custody inspector as per local policing policy

Based on the findings, it is recommended that the force strengthen evidence of risk management and decision making within custody records of vulnerable detainees, particularly those with mental health, neurodiversity, self-harm or safeguarding needs.

It is also recommended that the force works with partners to improve the timeliness and availability of Appropriate Adults.

28. A large number of positive comments were also noted by panel members regarding treatment of the Detained Person (DP), some examples below:

    - Treated really sensitively and all required support was offered quickly and taken by DP. Looked after this vulnerable adult really well and ensured AA was contacted and L&D and Mental Health teams involved.
    - This was a difficult young DP who was treated well and very patiently whilst in custody.
    - This 12-year-old was not detained and the sergeant refused to authorise detention giving a very full rationale as to why in this case it was not appropriate to detain this child and there were alternative options available.
    - The DP was well cared for and treated with respect. They gave him clothes to go home in. NFA welfare leaflet also given.
    - This custody record is a good example of good practice in treating detainees under age of 18. Generally treated very well and vulnerabilities catered for swiftly.
    - The Custody Staff members quickly recognised the need for him to go to hospital for urgent neurological checks - within 40 minutes of his arrival. Liked the fact that the Inspector reviewed the comments of the L&D Rep. PACE clock stopped whilst DP was in hospital. He was well cared for with an appropriate HCP.

Sharing positive feedback is a highly effective tool for positive reinforcement and encouraging cultural change and this feedback is also provided to the relevant custody staff.

Conclusion

29. The Independent Custody Visitors contributed an impressive 654 hours of their time volunteering for the OPCC throughout the year.

30. The volunteers carry out, on behalf of the PCC, independent scrutiny of those detained in custody, which is a statutory function, this scheme being carried out by

volunteers saves the PCC employing staff/workers to carry out the scheme. The total economic value of the ICV Volunteered hours for the past 12 months stands at a saving of £12,192.96 to the taxpayer's purse (compared to staff equivalent + shift allowance).

31. ICV's reported issues viewing custody records on the screen for many visits due to IT issues. Leicestershire Police provided alternative measures to view custody records to enable the ICVs to carry out their function and this issue has now been resolved.

32. Team meetings with the Force Custody Inspector for Criminal Justice have been particularly informative and productive and have provided the OPCC with the opportunity to discuss issues arising and developments within the Scheme. ICV commitment and contribution has been outstanding.

33. Detainees looked after well in custody, further requests for meals and drinks promptly actioned, dietary requirements met and religious requirements met.

34. Rights and entitlements provided; solicitors contacted in a timely manner.

35. Female detainees provided female officer and hygiene products offered on most occasions and promptly actioned if reported by ICVs. Fantastic to see the enhanced support with the menopause awareness checklists.

36. ICVs noted improved offer of distraction materials and access to the Discreet Booking in Room for vulnerable detainees.

37. Some delays in the notification/arrival of Appropriate Adults, this has been reported back and will continue to be monitored as part of the ICV Scheme and the Custody Detention Scrutiny Panel.

38. Achieving Platinum Award in the Independent Custody Visiting Association's (ICVA) Quality Assurance Framework was our biggest achievement in 2026 and a proud milestone for our Independent Custody Visiting Scheme in Leicestershire.

Developments for 2026/2027

- Launch Version 2 of the ICV Custody App (electronic form for recording custody visits).
- Embed Google Translate to communicate with non-English speaking detainees in custody.

Implications

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

List of Appendices

Appendix 1 - List of issues raised in 2025/26 and Force Response
Appendix 2 – Visit summaries including Positive comments from custody visit

Leicestershire

Issues log 2025-2026

Issues not resolved During Visit

List of Issues that was not resolved during a visit

1 Apr 2025 to 31 Mar 2026

Leicestershire Euston Street

Tag	Resolution Delay (Days)	ICV Comments	Inspector Comments
Adequate drink not offered	1	Asking for cup of tea	Tea provided to the detainee at 19:09 on 06/05/2025
Cell and/or contents dirty/broken	2		Please could you elaborate on this entry as it seems very vague., so that i can look into it.
Cell and/or contents dirty/broken	1	Complaint about toilet being soiled and dirty tissue up on ceiling.	The toilet in the cell is covered by CCTV but is pixelated so cannot see this. Part of the ceiling is not covered by CCTV too. The best practice would be to inform the Detention officer or custody sergeant at the time so estates can be notified about the toilet. The DO can remove the toilet paper off the ceiling.
Cell too cold	1	Has already received jumper and extra blanket, so CO happy to give another	Detainee given an extra blanker at 12:37 and a jumper at 14:15 on 06/05/2025
Healthcare Practitioner requested	1	Sergeants aware and will ask for nurse to see him re hip pain which has flared up due to previous motorcycle accident causing nerve damage afterwards. DP said arrest was a bit forceful which he thinks has caused the flare up.	I have reviewed the Custody record. A request was put in on 03/11/2025 at 16:57 to see the HCP. At 17:03 the same afternoon the DP was seen and given pain relief.
Healthcare Practitioner requested	1	He needed meds - someone from home was meant to drop meds in but this has not yet happened hence request for nurse.	
Medication not received/requested	5	Prescribed medication available, but unable to issue due to high alcohol level contraindication.	I have reviewed the record and the detainees alcohol levels were too high for the nurse to administer any medication. The detainee is diabetic too which complicated the matter., When his levels were down he was issued with Doxycyline, Codeine and Metronidazole.

Medication not received/requested	4	Some confusion over prescription for methodone. Staff will allow to contact doctor at 8:00 am to resolve.	The custody record has been viewed. On 13/10/25 at 10.04am there is log from PS Chapman who tasked PS 949 to collect the detainees methadone. At 14:10 the same day Physeptone (equivalent to methodone) is given to the detainee by HCP Patel.
Medication not received/requested	1	Refused to see HP, so confiscated medication not able to be issued	DP refused to see HCP initially but was later seen by another HCP. Fortisip (drink) administered at 20:45 on 06/05/2025. There is no record to suggest the meds were confiscated. The log at 22:49 on 06/05/2025 suggests detainee left with the remaining fortisip.
Solicitor not offered	0	This issue has been resolved, checked the custody record and a solicitor has been requested, awaiting interview	When the detainee was booked in during the early hours of this morning, he requested a duty solicitor. This was time stamped at 04:59 on the custody record.
Toilet pixelation not explained	0		I have spoken the custody detention officer about this and reviewed the custody record. The DP came to custody under the influence of alcohol and was extremely argumentative and therefore was taken straight to the cell. In this event the custody sergeant would not have informed him about the toilet pixelation. I have spoken to the DP and informed him of this, which he understood.

Leicestershire Keyham Lane

Tag	**Resolution Delay (Days)**	**ICV Comments**	**Inspector Comments**
Appropriate Adult (waiting 2+ hours)	4		This custody report does not relate to a juvenile or vulnerable adult so no AA was required.

Healthcare Practitioner requested	0	Says has high blood pressure	On the risk assessment it does say the detainee has high blood pressure, but that does not constitute to a automatic referral to the HCP. On the custody sergeants observation it does not indicate that the detainee needs to see the HCP or has requested to see them
Healthcare Practitioner requested	0	Nurse requested due to pain in hands after cuffs.	I have looked at the custody and there is no record of the DP requesting to see the HCP or the HCP seeing the DP.
Other	0	Treatment upon arrest wants to complain	DP will have to speak to his solicitor to lodge a complaint or go on to Leicestershire Police/ IOPC website to do this now.
Phone call requested but not provided	0		The record has been checked and the detainee was allowed to speak to Dan at 21:00.
Phone call requested but not provided	0	Wants to make a personal call about business	
Replacement clothing not provided	0	Wants socks	We do have socks in custody but there is no log to indicate he requested them or they were given to him.
Shower not offered (if detained for 24+ hrs)	0		Detainee had a shower at 20:15.

Leicestershire

Visits Summary 2025-2026

Visit Summaries

Displays all data from the summary tab within visits.

1 Apr 2025 to 31 Mar 2026

Visit ID	Suite	ICV Comments
ICV-616	Leicestershire Beaumont Leys	The kitchen was clean and there female toiletries available.
ICV-622	Leicestershire Beaumont Leys	No detainees. Kitchen food in date. Shower clean.Sanitary products full. Yard fine but regrout of far wall grill- Sergeant agreed having check it and will email Estates. Checked interview room. Checked chute and OK. Checked recently vacated cell and all fine,awaiting cleaning.Plenty of uniforms. Sergeant and escorting officer both very friendly and helpful.
ICV-624	Leicestershire Beaumont Leys	Fantastic visit. No detainees in custody. All areas well stocked and clean.Cell 8 has a flooding toilet which has been reported. Very knowledgeable officer who taught us a lot and was very personable. Most appreciative of Custody Sergeant and his approach.
ICV-631	Leicestershire Beaumont Leys	Staff helpful and friendly. Suite clean and tidy. Kitchen clean and food in date. In issues.
ICV-586	Leicestershire Euston Street	Positive team - escorting officers extremely helpful. There were 2 as the female was new to the unit and was shadowing. Yard 1 - pointing reported last week still not mended. Sergeant will check progress. Kitchen was clean and the food was in date. Shower was clean and set up ready for use with towels and soap. Sanitary area fully stocked. Suite was calm despite being very busy and good relationships apparent amongst the staff and also with detainees.
ICV-590	Leicestershire Euston Street	Kitchen and exercise yard checked and both fine Custody staff very helpful Detention officer9122 was particularly helpful in dealing with our enquires
ICV-592	Leicestershire Euston Street	Issues with tablet reported
ICV-593	Leicestershire Euston Street	Kitchen was well stocked and food within use by dates. No concerns with exercise yard.
ICV-595	Leicestershire Euston Street	Delay in getting into custody. Staff very helpful whilst escorting us. Yard and kitchen ok. Busy.

ICV-597	Leicestershire Euston Street	Kitchen clean, food in date. One shower on each wing operative, others being repainted. Yard 2 ok. Yard 1 still has missing pointing between bricks on left side between first two windows which could be ligature point. Store cupboard stock adequate.
ICV-600	Leicestershire Euston Street	The yard in use: not observed Kitchen area well stocked and all items in date. Toilet in reception is out of order.
ICV-602	Leicestershire Euston Street	Kitchen clean & food in date. Exercise yard clean Detention officer & police staff helpful
ICV-603	Leicestershire Euston Street	Checked both exercise yards, clean Shower room also clean Kitchen area clean and food checked have good use by dates Jess the escorting officer was very helpful especially so with the Punjabi detainee who struggled communicating
ICV-606	Leicestershire Euston Street	Kitchen fine, yard fine, staff very helpful
ICV-607	Leicestershire Euston Street	Observed booking in process whilst waiting
ICV-610	Leicestershire Euston Street	Yard1, closed, awaiting repointing due to possible ligature point. Yard2 ok. Sanitary products well stocked. Some cupboard shelves in kitchen need cleaning. Food in date. Corridor 19-27, some cells out of use as power outage has caused problems with light levels in cells. Front sliding door at reception, permanently open. Accompanied by trainee detainee officer on training. All issues have been reported,
ICV-611	Leicestershire Euston Street	Kitchen all food in date, yards both viewed and clean. Store cupboard well stocked. Staff helpful in a busy environment.
ICV-614	Leicestershire Euston Street	Escorting officer was helpful. General custody suite was busy, exercise yard and kitchen was clean and food in date.

ICV-617	Leicestershire Euston Street	Pot noodles and solicitor enquiry all resolved Puddle, in one wing- no sight of wet floor. Yard clean tidy - kitchen and shower also Food in date Kind staff Sanitary products stocked.
ICV-619	Leicestershire Euston Street	Good visit. Checked kitchen and yard and general store. Staff very helpful including new detention officer who observed with a colleague.
ICV-621	Leicestershire Euston Street	Both yards, kitchen and Shute were clean and ok. Female products are well stocked. The screens are not working; observed custody records on a laptop.
ICV-625	Leicestershire Euston Street	Wifi issues on iPad. Paper visit form completed by ICVs, inputted electronically by OPCC Volunteers Manager. Screens working at front desk. No issues detected. Yard 1 cups on floor. Yard and kitchen okay. Food in date. Sanitary supplies well stocked. Visit end time 18:20.
ICV-627	Leicestershire Euston Street	Visit observed by Deputy PCC. Comments from Deputy PCC "I was really impressed with the positive and proactive approach of the custody officer Kennedy on the visit on Wednesday 6 August". Visit ended at 14:10.
ICV-628	Leicestershire Euston Street	Checked the kitchen and both exercise yards, good in date and yards were clean. We would also like to mention how welcoming the sergeant (Gaz Cooke) and the custody officer (Liz) both were extremely accommodating especially as they had a rather aggressive male detainee and were at the time booking in a female who was also volatile, a big thank you to both. Visit ended at time 21:08.
ICV-630	Leicestershire Euston Street	The kitchen chutes clean. Food in date Yards clean Sanitary suppliesStaff very friendly and efficient
ICV-634	Leicestershire Euston Street	Kitchen, shower and exercise yard okay. All had rights, all offered food and blankets, all offered lawyer, females offered menstrual products, all offered nurse and contact with home. Visit ended at 11.41.

ICV-635	Leicestershire Euston Street	The exercise yard is clean and dry. The kitchen is clean and the foods and drinks are still valid. The storage room is in stock. The escorting officer was polite and helpful. One of the ceiling lights in corridor 2 is not working. We draw the matter to the escorting officer and sergeant Francis-Lang attentions. They have confirmed that they will have someone come in to fix it.
ICV-638	Leicestershire Euston Street	Food in date microwave could do with a wipe. Yard is clean. Staff very helpful.
ICV-640	Leicestershire Euston Street	Kitchen all in order and exercise yard was clean, plus the escorting officer very helpful.
ICV-641	Leicestershire Euston Street	Yards clean. Kitchen clean and food in date. Sanitary items well stocked. Accompanying officer very helpful and responsive to any requests / questions.
ICV-643	Leicestershire Euston Street	Helpful and friendly checked kitchen and exercise yard Both OK N printed copy of custody record viewed Prints front sheets and name which we did see and do not need
ICV-646	Leicestershire Euston Street	Yard 1 clear. Wing 2 shower slow to drain. Estates aware and waiting call if floods again. Kitchen clean, food in date. Visit was lapsed for a while due to hand over and volatile detainee which needed detention officers attention. Yard 2 clear. After handover officer 9471 and sergeant 1272 Chapman took over. Although very busy staff were patient. Screen not working for viewing records
ICV-647	Leicestershire Euston Street	Kitchen ok. Exercise yards all ok. Escorting officer helpful and informative.
ICV-648	Leicestershire Euston Street	Detainee in yard. Kitchen fine. All food in date
ICV-650	Leicestershire Euston Street	Kitchen clean and all food in date. Interview room impeccable. Store cupboard full of everything. Exercise yard had red soft foam football damaged and EO dumped it straight in rubbish. The Yard will be swept. All else there OK. Shower was clean. Calm friendly atmosphere and the Custody Team were very helpful.
ICV-652	Leicestershire Euston Street	Kitchen clean and tidy and food in date. Exercise yard clean Helpful detention officer Shields facilitated visit. Observed booking in procedure of a juvenile which was done respectfully although detainee was restrained at back with handcuffs which were removed at end of procedure.

ICV-655	Leicestershire Euston Street	DO very helpful. Yards checked, kitchen checked, stores checked. Shower had some rubbish left in.
ICV-656	Leicestershire Euston Street	Shower yard 3 Out of order. Wing one needs cleaning. Restock. Kitchen clean food in date. Sanitary store well stocked. Yard 1 mastic plate inside door needs checking. No 2 ok.
ICV-658	Leicestershire Euston Street	Advised custody suite was very busy. Some non English speakers and a couple of violent detainees. Kitchen tidy, food in date. Exercise yard clean and tidy.
ICV-663	Leicestershire Euston Street	Exercise yard clean Kitchen clean and food all in date Staff and friendly helpful too Peter was very organised and helpful Please note Staff have asked for extra ICV sheets to fill
ICV-665	Leicestershire Euston Street	Kitchen clean. Exercise yard clean. Escorting officer very helpful
ICV-667	Leicestershire Euston Street	Yard occupied with football in there and interviewed no 32 in there. Kitchen clear and food in date. Shower ok. Menstrual products all ok. Chute seen ok. Interview room was clean and clear. Officer M Bailey was very helpful as were the whole team. Screens not working so 2 CRs printed out. Big clear out to court this morning.
ICV-668	Leicestershire Euston Street	Both exercise yards, kitchen and stock cupboard reviewed: all fine
ICV-671	Leicestershire Euston Street	Checked exercise yard and kitchen
ICV-673	Leicestershire Euston Street	The suite was very busy & they were short staffed. Detainee officer was very helpful. Kitchen clean & tidy. Good sanitary stock but very short on clothing.
ICV-674	Leicestershire Euston Street	Kitchen, good supply of food and all in date. Exercise yard, clean and tidy, softball in each. Shower just used, about to be cleaned. No issue viewing custody records. Staff very helpful and well informed on all detainees. Visit ended at 12.33.
ICV-677	Leicestershire Euston Street	Most detainee sleeping and those awake were happy with treatment Escorting officer was new but very well organised and helpful Kitchen clean and food in date Exercise yard clean Sanitary products stocked up

ICV-678	Leicestershire Euston Street	Both exercise yards are ok and dry. The kitchen is clean and the foods are in date. Sanitary products stocked and the staff are very helpful.
ICV-680	Leicestershire Euston Street	DP 25&32 very complimentary of the staff and their treatment. Kitchen and yard ok. Showers needed cleaning escorting officer said he would arrange it. Busy but efficient visit.
ICV-683	Leicestershire Euston Street	Shower ok (needed a mop). Kitchen; food in date, microwave a bit dirty.
ICV-684	Leicestershire Euston Street	Escorting officer was helpful, shower in wing 3 now working, kitchen food in date and clean. Exercise yard a bit dark and “NO LIGHTS” in the room., could do with a bit of lightning when nights are dark …. If possible..?
ICV-687	Leicestershire Euston Street	There were no issues to report at this time. The kitchens were all clean and stocked with foods and drinks. The toiletry room were stocked with both male and female products. The exercise yards were clean, safe for use, and dry. The escorting officer was very polite and helpful.
ICV-688	Leicestershire Euston Street	At custody suite reception at 19:58hrs. Custody staff finally answered the phone at 20:12hrs. Spoke with Inspector Chris Schofield in person at 20:26hrs, left site approx 20:30hrs. Courts had been busy and returned prisoners to Euston St unexpectedly. There was a medical emergency. We were going to have and wait until after 22:00hrs at the earliest before someone might be available to deal with us. Suite was full. Visit abandoned.
ICV-691	Leicestershire Euston Street	Kitchen & exercise yard clean & food in date. Very helpful detention officer
ICV-693	Leicestershire Euston Street	Escorting officer was helpful Kitchen, showers and exercise yard checked and all clean and in order Very quiet as most detainees asleep Mike very helpful and organised Cell number 4, 16 and 27 not seen as too volatile 3 & 5 not seen as cannot speak English at all.
ICV-587	Leicestershire Keyham Lane	Staff very helpful & friendly despite them being very busy. Excersice yard & kitchen checked, both were ok. Stock cupboard well stocked.
ICV-588	Leicestershire Keyham Lane	The kitchen and exercise yard was clean and food in date. Escorting officer was very helpful too.

ICV-591	Leicestershire Keyham Lane	Kitchen and yard clean, M2 there was food left in the cell over 24 hours the detainee said there was lots of cups as well.
ICV-594	Leicestershire Keyham Lane	Well received by staff. One issue on call to Mum resolved.
ICV-596	Leicestershire Keyham Lane	Seniors detention managers- changing so food supply is currently low- delegation was made to a new officer it forward planning is not great- but there is still food to feed but stock is low Food all n date as observed. Yard clean. Seen some rubbish bags- due to being a weekend as there are no collection. - the norm for keyham lane
ICV-598	Leicestershire Keyham Lane	Due to staff shortage, we were kept waiting for 25 minutes before receiving custody records..
ICV-599	Leicestershire Keyham Lane	Friendly helpful DO. Shower in D block not working DO was going to check that. Kitchen surfaces were clean and tidy but there had just been a delivery of food so floor not as tidy, but business has stopped that being cleared during our visit. All food in date. Stock cupboard - seemed a bit low on female menstrual items, but mentioned to DO before we left. Screen in booking area nit working - had to access via the back. Unable to inspect exercise yard as it was in use. The team were very accommodating.
ICV-601	Leicestershire Keyham Lane	No issues with kitchen and exercise yard.
ICV-604	Leicestershire Keyham Lane	Kitchen and store cupboard checked, both low supplies due to busy weekend. Staff very helpful
ICV-605	Leicestershire Keyham Lane	Kitchen and yard checked, all ok Custody staff. helpful and accommodating.
ICV-608	Leicestershire Keyham Lane	Yard - advised escorting officer of some rubbish. Mastic on bottom of door panel has sharp edge - showed location to escorting officer. Kitchen clean and tidy, food in date. Note to order more vegetarian food. Staff helpful.
ICV-609	Leicestershire Keyham Lane	Kitchen and exercise yard checked - all fine. Escorted by Sergeant 4408 Syeed Ahmed. Not appearing on the list and unable to add manually.
ICV-612	Leicestershire Keyham Lane	Kitchen fine but cereals and vegetarian food order to be undertaken. Food in date. Shower checked and fine. Exercise yard was occupied so unable to check. Store room needed button medium tampons needed filling

ICV-613	Leicestershire Keyham Lane	Kitchen and exercise yard checked. Stock is very low in the stock room : needs restocking
ICV-615	Leicestershire Keyham Lane	Pleasant visit with staff. Kitchen checked and exercise yard checked - no issues raised.
ICV-618	Leicestershire Keyham Lane	Custody officer very helpful but took half an hour to enter details on ipad
ICV-620	Leicestershire Keyham Lane	Very helpful custody staff, kitchen clean & food in date.
ICV-623	Leicestershire Keyham Lane	Kitchen ok. Famine supplies well stocked. Staff friendly and helpful. Checked exercise yard on camera as a DP was using.
ICV-626	Leicestershire Keyham Lane	Smashed screen still - needs to be replaced or are there plans to do something else? Shower clean. Kitchen a bit untidy but cleaned whilst we were there. Slightly under-stocked in cupboard. PACE booklet on sink by shower. Consider topping up Light tampons. Good stock of incontinence pads. Couldn't see exercise yard as angry detainee in there. Checked chute (not used), checked an interview room - all good there. Made to feel welcome and offered us a brew.
ICV-629	Leicestershire Keyham Lane	Exercise yard was clean and dry and kitchen food stuff all in date and clean too.
ICV-632	Leicestershire Keyham Lane	Helpful & friendly custody staff, checked exercise yard & kitchen, all in good order
ICV-633	Leicestershire Keyham Lane	Kitchen well stocked and clean. Exercise yard clean. Helpful detention officer Took us round and facilitated viewing of custody records.
ICV-636	Leicestershire Keyham Lane	Kitchen and stock all ok. No Hindi language sheets in ICV locker. Detention officer advised us that there is an issue with cells not being cleaned by contracted cleaners. They seem to only do bins and communal areas. This seems to be a big issue at custody suite at the moment.
ICV-637	Leicestershire Keyham Lane	Pleasant visit with helpful staff. Kitchen and yard checked.
ICV-639	Leicestershire Keyham Lane	Helpful friendly staff. Kitchen ok but some milk out of date staff made aware. Yard ok.
ICV-642	Leicestershire Keyham Lane	We checked the exercise yard, the kitchen (meals in date) also the toiletry room. Visit ended at 5.35pm.
ICV-644	Leicestershire Keyham Lane	Seen kitchen - okay. Very clean shower but not receiving regular maintenance (drains). Chute very clean. Visit ended at 15:56.
ICV-645	Leicestershire Keyham Lane	Visit ended at 20:53.

ICV-649	Leicestershire Keyham Lane	First 3 detainees visited commented upon their 'excellent treatment'. Exercise yard – clean and dry. Putty area OK. NB: 9998 had spent an hour in the morning with a coffee stirrer – unblocking the grid of mud/debris so that puddle water drained away – improved the area so much more. Question: How often is the exercise yard power/pressure washed? Puddle at KL been there for AGES after rain. Yard could do with power washing and a good time to do this might be whilst all renovations are happening there, imminently? Can this be arranged? It would help keep mess down to a minimum? Store room now moved to our usual sit down room in Booking-In Area. We went into an empty interview room at start of visit – which was presentable. Checked new store room – neat & tidy. Sanitary towel/tampon containers could do with labelling matching the Tampax tampon size, eg Regular, Super & Super Plus on front of plastic container. 9998 said he would get someone to redo the labels – should help moving forward. Shown the old Store Room – which has been mooted as a discreet booking-in room – but it would need CCTV ideally. Two large blanket metal storage Playstation Room proposal – who would be monitoring it? In one of these rooms, there was an electrical junction box/fuse box up on the wall – if this was tampered with – it would unlock ALL the doors in the station… security issue… Very happy with the atmosphere in the station – 9998 very welcoming and good.
ICV-651	Leicestershire Keyham Lane	Kitchen area clean and well stocked, all within date. Exercise yard needs sweeping. Visit ended at 11:45am.
ICV-653	Leicestershire Keyham Lane	Staff helpful, yard and kitchen clean, iPad not working, recapture verification issue. Visit inputted by OPCC. Assurance Officer. Visit ended at 16:36.
ICV-654	Leicestershire Keyham Lane	Kitchen ok and food in date. Plenty of choice. Yard fine. No issues. Friendly helpful staff.

ICV-657	Leicestershire Keyham Lane	Kitchen all food in date and it was clean. Shower cubicle clean. Interview room clean and tidy. Exercise yard clean with two foam balls in it however, it had putty needing to be redone at bottom of metal plate (photos taken and sent by Emma to Dharmista. Concern about brick edging on both sides of door as pointed - curved edge to brick at that place would be safer. The power washing is in progress as it is a petrol m/c and will need to be closed. Suggest this work is done whilst alterations to CS are in progress to avoid additional disruption. Checked storeroom and a new set of drawers has been requested which will aid better future storage.
ICV-659	Leicestershire Keyham Lane	Yard and kitchen are clean. Officer very helpful.
ICV-660	Leicestershire Keyham Lane	Apparently shower randomly comes on. Kitchen fully stocked.
ICV-661	Leicestershire Keyham Lane	Kitchen, exercise yard and showers checked and we're all good. Stock room well stocked and labelled. Could also do with stocking short warm socks (not stockings). Escorting officer 9918 new but very helpful.
ICV-662	Leicestershire Keyham Lane	Kitchen and yard clean, officer very helpful.
ICV-664	Leicestershire Keyham Lane	Kitchen ok good stock of food available and in date. Yard viewed through hatch as occupied. Got a thumbs up from DP. Custody officer very friendly and helpful. Many thanks.
ICV-666	Leicestershire Keyham Lane	Kitchen checked, exercise yard checked. Interview room checked. There were no issues. Pleasant visit.
ICV-669	Leicestershire Keyham Lane	Custody records took approx 10 minutes to reboot a computer, change the settings to view from outside screens. Was still too small on screen to view clearly. Chute clean. Shower clean. Kitchen clean, all food in date. Exercise yard clean. Custody staff were friendly, accommodating and extremely professional

ICV-670	Leicestershire Keyham Lane	Checked kitchen clean and a good variety and in date food, Store cupboard is well stocked, The viewing screen at the front desk still isn't working There is any issue with the timing the cleaners arrive, they would prefer them to arrive after the court bus has left so those empty cells can be thoroughly cleaned. Detention officers do not always have time to do this. Damage to window ledge in the exercise yard, opposite to the keypad, I'll send photo separately.
ICV-672	Leicestershire Keyham Lane	Pleasant visit with pleasant staff and observed by PCC. Kitchen checked and informed DO of pasta expiring in date at the end of Jan 2026. Exercise yard not checked as DP in there. Overall no issues.
ICV-675	Leicestershire Keyham Lane	Prompt access some detainees not seen due to going to court. Exercise yard and kitchen ok
ICV-676	Leicestershire Keyham Lane	Yard had puddles as drain wasn't emptying, again. Kitchen was clean & food in date except bolognaise which expires at midnight however this was noted on the kitchen notice board by DO. Sanitary products need topping up as stock low. Interview room in good order. Detention officer & sergeant friendly & helpful.
ICV-679	Leicestershire Keyham Lane	Blood on wall of exercise yard - officer informed. Kitchen clean, food in date. Storeroom well stocked. Staff accommodating.
ICV-681	Leicestershire Keyham Lane	Helpful detention officer. The exercise yard is in an unacceptable condition and only a tiny part could be used. It had 4 inches of water as the drainage is not functioning and we were told it would not drain for 4/5 days. This needs urgent attention. It was disappointing to see that the juvenile and vulnerable detainee interview room is still not in use although the seating is there. Kitchen clean and tidy. Food all in date.
ICV-682	Leicestershire Keyham Lane	Blue emergency strip not working , been reported but maintenance not coming till next day. Stagnant water in exercise yard due to floods. Reported but no action as yet. In one of the cells, intercom light not functioning /responding and reported.

ICV-685	Leicestershire Keyham Lane	Kitchen clean food in good date, yard no issues and stock room reasonably tidy with god supplies. The escorting officer Ava was extremely helpful and accommodating.
ICV-686	Leicestershire Keyham Lane	Pleasant visit with staff. Yard and kitchen checked - no issues.
ICV-689	Leicestershire Keyham Lane	Kitchen and yard checked and fine. All good
ICV-690	Leicestershire Keyham Lane	Very busy at the time. Helpful. Kitchen fine and exercise yard ok.
ICV-692	Leicestershire Keyham Lane	Kitchen and food ok. Exercise yard had blood on the wall and needed sweeping. Showers ok. A peer review by the Warwickshire force was ongoing during out visit. The ICV’s had a long chat with their Chief Inspector who was interested to have our views about the Leics ICV scheme and our experiences of ICV visits.