



Independent

Custody Visitors

2025/26 Q1 Report



OPCC

Office of the Police &
Crime Commissioner
for Gloucestershire



Background

& Introduction

The purpose of this report is to provide a summary of visits carried out by the Independent Custody Visitors to Gloucestershire Constabulary Custody Suite (Compass House) in the period of April to June 2025.

Independent Custody Visiting (ICV) Schemes exist to provide assurance to local communities that they can have confidence in the way in which the police treat people who are held in their custody.

Ensuring effective management and oversight of the ICV Scheme is a statutory responsibility of the Police and Crime Commissioner (PCC). The ICV visiting process and procedure is governed by a Code of Practice which is issued by the Home Office.

The OPCC recruits volunteer ICVs to undertake the role and provides them with support and on-going training to ensure that they can discharge their role effectively.

The scheme plays an important part in maintaining police accountability to the local community and the aim of this annual report is to ensure that this information is available in the public domain.

ICVs are volunteers who visit our custody, in pairs, and speak to detainees who are being held in police custody. Visits are random and unannounced so that the police do not know when they will take place.

ICVs arrive at the custody suite and are given immediate access to the suite on production of their ID card.

They enter police cells and speak to individuals being held with their permission. Conversations with detainees focus on welfare needs and the provision of rights and entitlements under the Police and Criminal Evidence Act (PACE).

ICVs also review a detainee's custody record with their permission to ensure that the detainee has been treated appropriately.

ICVs are not concerned with the identity of the detainee or with the reason for their detention. Any issues raised are discussed as appropriate with custody staff. ICVs also inspect and comment on the general condition and facilities of the custody suite including the kitchen, medical room and showers.

ICVs look, listen, observe and report back to the OPCC on their findings. If the OPCC thinks there are issues that need attention – these will be raised with the Constabulary using the formal channels.

ICVs come from a variety of backgrounds and sections of the community. They must be over the age of 18 and live, study or work within Gloucestershire's policing borders.



Custody Visit

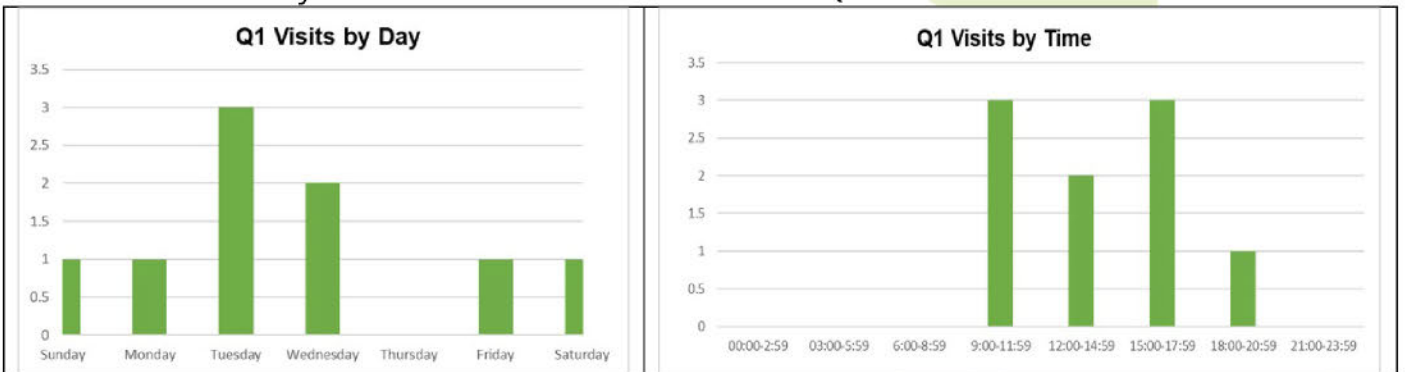
Data

Custody Overview

Total number of detainees through custody Qtr1	Number of ICV visits	Total number of detainees in custody at time of ICV visits	Total number of detainees unavailable	Number of detainees observed	Total number of detainees visited
2376	9	82	7	12	57

Visit Statistics

The below tables set out the days and times of visits for the ICVs over Q1 in 2025/2





Issues and

Positive Comments

Issues	Response from the Constabulary
Halal Certificate out of date	This has been rectified by the inspector
Graffiti on the walls in the yard	The walls have been now painted and a mural put in place in the yard at the end of purple and orange
Visitor toilet handle broken	Passed to estates
Green mold on yard floor	Floors pressure washed and painted
Bulgarian National not given his rights in Bulgarian	CDOs printed off his rights in Bulgarian on the visit
DP was Pavard whilst in the cell (not an issue but curious of policy)	This is in line with policy on the use of pava
Litter in the yard by the visitors entrance	Passed to estates
ICVs were not let into custody untill an hour after they arrived at the custody suite.	An apology was given from the Chief Inspector and also the Inspector on the shift
Chairs in the reception area were cracked	Passed to estates

Positive Comments
Thanks to [REDACTED] and [REDACTED] for their kind assistance and cooperation throughout the visit
Escorting officer provided every help and assistance in the visit
CDO [REDACTED] was very very helpful – please pass on our thanks!
Escorting officer provided excellent assistance throughout
[REDACTED] was excellent showing us around, answered all our questions and followed up on checks needed- offering to work overtime to assist. Thanks so much [REDACTED]
CDO extremely helpful



Comments

From Visits

The below table has the comments from the Q1 visits to detainees.

Visit	Comments from Visit
1	<ul style="list-style-type: none">• DP arrived at 13.30. First time in custody and presented in a calm and control state. DP had been provided with coffee and cereal bar and reading material. DP was aware the toilet was pixelated. DP requested toilet paper. Was awaiting interview. DP informed by ICVs she could request legal representation at any point during her time in custody. DP stated she did not require any medical attention and was made aware that feminine products were available on request.• DP was 16 years old. Was brought into custody on [REDACTED] at 12.15 PM. DP stated this was his first time in custody. He had no medical needs and had been provided with a stress ball. DP stated he was not hungry but had been provided with water. He did not want any reading material. DP was made aware that cereal bars were available if requested.• DP stated he was ok. He had been provide with both food, drinks and a blanket. Previously been in custody. Arrived around 04:00 AM. DP stated he didn't want anyone contacted upon his arrival but has now changed his mind. There was considerable food and drink container debris in the cell. Escorting officer said this was a result of a shortage of custody staff (4/8).• DP was hidden under his blanket and did not want to engage with the ICVs. There was evidence in the cell that the DP was provided with drinks and reading material. Unable to ascertain any further information.• DP had been in custody before. She did not initially require anyone to be contacted, however during the visit she wanted to make a phone call. ICVs explained this was not a right but has the right to have someone informed. ICVs noted there was limited interaction with the DP. She was aware feminine products were available to her.• DP had not been in custody before. He arrived at 10.30AM. ICVs informed the DP was ex-Forces personnel. He was waiting to see his solicitor. DP requested whether there was anywhere where he could smoke. DP informed there were nicotine lozenges available upon request, however the DP declined the offer. DP was asked whether he wanted anything to read however he said he just wanted to go back to sleep.• DP arrived at 12:00AM. DP stated he had been in custody before. DP had no shoes. He requested a shower. Escorting Officer informed due to staff shortages there would be some delay. DP had food (2 meals) and drink.• This 15 year old DP had arrived in custody in his school uniform at approximately 15:00 hours. DP stated he had been arrested in his own home; he had not been handcuffed but had been brought to custody in a police car. DP stated he not been in custody previously before. On arrival in custody, he had been placed in a holding cell for 15 minutes and then

in an observation cell. He had been spoken to by the Youth Support Team who ICVs spoke to prior to interviewing the DP. DP stated his mother was acting as his AA and would be arriving in 17:00 hours. DP presented as very composed noting being advised the DP was neurodiverse.

- DP was under her blanket and stated she was ok but did not want to engage with the ICVs. She had been provided with food and drink.

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- DP arrived in custody at approximately 22:50 on Sunday the [REDACTED] DP stated this was his first time in custody and his first arrest. DP had been provided with beverages and had been offered food and had 2 muesli bars, DP had reading material and a blanket. DP stated his family were aware he was in custody and did not have any medical issues. DP stated he was waiting to be interviewed and had a solicitor. DP stated he had been very well treated while in custody and felt he had been treated with respect by all staff.
- DP stated he had been brought into custody at 15:00 on Sunday [REDACTED] DP stated he was withdrawing from medication and alcohol and had been feeling unwell. DP stated he had been seen by a HCP and they were aware of his medical needs. DP had a cut to his right wrist which he stated he had sustained while on holiday in [REDACTED] DP stated his partner was aware he was in custody and this was not his first time in custody.
- DP stated he had been brought into custody from Cheltenham Hospital on Sunday evening but was unaware of what time. DP stated he had been provided with both food and beverages (water) he did not require anyone to be contacted regarding his detention.
- DP stated he had been brought into custody on Sunday evening at approximately 10:30 and had previously been in custody. DP stated someone was aware he was in custody and he had no medical needs and was aware he could go out in the exercise yard.
- DP stated he had been brought into custody on Sunday evening. DP presented in a poor state of health both physical and mental health, and there was a strong smell of cannabis from the DP. He had seen a HCP for both his health issues. He did not wish for anyone to be contacted regarding his detention. DP had been provided with both food and beverages. Escort staff were aware of this DP's health issues.
- DP a young adult aged 22, stated he had been brought into custody at 1 AM on Monday morning, DP stated his sister was aware he was in custody, he had no medical or mental health issues. DP had been provided with both food and beverages.
- DP stated he was a [REDACTED] national, who had a good command of English, DP stated he did not require a solicitor as he felt he had done nothing wrong? There was a strong smell of alcohol in the cell and the DP appeared to be slightly disorientated during the course of the visit. DP had been provided with both food and beverages. ICVs asked DP if he required his legal rights in Slovakian, DP stated he did, ICVs asked escorting officer who agreed to print off a copy for the DP.
- DP stated he a [REDACTED] national and he had arrived in custody at 07:00 on Monday and this was his first time in custody. He had not been provided with a copy of his rights in Bulgarian, escorting officer offered to provide a copy, however DP was required to attend Cheltenham MC. ICVs observed the movement of the DP to the SERCO custody officers.
- DP stated he had arrived in custody at approximately 21:00 on Sunday evening. DP stated he had not been provided with any drinks despite requesting them? DP presented in a highly agitated state and during the course of the interview it was noted that he was getting very tense and his body language was starting to become aggressive. DP stated he had a number of mental issues including Bi Polar, Anxiety and Depression. DP stated he had stopped taking his medication as he stated that it was making him feel unwell. DP stated he needed to see a mental health care worker as he was starting to feel suicidal. ICVs informed the escorting officer the DP had disclosed his self-harm feelings. DP requested a coffee with 3 sugars, escorting officer actioned this request immediately.
- DP stated he had been brought into custody at 22:00 on Sunday evening and he stated he had been in custody on a number of occasions. DP appeared to be very relaxed and unfazed by being in custody. DP stated he did not require anything he had no medical needs. He had been provided with both food and beverages.

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- Detainee spoke limited English and was unable to understand some of the questions asked. Detainee was awaiting a translator and requested to speak to parents. ICVs informed by CDO that detainee was potentially on 'no calls' and the custody sergeant had seized his phone. Detainee said he has been treated okay.
- Detainee was at early stage of investigation into offence, he was waiting to see next steps.

Detainee was concerned about pregnant partner and wanted to contact her. Detainee had been able to go to yard twice, was given a chair to sit on whilst in yard. Detainee had not had contact from the solicitor but was aware Custody was waiting for a response back. Whilst ICVs conducted visit detainee was given an update to say solicitor still hadn't phones back. Detainee felt he had been treated with respect whilst in custody. ICVs viewed religious text in cell and drinks. Detainee said he didn't want food as he felt sick due to nerves.

- Detainee appeared calm in cell, informed ICVs this was his first time in custody. Detainee had drink in cell, said he had been treated well whilst in custody and had been able to go to exercise yard.
- "Detainee informed ICVs about a situation with the police and her partner in which her partner had his neck knelt on, she asked ICVs how to complain. ICVs informed her of the complaints procedure and asked CDO to give information of complaints process. This matter seemed to preoccupy the detainee more than her own situation. Detainee was eating whilst ICVs visit, she seem unphased by being in custody herself. Detainee informed ICVs she had a medical issue which required medication which she was late taking. Detainee asked for an update on solicitor as she said she had not had contact. Detainee asked for a shower. Detainee praised the work of the custody officers, specifically CDO [REDACTED]
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- CDO informed ICVs detainee had spoken to a solicitor half an hour prior. CDO confirmed HCA had been called when detainee arrived, and would arrange with the handover shift for her to take a shower.
- "Detainee is [REDACTED] years old. He was visited by YST and had spoken to his mum as his AA. Detainee appeared calm whilst in custody, although he had been in custody for over 16 hours. Detainee informed ICVs he had been given an activity pack. He was aware of the next stages maybe including court and had just been for interview. Detainee said he had been treated okay whilst in custody. Detainee had yard time.
- ICVs informed detainee about stress balls – however CDO informed us that they had run out.
- Detainee observed sleeping – food and drink seen in cell. ICVs informed detainee had mental health issues but did not want to speak to HCA.
- Detainee observed sleeping – food and drink seen in cell. ICVs informed detainee had mental health issues and had a full mental health assessment.
- Detainee not in cell – presumed to be in interview.

- DP arrived at 21:00 hours on Wednesday evening. DP stated he was awaiting to be recalled to prison. He had previously been in HMP [REDACTED]. He stated he was from out of area but had relocated to [REDACTED] to start a new life. DP stated he had been previously in custody 50 times. The DP was awaiting to be interviewed. DP presented as an affable person. No further issues raised and appeared to satisfied with the conditions under which he was being held.
- One ICV had previous experience of dealing with the DP in a custodial setting (Cheltenham Magistrates Court [REDACTED]). DP had arrived on [REDACTED] but was not sure when. He had been provided with food and drinks and had no medical needs.
- DP arrived at [REDACTED] DP stated he had been in custody over 50 times. DP stated he was alcohol dependent and was currently withdrawing. He had been provided with a nicotine lozenge to help address his nicotine craving. DP stated he had asked to speak to a health professional. No rights leaflet in cell.
- DP arrived between 02:00 - 3:00 on [REDACTED]. DP had coffee only; he did not want food. No medical issues. Had been provided with a grey police custody top and he only had a T-Shirt.
- DP arrived a 08:00 on [REDACTED] and was in an observation cell. DP stated he had ADHD and was autistic. DP was currently awaiting to be interviewed. DP had not spoken to his legal representative or his AA. ICVs informed there were no stress balls available, but these were on order. DP presented in a withdrawn and detached manner. DP had requested to use the exercise yard and was awaiting an office to escort him.
- DP is a Polish national who has lived in the [REDACTED] for over 15 years. DP had a good command of the English language. DP arrived at 09:20 on [REDACTED]. DP stated this was his second time in custody. ICVs informed by the escorting officer the DP had been

offered his rights in Polish however DP was content to receive these in English. DP had no shoes and requested replacement foot ware and a blanket.

- DP arrived at 07:30 on [REDACTED] and was his first time in custody. DP appeared startled and overwhelmed by the custody experience. DP had been provided with drinks, cereal bars and a book.
- DP arrived at between 02:00 – 02:30 on [REDACTED]. DP stated he had been PAVAed whilst in his cell. ICV on completion on visit sought clarification from Custody Inspector, [REDACTED] who provided video footage of the incident to the ICV. Video image showed a very aggressive DP with officers whilst in the process of being placed in his cell, DP stated he had been seen by HCP, post incident and had washed his eyes with water. DP stated he had been unable to access medication which had been denied to him. DP stated he had been provided with food and drinks, however the ambient meal had not been suitably heated.
- DP was initially under his blanket and reluctantly pulled his blanket back to engage with the ICVs. However the DP was clearly wishing to sleep rather than engage with the ICVs and hence the ICVs terminated the interview.

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- Held on Warrant arrived on [REDACTED] and due in Court on [REDACTED]. Has food and drink, reading materials, see by HCP and due to be seen again at 18.00. Requested a shower, had 2 blankets, stated had been treated well.
- Observed sleeping
- Arrived at 11.07, first time in Custody. Awaiting AA who arrived whilst we were doing our visit. Aged 16 suffering with ADHD and had taken his meds before arrival not due again until tomorrow morning. Had not requested Solicitor but we advised this could be requested at time whilst in Custody.
- Detainee had Bipolar and was on medication. Due to how he presented we had conversation with him via the hatch. He continually complained about his treatment even though he had only been in for one hour. It was very difficult to converse with him and after several minutes we terminated conversation and advised we would request the CDO to liaise with the HCP and observed this happened.
- observed sleeping
- Did not want food or drink, had arrived 14.00. Had been in Custody before awaiting interview. Stated had been treated well.
- Arrived at 15.00, not been in Custody before, had arm in sling due to a previous injury and had Codeine that he bought with him and could take as required. Did not want blankets, had cereal bars and wanted more water. Stated had been treated well.
- Had been in Custody before, arrived at 11.00, had just woken up, and though he believed he had been given his rights requested a hard copy. Stated had been looked after OK
- Detainee was asleep on floor with blankets, had probably arrived very drunk so risk assessment had not been carried out.

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- DP was an Albanian national with limited English. DP had been in custody before, arrived in custody at 13:00 [REDACTED] DP had been provided with his legal rights in his first language. ICVs communicated with the DP using pictorial language card, DP understood and indicated he was OK. DP had been provided with a blanket/slippers and food/drinks. CDO were arranging for the DP to have access to Language line and for an interpreter to assist in his interview.
- DP stated he had arrived in custody at approximately 22:00 the previous evening. DP stated he had been in custody previously, and was currently dependent on a daily dose of methadone. DP stated he was suffering from PTSD. ICVs informed by the escorting officer the DP had been seen by a HCP. DP had been provided with squash but had declined food.
- DP located on the ex-yard at time of ICV interview. DP stated he was a Spanish national who had lived in the [REDACTED] for over 26 years with settled status and had an excellent command of the English language. DP had arrived in custody at 17:00 on [REDACTED] DP stated he had been recalled to prison following his release from immigration bail at [REDACTED] IRC, DP stated he had been placed in approved premises in [REDACTED] but had not complied with the terms of his bail conditions, as such he was being recalled to serve the remainder of his sentence in prison. DP stated he did not have any medical needs and had been provided with drinks but did not like the food. ICVs observed the DP being collected by SERCO escort staff to be transferred to HMP [REDACTED]

- DP stated he had just arrived in custody at 14:00. DP stated he had been in custody previously, DP had had his own clothing removed and had been provided with grey track suite top and bottom, but had declined the offer of alternative footwear. DP stated his mother had been contacted and notified of his detention. DP was reading a book, and had been offered both food and beverages.
- DP was an Albanian national with a good command of the English language, and he had been provided with his rights in his first language. DP stated this was the first time he had been in custody he had been in custody for approximately 2 hours. DP stated he had been offered food but only accepted water.
- DP presented in a state of confusion and distress, and was very upset by being in custody. DP had just returned to her cell following being assessed by a HCP, DP stated she was dependent on methadone and was clearly suffering withdrawal symptoms. DP stated she had been offered legal representation but it was not clear if she fully understood what was happening. DP informed that female products were available and she confirmed she was non-menopausal.
- DP stated he had been in custody since yesterday [REDACTED] at 10:00. ICV [REDACTED] knew the DP from his previous appearances at [REDACTED] MC. DP stated as he was homeless he had missed his current court appearance and had consequently been arrested for failure to appear. DP stated he had previously been strip searched while in custody and became highly agitated and angry. ICVs highlighted to the DP if he felt his treatment had been unfair while in police custody it was within his rights to make a complaint.
- DP stated she had arrived in custody at 20:30 on the [REDACTED] however on being taken unwell she was then taken to Gloucester Royal Hospital for treatment. DP presented in a highly distressed state she had not been in custody previously and stated several times she "wanted to go home". DP had spoken to a HCP and had been provided with a cardboard bowl in case she vomited. DP had been allowed to use the ex-yard which she stated had helped calm her mental state. DP stated she was unaware that the WC was pixilated but had been provided with toilet paper. ICVs informed DP female products were available and the DP stated she was not menopausal.
- DP was an Indian national who had lived in the [REDACTED] for approximately 5 years and had a good command of the English language. DP stated this was his first time in custody and had arrived at approximately 09:00. DP had been provided with both food and drinks. DP stated he had been offered legal representation, but had declined, ICVs informed DP it was within his rights to change his mind while at any time during his detention.

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No comments please see general comment table

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- Detainee held since 9 pm yesterday – kept in custody due to go to court tomorrow. DP had shower at 2pm. Food visible in cell. DP [REDACTED] felt he had been treated well whilst in custody. DP was not told about toilet pixelated.
- Arrived 2/3pm – had food and drink in cell, had been offered yard time and a shower since he'd been in custody. Toilet pixilation had been explained to him. DP felt he had been treated fairly whilst in custody. He was aware of next steps and solicitor being called. Mental health history recorded.
- DP was asleep, CDO said DP had been asleep all day. ICVs questioned whether DP was intoxicated or ill. CDO checked custody record and advised DP had only arrived 3 hours earlier so there was no concern over health.
- DP asleep and viewed by ICVs breathing.
- "Level 2 – 30 minutes
- DP was intoxicated and on rousals – custody staff informed ICVs that DP was intoxicated but had not disclosed substance and therefore had not received a risk assessment at point of detention however had requested a solicitor on arrival into custody.
- DP refused visit. ICVs viewed food in cell. On 30 minute checks as historic mental health issues.
- DP wanted to contact his mum, another blanket and a shower. DP was eating at time of visit and generally felt he had been treated okay whilst in custody. ICVs informed DP had an appropriate adult but this was not mentioned by the DP his self.

- DP arrived in custody about 3pm. DP was asked if he wanted anyone contacted however had not received confirmation his mum had been informed. DP had been offered opportunity to speak to medical professional and did not require, DP had been offered food and did not want anything hot. DP asked for a book and update on the progress of his case.
- "ICVs informed DP had autism and ADHD, psychosis depression, anxiety and self-harm.
- DP initially couldn't remember if he'd has his rights read to him but ICVs explained what the rights entailed and DP remembered he had. ICVs informed DP he could request a book, DP stated that his mental health issues were worse when in custody and he would appreciate something to read to keep his mind occupied. DP had visited the yard. DP stated he did want a shower but was concerned about privacy and asked if there were cameras.
- DP had drawn on the walls with pencil. DP generally felt he had been treated well whilst in custody.
- "DP visibly intoxicated – ICVs looked through the hatch.
- ICVs informed that due to intoxication DP would have his rights read to him and a risk assessment done at a later time.
- DP on Warrant and asleep – viewed breathing. Food and drink in cell

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- Detainee had been in custody before, had been offered food and drink, and access to sanitary products (didn't require any). Appeared drowsy (but we may have just woken her). Contact had been offered, but she have any numbers to provide police staff. Complained of pain in head, but hadn't seen/asked for a HCP. We will request HCP to visit detainee.
- Detainee had been in custody before, and had arrived "early hours". Offered contact, but didn't have anyone to call. Detainee was aware of the toilet pixilation (he had read the sign in the cell). Had been offered food and drink and didn't need to see the HCP. Detainee was lying on the bed in his underpants.
- Detainee arrived last night and had been in custody previously. Mentioned that his support worker was his contact, but wasn't sure if police had contacted them yet. He wanted to read a book when offered (and was able to select something from the cupboard). He also knew about the toilet pixilation (after reading the sign). He advised that he needed to talk to help with his mental health. He was aware of what would happen next (after not understanding when he was first brought in).
- Detainee had arrived at 14:30 and had been in custody previously. Had a drink, but not yet offered food. Was interested in a book and was able to select one from the cupboard. He didn't need to see the HCP, and he was aware of the toilet pixilation (after reading the sign in the cell).
- Detainee arrived at 11:30 today and had been in custody before. Had been offered to make contact, but he was unable to provide details (as the numbers were on his phone, which was in custody). He seemed a bit uncertain/wary when asked if he wanted to see the HCP. He mentioned that he struggles with his mental health and struggles to breathe sometimes. (No flag highlighted by CDO at start). He asked to see the HCP.
- Detainee arrived at 20:00 previous night and hadn't been in custody before. Had wanted his friends to be contacted, but was unable to provide details as they were on his phone. Had read the sign in the cell about the toilet pixilation. Did not want to see a HCP – had drink but didn't want food. Wanted an update on what would be happening next.
- Detainee's first time in custody and arrived at 14:00. Had been offered food and drink, had drink but wanted more water. Wanted a book when offered (and was able to select from the cupboard), and didn't need the HCP. Wasn't sure if contact had been made – was concerned about his wife and kids. He was aware of the pixilation (after reading the sign).
- Non PACE – detainee was asleep so not disturbed.
- Detainee was being interviewed, so no visit.
- Detainee was being interviewed, so no visit
- Detainee was released, so not interviewed.

The below table has the general comments from the last Q1 visits

Visits

Comments

1	<p>"HALAL certificate was out of date Green mold on floor of exercise yard; non-offensive graffiti on walls; walls have not been repainted despite numerous previous requests.(re. exercise yards) Showers found to be clean and tidy Litter on outside of visitors entrance Visitors toilet door handle still broken Signage on door, re. buzzer, on the wrong way causing door to constantly open Staffing levels – only 4 CDO staff out of 8 were on duty and no safeguarding officer on duty ICVs were afforded every assistance throughout the visit by the Escorting Officer.</p>
2	<p>All Food Stock were in date There is a significant amount of litter and cigarette ends outside the visitor entrance. WC door handle in visitors area still loose. Halal certificate significantly out of date January 2025 Escorting officer provided every assistance and help during the course of the visit.</p>
3	<p>"ICVs informed yards had been pressure washed today and Custody staff were happy with the cleanliness Religious text tidy and packaged. Toilet in visitor reception handle still broken but clean. CDO [REDACTED] was very very helpful – please pass on our thanks! Detainees were given adequate use of the exercise yards on this hot day. CDO informed ICVs a new load of stress balls were being ordered but they'd ran out last week.</p>
4	<p>Disappointing to see there has been no progress in improving the aesthetics; excessive weeds in surrounding areas. Halal certificate remains out of date Showers clean and tidy The issue of litter and cigarette ends and general rubbish around the Custody Suite Visitors entrance, disappointingly remains an ongoing issue. Toilet door handle in the visitors entrance remains broken. Toilet paper kept on top of the toilet roll holder dispensers across all wings. The ICVs would like to thank both [REDACTED] and [REDACTED] for their kind assistance and cooperation throughout the visit.</p>
5	<p>Well stocked but mostly with all day breakfast due to delivery mishap. The Halal certificates were out of date. Custody suite was very clean and tidy and staff were very accommodating. However, the handle on the visitor's toilet was still faulty. The ICV box is still disintegrated. Outside area was quite clean. [REDACTED] and [REDACTED] mentored [REDACTED] and [REDACTED].</p>
6	<p>All Ok thanks to the escorting officer who provided excellent assistance throughout the visit</p>
7	<p>Following admittance to the reception area, the ICVs waited 30 mins before again contacting staff in the Custody Suite via the intercom. They were informed that the Inspector on Duty had been contacted about admitting us but no arrangements had by that stage been made. The waiting room itself was clean with the TV playing. Eventually the ICVs again contacted the Custody Suite staff via the intercom at 18.45 and it was then that Officer [REDACTED] came to see us and, at our request finally invited us in. During the time that we were waiting in the Reception area -17.47 - 18.45 - there was one other</p>

individual present. After a while he revealed to us that he was the father of an 18 year old man who was currently being held. He told us that he had been waiting for 3 hours having been informed of his son's presence in Custody, but since his arrival he had not been given any further information. This was a situation that was clearly unfamiliar to him and although calm, his anxiety was evident in his statements. He said he did not know what was happening, nor his son's situation.

In addition, at approximately 18.30 an independent Appropriate Adult was also given entry to the waiting area. After a while he commented that whilst it was not unheard of for him to be kept waiting in his role, he too found it strange that he had not been permitted entry into the Custody Suite into which he is cleared to sit and wait.

By the time that the ICVs were finally invited into the Custody Area, they actually had very little remaining time to remain due to pre-arranged personal business. Added to that, it did seem that amongst the custody team there was little appetite to pay much attention to them. The only member of staff that we spoke to was [REDACTED] and neither the Inspector, who was presumably in the area, nor any other staff made any attempt to speak with us.

Custody officer [REDACTED] detailed that there were 10 persons currently held in the cells. 6 males and 4 females. None were Juveniles. 2 on the males were not PACE and likewise 1 of the females.

[REDACTED] whilst apologising again for the delay in admitting the ICVs, said that it had been a busy time with lots of varied activity. 4 Police Officers were engaged in constant camera watch of 2 persons in Custody. (Two officers for each Cell watch.). There had also been a change of shift meeting at 18.30 and other activities, for example finger printing had been taking place. (Whilst waiting in reception, the ICVs had noticed that a Health worker had been present engaged in some case activity.). Given the capacity of the Cell Area, there was little in this explanation that shed light on why it had not been possible to admit the CVs at an earlier stage.

The ICVs are fully aware that work in the Custody Suite can change by the hour and can be filled with a host of complex issues. It is also undoubtedly not our business to stand in the way of Policing activity and that in most instances this should take a high priority. Our feeling was nevertheless that there was a significant lack of communication and indeed, to an extent, respect for individuals caught up in the process. The most stark situation was that of the father who seemed to have been waiting for news of his son with no contact for a significant time. Surely there should be some process / expectation for updates to be provided? As ICVs we felt quite bewildered by the lack of contact for half an hour after entry to the waiting room. Think how much more worrying that might be for someone who cares specifically for an individual in the cells. If nothing else eye contact might be made but this was noticeably lacking as staff in uniform passed through the waiting area on at least 3/4 occasions.

Chairs in reception area cracked.

[REDACTED] was excellent showing us around, answered all our questions and followed up on checks needed – offering to work overtime to assist. Thanks so much [REDACTED]

Other checks (if carried out): N/A

8

ICVs informed food stocks were good – lot of lasagna.

Exercise yards repainted and looking a lot better – Potential upgrade could be to cover part of the yard so it can be used in the rain. Slight flooding due to heavy rain.

Showers in green wing clean

Toilet in reception area – handle on door broken still.

Toilet in entrance area – handle still broken, could do with a clean.

9

Cleaner visible during visit – holding cell 8 was closed for cleaning (biohazard) on first way past at start of visit, but had been cleaned and reopened when passed again.

Talked to CDO about recent heatwave and temperature within. Mentioned the cells had air con (however some cells were a bit stuffy). The main custody area (bridge) was a bit stuffy, and CDO mentioned the air con keeps breaking (current temperature was 25.2C).

	CDO was extremely helpful, and atmosphere was calm with no issues observed.
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