



OPCC

Office of the Police &
Crime Commissioner
for Gloucestershire

Independent Custody Visitors

Quarterly visit report: Qtr. 2 (July-September) 2024/25

Office of the Police and Crime Commissioner for
Gloucestershire



Purpose of this report

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 July to September 2024.

Background – how the scheme works

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.

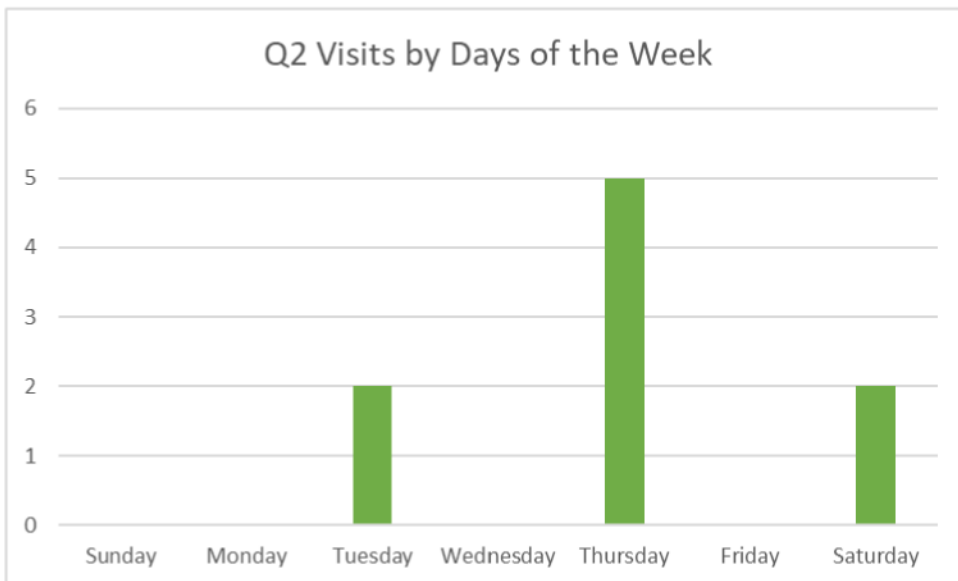
Custody overview

| Total number of detainees through custody Qtr4 | 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 |
|--|----------------------|--|---------------------------------------|------------------------------|-----------------------------------|
| 2298 | 9 | 104 | 6 | 10 | 51 |

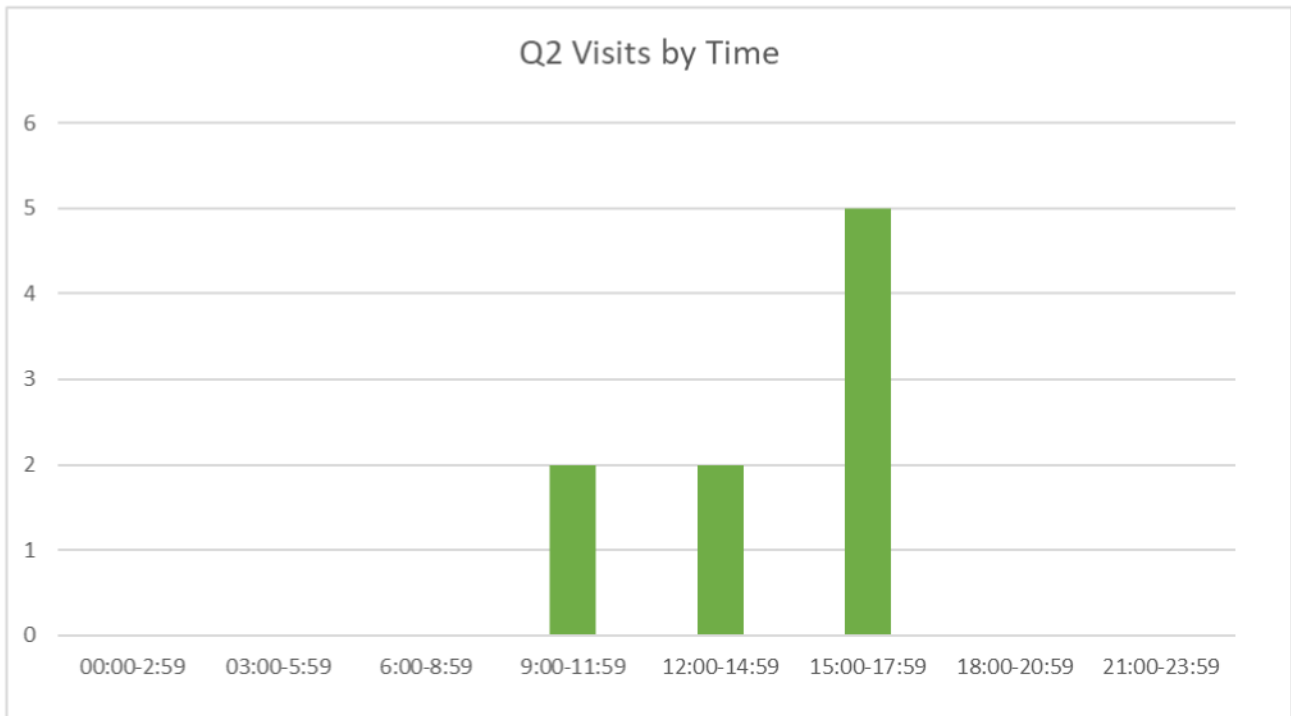
ICVs physical visits continue on a 10 day rota basis.

Visit statistics for Qtr. 1

Days of the week



Times of the day



Length of visit

| Date of visit | Length of visit (hour : minute) |
|----------------------------|---------------------------------|
| ██████████ | 1:55 |
| ██████████ | 1:25 |
| ██████████ | 1:28 |
| ██████████ | NR |
| ██████████ | 3:00 |
| ██████████ | 02:39 |
| ██████████ | 01:30 |
| ██████████ | 01:55 |
| ██████████ | 02:15 |
| Average for quarter | 2 hours |

This is an average of 1 visit every 10.1 days.

Comments

The table below details the comments recorded at each ICV visit:

| Date of visit | Comment |
|---------------|---|
| ██████████ | <p>Checked with sergeant who informed us that all stock etc... Was up to date and there were no issues.</p> <p>He did highlight the issue of cleanliness in the cells and lack of adequate support to get things cleaned and tidy. He had to take out the rubbish from one of the cells himself, which we observed. .</p> |
| ██████████ | <p>7 Home Office detainees were awaiting transport to court and were not seen. 2 Sgt's on duty.</p> <p>No issues to report.</p> |
| ██████████ | <p>Food was in date. Halal old certificates were on door out of date. ICV looked at three showers that were clean.</p> |
| ██████████ | <p>The issue of the cleaning of the custody suite remains unresolved, informed the cleaner only come in during the morning, however it was stated that there was a need for cleaning services throughout the day.</p> <p>Toilet door in visitors area broken handle, sink coming away from the wall.</p> <p>Exterior area cigarette butts and various item of litter.</p> |
| ██████████ | <p>The Sergeant was entirely helpful and informative. Usefully chasing up on issues as they were occasionally raised in cell interviews. Introducing the ICVs to the sergeant and unlocking the door always had as his first words 'you ok?' this seemed a good approach. Apart from two of the detainees being 12 years old twins another interesting appeal of the visit was that one detainee was Romanian speaking. Initially an interpreter had assisted on language line. For his actual police interview he will have an interpreter in person. The fact that 2 12 year old were held for nearly 18 hours in pretty basic cell, did of course leave us thinking about the facilities available could there be more child friendly facilities. The effect of the prison overcrowding had not yet been felt.</p> |
| ██████████ | <p>ICVs noted that there had been a significant improvement of the cleanliness of the outside reception area. Clean but graffiti remains on door</p> |
| ██████████ | <p>Fully staffed. Custody are did not appear to be stressed. Helpful and knowledgeable Custody Officer. Seemed to be well informed about all detainees</p> <p>Cells in good condition.</p> |
| ██████████ | <p>Sufficient blankets allowed for 2 per person.</p> <p>2 different types (one non-ligature)</p> |

| Date of visit | Comment |
|---------------|--|
| | <p>Replenished every Tuesday</p> <p>Seemed well stocked including feminine products. Nicotine patches available on request (for adults) after every 2 hours. Broken handle on toilet door</p> <p>Leaves on door mat</p> <p>Solicitors Interview room, no natural light.</p> <p>Helpful escorting officer.</p> <p>It was good that Juveniles were segregated from others.</p> <p>Fully staffed.</p> <p>3 on remand (or equivalent) being transferred to prison</p> <p>1 non-Pace being held until Monday to attend court for breaking release conditions. Too late to attend court on Saturday.</p> <p>At least 2 detainees still intoxicated and not suitable for interview.</p> <p>They were observed every 30 minutes.</p> |

The table below details comments made about detainees during visits:

| Date of visit | Comment |
|-------------------|---|
| <p>██████████</p> | <ul style="list-style-type: none"> • Detainee was on warrant and was in the yard when we visited. He wanted the custody sergeant or someone to make a call to his mother. He was on medication for anxiety and ADHD. Awaiting for a health professional and an escort van to the courts. • Observed the detainee and he was asleep in his cell. • Spoke with detainee who was not making sense with the questions that we posed to her and she was just talking about getting out and not her fault. She was awaiting for carers to attend. On the questions we put to her she was just talking about other issues. Sergeant reassured her that she will be attended to. • Observed through latch and detainee was asleep. • Observed detainee who was asleep and we were told by the sergeant that he came in very drunk and affected by drugs. So he was being allowed to sleep it off and was on camera observation continuously. • Detainee was asleep but when we were observing through latch she woke up and agreed to speak with us. Somewhat confused claims not to have had her rights read. She had seen the health professional, but was comfortable and content. |

| Date of visit | Comment |
|-------------------|---|
| | <ul style="list-style-type: none"> • Detainee was asleep and woke up when we observed through the latch. We went in and as we started to ask questions he said he was ok and everything was perfect and did not want to say anymore on his stay so far. |
| <p>██████████</p> | <ul style="list-style-type: none"> • Had been given food and access to solicitor. Very anxious about daughter who was due to be collected from childcare. Felt things had taken too long. Accepted offer of fresh air. Complained that first phone call took 7 hours, would like another phone call. Released. • Detainee was concerned about length of time in custody. Felt it was unnecessary and avoidable but now has to stay overnight. Police did however explain that they had tried to get her into court but court was fully booked. Detainee was emotional about all of this but resigned to the situation. She did not want anything else, was just fed up. • Detainee said he arrived at ██████████ but has only just seen a solicitor. Checked with staff and solicitor was contacted at ██████████ but delay was due to solicitor availability. Detainee said no one knew he was here but a voicemail was left. Very volatile but calmed down immediately on visit, spoke of his frustrations delays, treatment and not knowing what was going on. Offered food but declined anything. Had drink of water. Was not aware of the camera being pixilated. Inspector has now been to speak to him and explained everything. • Detainee said he had been in 26 hours and only had one phone call. Suffers with anxiety/depression and spent a lot of time in the court yard to help with this. But was concerned about delay in administering medication. Staff explained they were • Delay in legal advice due to need of interpreter and in for a 5.18 offence. Detainee spoke little English. Detainee said no phone call had been made and check with staff and this was his staff, he had not given any phone numbers. Accepted offer of food, then arranged by staff. Subsequently advised that interpreter was on the way. |

| Date of visit | Comment |
|-------------------|--|
| | <ul style="list-style-type: none"> • Detainee was a bit confused about how long he had been in, very calm. 'Used to' custody. Described it as his 'Second home!' said he'd had lots of food 'shall the same. Reported lots had not been cleaned up. Was in an observation cell and had seen mental health staff. • Had spoken to his Dad but call interrupted due to solicitor needing to see him. Asked for another call, so reported this to staff. On medication including methadone, which was being chased up? Requested vegetarian food, we checked the store room, vegetarian options were available. Very emotional about detention and circumstances. • Only saw through hatch. Detainee relaxed. Had not long come in, very intoxicated so chose not to disturb detainee. |
| <p>██████████</p> | <ul style="list-style-type: none"> • DP been in previously, and was aware of procedures. He said he was OK. DP had 3 newspapers and had received both food and drinks. DP was only willing to engage in a very limited capacity so unable to ascertain if rights had been given contact made or legal advice received. • DP was only willing to engage in a very limited capacity, due to what was perceived as her intoxicated state so unable to ascertain if rights had been given contact made or legal advice received. DP was lying on her bed covered in a blanket she was provided with food and drink and a pair of slippers. • DP presented with a mental health issue. He stated he was in receipt of medication. Officers were aware his next meds were due at ██████████ He had been informed of his legal rights and was awaiting consultation with his solicitor. DP had received food x 2 microwave meals and a selection of beverages. DP stated he was unaware that the WC was pixelated out. He asked if he could go outside for fresh air and a smoke. We advised no smoking was possible but he could ask to get some fresh air. ██████████ had seen the HCP and had been provided with meds. • ICV advised that DP was in biometrics at time of visit. |

| Date of visit | Comment |
|-------------------|---|
| | <ul style="list-style-type: none"> • DP did not want a solicitor as he thought that it would extend his stay in custody. ICV informed DP it was within his rights to change his mind re legal representation at any time during his stay in custody. DP had been provided with a prayer mat and informed of direction of Mecca. However did not require a copy of the Koran. DP had been provided with drinks x 3 but had refused food. • ICV informed that DP was currently at Gloucester Royal for medical attention as she stated she had ingested some glass. The PACE Clock had stopped. • DP did not want contact anyone outside. DP had been provided with both Tea and water but did not require food as he would not eat while in custody. DP stated he was in receipt of meds that staff were aware of and had seen HCP while in custody. DP had been provided with a selection of newspapers and two blankets. ICV informed DP he could use the exercise yard for fresh air and request this from the custody officers. • DP was 15 years old. DP stated he had been in custody 4 time previous and was aware of the procedure. DP was dressed in police issue grey tracksuit top and bottom as his own clothing had been removed. He also had sliders. DP had no contact with his YOP worker nor had met his AA. He was aware that they would both be present during his interview. DP stated he was still to receive his phone call which would be to his girlfriend. DP decline distraction packs and food, but was made aware cordial was available. |
| <p>██████████</p> | <ul style="list-style-type: none"> • ██████████ was a ██████ year old child. He stated he arrived in custody at approximately ██████ and this was his first time. Detainee had been read his rights, ICVs asked if he would like an easy to read copy in the cell, detainee said yes. Detainee requested a blanket and yard time. Detainee had seen appropriate adult. Detainee was finding it challenging being in custody and ICVs noticed he seemed quiet. Detainee had injury on his arm, he stated this has happened during his arrest, the injury had a plaster on. Detainee said he generally felt he had been treated okay whilst in custody. |

| Date of visit | Comment |
|---------------|---|
| | <ul style="list-style-type: none"> • Detainee had arrived in custody around 10 in the morning. Detainee seemed in okay spirits however stated he was suffering with anxiety being in the cell. Detainee had requested a solicitor however was still waiting. Detainee had food and drink in his cell, along with books and a stress ball. Detainee requested a shower and yard time. Detainee seemed quite accepting of the situation he found himself in. • Detainee seemed in good spirits. He had his rights read to him and had access to a written version in his cell, detainee had not requested a solicitor but was aware he could change his mind. Detainee did not want his family to know he was in custody. Detainee described his stay in custody and his treatment before that as "perfect". • Detainee was on remand and accepted to go to court tomorrow morning. He had his rights and access to a solicitor. He'd had access to food and drink and was aware he could request a shower and yard time. Detainee mentioned he had a support worker to help with legal aid. Detainee stated he had a lung condition however did not required immediate medical attention. Detainee said he felt everything was overwhelming at the moment – mentioning his brother died, a relationship split and his father was ill. • Detainee initially accepted visit with ICVs however it became evident she was not coherent. Detainee requested another curry from CDO. ICVs checked with CDO what obs detainee was on (Lvl1/30s). ICVs left the cell to allow detainee to rest. • Detainee was asleep, ICVs viewed chest moving. • Detainee asleep, CDO attempted to wake him, ICVs informed CDO to let him sleep. CDO mentioned to ICVs that detainee was suffering with an abscess wound, CDO had previously dressed this wound to attempt to restrict chance of infection. Detainee had refused to see the medic, however CDO had encouraged detainee to see the next medic on shift. Detainee did not seem fully present when speaking to CDO, ICVs raised this with custody sergeant due to fears of this being because of a spread of infection. Custody sergeant understood concerns and informed ICVs that they would encourage detainee to see the medic after [REDACTED] |

| Date of visit | Comment |
|---------------|---|
| [REDACTED] | <ul style="list-style-type: none">• DP had previously been in custody, he arrived in custody at 01:00. He had been given his rights and was currently awaiting interview. DP stated he had been outside in the ex-yards. DP had been provided with cereal and beverages and a blanket. DP stated he had no medical needs and someone had been notified he was in custody. DP had requested to vape in one of the ex-yards but had been informed this was not possible, offered nicotine lozenges but these were refused. [REDACTED]• DP was lying on his side on his bed, partially covered in a blanket, DP was unresponsive ICVs requested escorting CDO to check the DP and was informed he was asleep.• DP was a 20 year old female and this was her first time in custody. She stated she was feeling stressed and scared by the experience. DP arrived in custody at [REDACTED] she had been interviewed and was hoping to be released. DP had been provided with both food and beverages she requested to go outside which was promptly actioned by officers. DP stated she was aware menstrual care products were available. DP stated she had been well treated while in custody.• DP was a [REDACTED] national, who spoke limited English. DP had been provided with food and beverages, one of which he had spilt on the floor of his cell. DP stated this was not his first time in custody, he had a problem with his finger on his left hand, unsure when this injury occurred. DP requested a blanket and a cup of tea. DP left cell during interview to be seen by a police officer.• DP was a Romanian national, despite the best efforts of ICVs it was not possible to communicate with this DP, due to language barrier. However DP had been provided with both food and beverages and appeared to be OK at the time of the visit.• DP stated she had been in custody for approximately one hour, she stated was currently homeless and had been in custody previously. DP stated she was currently awaiting to speak to her solicitor, she had no medical needs and was aware there were menstrual care products available and how to request them from a female officer. |

| Date of visit | Comment |
|---------------|---|
| | <ul style="list-style-type: none"> • DP a South African national stated he had arrived in custody at [REDACTED] and this was not his first time in custody. DP stated an AA had been requested for him, but he was frustrated as this was holding up his interview process. DP stated he wished he had not agreed to an AA being requested. DP was very engaging and made suggestions on how to improve the custody experience for detainees, he suggested cells have open bars? DP was currently waiting for food and drinks. • DP was a 71 year old male who had been in custody previously, he was seated on a chair and had been provided with a blanket and drinks. DP stated he suffered from a heart complaint and was on medication, he had been provided with paracetamol and had seen a HCP. DP stated he had no person who could be contacted to be informed of his detention. DP was in the process of being bailed and due to being vulnerable by virtue of his age was being transported home by the police. • ICVs advised by escorting officer the DP had previously been on a dirty protest and had smeared excrement on his cell. ICVs requested to speak to the DP through the closed cell door hatch, DP was very animated and stated he had consumed a large quantity of alcohol prior to being arrested. [REDACTED] had been in custody previously and had arrived in custody at [REDACTED]. DP stated he had ADHD and was Autistic. DP had injuries to both his left leg and above his left eye, DP stated these had occurred during him trying to escape from the police. DP stated he was OK. DP was bailed during the visit. |
| [REDACTED] | <ul style="list-style-type: none"> • DP stated he was Kurdish, DP had limited English but was able to converse with ICVs. He had been provided with a copy of his rights in his language. DP stated he had been in custody previously and had arrived in custody at approximately [REDACTED] Saturday morning. At the time of the visit the DP was on a constant physical watch by a police officer, ICVs informed that was due to the DP making threats of self-harm if the cell door was closed. DP stated he did not require legal representation, ICVs informed DP he could change his mind at any time. DP had been provided with food all day breakfast X3 and drinks. DP stated he did not require anyone to know he was in custody and had no medical needs. |

| Date of visit | Comment |
|---------------|---|
| | <ul style="list-style-type: none"> • DP (young adult 22) stated he was from out of area, [REDACTED] and this his first time in custody, but had been arrested previously. DP arrived in custody at approximately [REDACTED] and said he was intoxicated on his arrival and appeared to be embarrassed by his current predicament. DP stated he did not want contact to be made with family or friends. Did not require any medical assistance and had been provided with both drinks and food. • DP appeared to be in good spirits despite his circumstances, he stated he had been “pepper sprayed” during the course of his arrest. DP had not met his AA but was aware that one had been provide for him. DP stated he did not want his family notified as his dad was disabled and this would cause him additional worry. DP stated he had not been seen by a HCP. • Comments: DP was asleep at the time of the visit, under a blanket, ICVs observed DP through door flap. ICVs in formed DP was a Kurd and had been provided with Rights leaflet in his own language and used the services of Language-Line during his booking in process. • Comments: ICVs informed DP was in consultation with a mental health worker. • DP appeared to be very upset and was wrapped in a blanket and had refused food but had accepted drinks. She stated she had no medical needs but had a cut on her cheek which she stated was sustained around the time of her arrest. DP stated she had not seen a HCP but was informed that she could if she required. DP informed by ICVs that menstrual care products were available and to ask if female officer if she required any products. |

| Date of visit | Comment |
|-------------------|---|
| | <ul style="list-style-type: none"> • DP stated he had arrived in custody sometime on Friday but was unsure when. DP wanted to make a phone call to the mother of his children, ICVs informed custody staff. DP stated he had an injured leg which he stated was sustained during the course of his arrest along with a cut to his lip. DP stated he had not been seen by a HCP and asked ICVs to check his custody record. DP had been provided with both water/tea and a blanket. DP stated he had not been in receipt of his anti-depressant medication. • DP appeared to be very upset and stated this was not her first time in custody. DP stated she had declined legal representation and was advised by ICVs she could change her mind at any time, she stated she had no medical needs and had declined the offer of food, but had accepted drinks. DP stated she did not want anyone to know of her detention. ICVs advised DP menstrual care products were available and she could request them by asking for a female officer. |
| <p>██████████</p> | <ul style="list-style-type: none"> • Had been in 5 hours, very anxious, very disgruntled. Said his rights were not being upheld. But he had refused food, saying it was not offered. Complained about all aspects of his experience. Said the toilet was filthy but on inspection it seemed reasonable. Had not seen solicitor. But legal advice had been contacted. An anxious man who just looks like he is winding himself up into a spiral. Inspector went to see him immediately after ICVs departed. • A man with brain jury. Was quite volatile and confused. Refused all food and drink but had been given chair and access to his walking farm. Difficult to interview with a disturbed individual. Cell visit ceased as he was taken for consultation with health worker or solicitor. • Been in since ██████████ expected to be released soon, ok about his treatment. Used to the cells. Had been read rights and offered reading material but declined after had enough food and drink. Had appropriate adult who he had assaulted. • Arrived in custody at ██████████ yesturday he was very relaxed in situation. Had eaten claimed he hadn't been advised of opportunity to exercise but probably would not have gone anyway. Had seen appropriate adults (not relative)> • Came in at ██████████ expecting bail shortly after all interviews and process concluded e.g. finger prints. He was actually waiting for his twin to be likewise processed. He had eaten twice. But was still hungry so more food has been provided whilst we were here. He had been in cells before but denied knowing he could exercise/shower/pixilation. But didn't seem bothered anyway. |

| Date of visit | Comment |
|-------------------|---|
| | <ul style="list-style-type: none"> • Not new to cell/custody, had been given and broken a stress ball. Wondered what would happen next. Sergeant on duty tried to let him know. Awaiting tying up of all matters related to twin brother. This seemed imminent. |
| <p>██████████</p> | <ul style="list-style-type: none"> • In before, Lawyer not see yet, was aware of procedures • ADHD/depression/Anxiety • Not in custody before. Had not requested lawyer. Was advised that could get one if wanted. • "Had been in several times before, awaiting medication (long list) which she said she was beginning to need, • Advised us that requesting lawyer prolonged the process. • Requested shower access • "Wanted to know if son was being cared for. Subsequently advised by Officer that grandmother was looking after him and she was taking to school. • First time in. • Said she would like reading material. • "Been in before • No home contact but children knew where he was • "Regular visitor to cells • Been interviewed and expecting release imminently • Would like fresh air • Liquid on floor of cell • "Been in custody before • People didn't know where he was. Police had taken phone (and contact details) • Expressed interest in walk in yard/shower. • "We were advised by officer that this was not an easy Detainee who had issues. • Therefore we did not visit. • Officer also advised that they could not collect medication and friend who had been requested to bring from home could not drive. |
| <p>██████████</p> | <ul style="list-style-type: none"> • Being interviewed at time of visit • "Arrived early hours of morning. Legal advice offered but refused • Contact offered. Detainee advised his girlfriend knew where he was. • First time in cells. Been interviewed awaiting release. Said had been well treated. • "Arrived about ██████████ • Been in before/. • Wanted to speak with his friend. Not clear if had been asked during booking in |

| Date of visit | Comment |
|---------------|--|
| | <ul style="list-style-type: none"> • Had had lunch and asked for cup of tea. Interested in shower and walk outside (not apparent he had been offered these previously). He had reading material. • Had spoken with solicitor, but awaiting interview. • "Was in interview so not available. • ■ years old. • AA was his grandmother • Had apparently been disruptive with door kicking • "Not available for visit. • ■ years old • AA was from external agency • Moved to TACT area for privacy and quiet. |