



**OPCC**

Office of the Police &  
Crime Commissioner  
for Gloucestershire

Independent Custody Visitors

**Quarterly visit report: Qtr. 3 (October-December) 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.

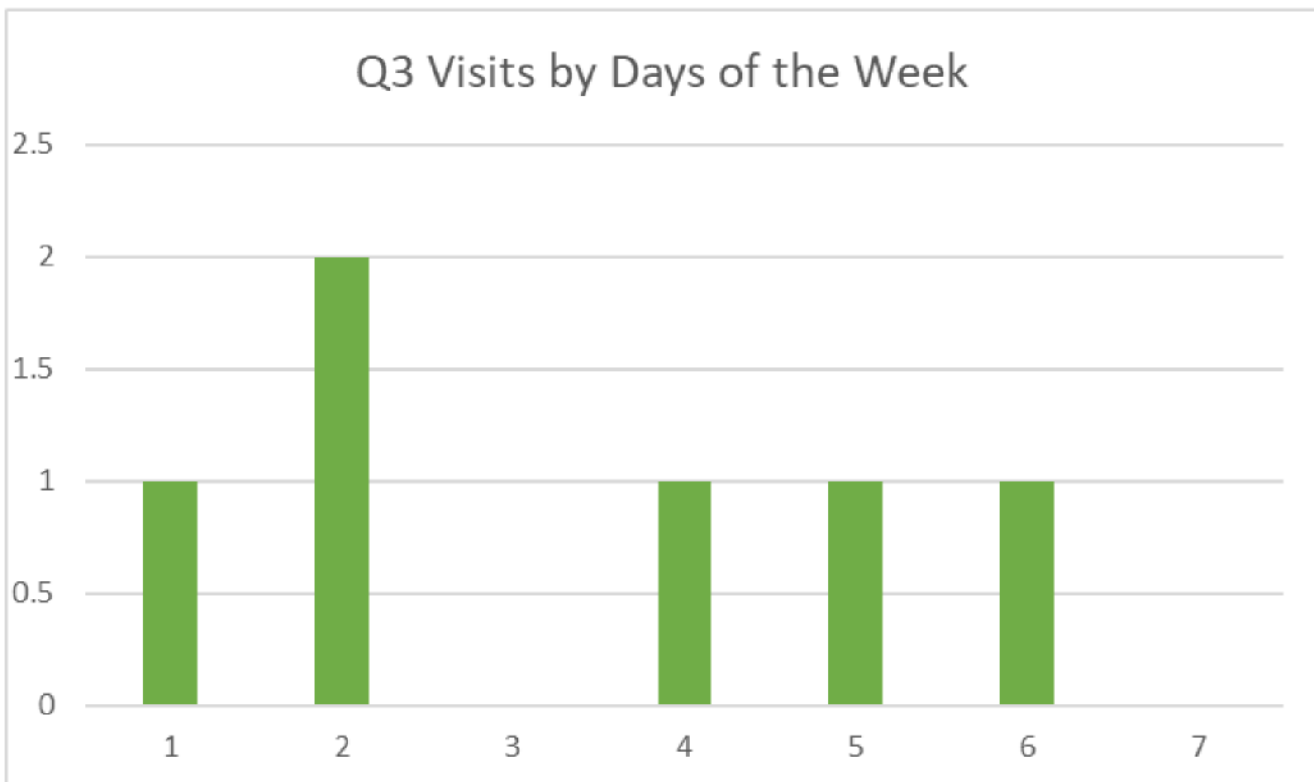
### Custody overview

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
2346	6	73	7	1	26

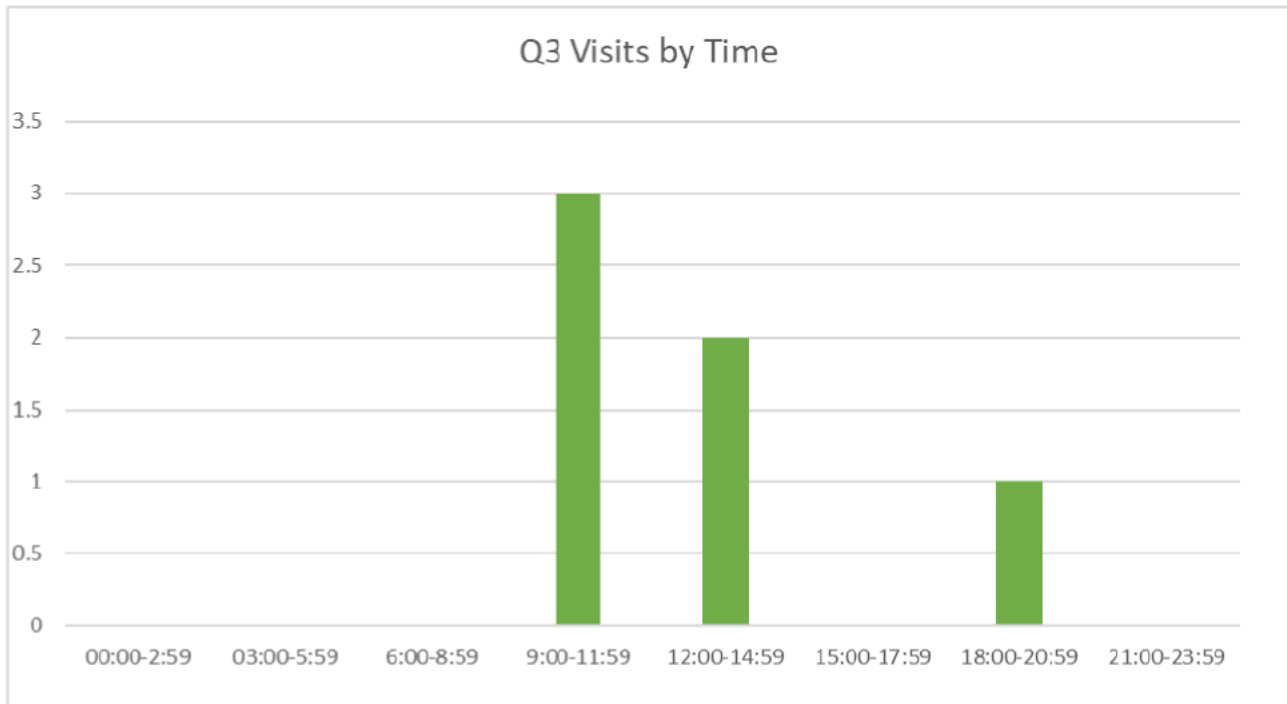
ICVs physical visits continue on a 10 day rota basis.

### Visit statistics for Qtr. 3

#### Days of the week



### Times of the day



### Length of visit

Date of visit	Length of visit (hour : minute)
[REDACTED]	02:23
[REDACTED]	01:37
[REDACTED]	01:35
[REDACTED]	01:00
[REDACTED]	02:10
[REDACTED]	00:40
<b>Average for quarter</b>	<b>2 hours</b>

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
[REDACTED]	<p>Purple wing – toilet roll on dispenser</p> <p>CDO [REDACTED] was very helpful and answered questions as required.</p> <p>Inspector on call made sure to speak to ICVs following visit to check for any issues – this is greatly appreciated.</p> <p>Custody seemed to be running smoothly</p>
[REDACTED]	<p>3 brought in together. [REDACTED] brought in together and collectively held. Awaiting evidence gathering.</p> <p>[REDACTED] Interviewed in Yard</p> <p>Very little understanding of English.</p> <p>Had been booked in with 'Language Line Required for Book-in'.</p>
[REDACTED]	<i>Observation visit- comments provided at end of report</i>
[REDACTED]	<p>Toilet handle on door near entrance needs attention.</p> <p>CDO very efficient and facilitated a productive visit.</p>
[REDACTED]	Custody suite was very busy and ICVs were informed that there was a shortage of custody staff.
[REDACTED]	<i>No General Comments made</i>

The table below details comments made about detainees during visits:

Date of visit	Comment
[REDACTED]	<ul style="list-style-type: none"> <li>• Detainee had not been in custody before. Arrived 7:30 this morning. He had been offered food but had not accepted any offers, the detainee said he had gluten intolerance and hadn't wanted to risk eating the food. ICVs explained to detainee that Custody staff could provide food for specific allergies however detainee still refused the offer. Detainee was unsure on the process and wanted an update on the progress of his case. ICVs explained to detainee he could request yard time if he wanted, he said that he might take up the offer. Detainee said he</li> </ul>

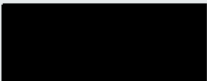


Date of visit	Comment
	<p>had been treated okay whilst in custody but Wanted an update.</p> <ul style="list-style-type: none"> <li>• Detainee had been in custody before. Arrived in custody about 23:00 or [REDACTED] Detainee had food and drink. Detainee had read about the pixilation on the toilets on the sign outside of the door but was not informed of this. Detainee explained he was waiting for an operation on a [REDACTED] however didn't need medication. Detainee had been to the yard during his stay and was informed by ICVs about the shower facilities.</li> <li>• Detainee at interview at time of visit. Food and drink visible in cell</li> <li>• Detainee at interview at time of visit. Food and drink visible in cell. On starting visits, ICVs noted detainee from cell 9 being transported in a wheelchair from cell, detainee was visibly upset however ICVs were unable to speak to her.</li> <li>• Detainee had been in custody before. He arrived at 5 o'clock in the afternoon. Detainee said he was not made aware of the pixilation. Detainee expressed he had issues with his legs but did not require medication. Detainee felt he had been treated okay whilst in custody.</li> <li>• Detainee had arrived in custody around 1 o'clock in the afternoon. Detainee had been in custody previously. Detainee told ICVs he had [REDACTED] however was not on medication for this and relieved his symptoms by using physical exercise. [REDACTED] explained his next steps were either bail or remand and understood the process. [REDACTED] had 2 books in his cell. Detainee explained he hadn't been informed about the toilet however had read about it on the sign outside the door, and also mentioned that he could have just missed the information on booking in because that process is overwhelming. Detainee had been given nicotine tablets and generally felt his treatment in custody was good.</li> <li>• ICVs viewed detainee asleep through the hatch.</li> <li>• Detainee was speaking to custody sergeant during visit so unavailable for ICVs.</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>• Detainee had been in custody previously. On ICV arrival, detainee presented upset and agitated therefore ICVs did not get the opportunity to ask about contact. Detainee was concerned about her dog and whether the police would hurt them. Detainee mentioned she had spoken to custody staff about feeding her animals. ICVs advised that custody staff typically arrange for someone to check on animals and feed. Detainee told ICVs she had [REDACTED] and was in a lot of pain, she'd had [REDACTED] however wanted [REDACTED] which the HCP could not give her. Detainee explained she was a regular marijuana smoker. She had been offered nicotine tablets but had explained she smokes marijuana without tobacco. Detainee was asked by ICVs if she had been offered feminine hygiene products, she said she didn't need them. ICVs also asked if she was menopausal, detainee replied no she had already gone through that years ago.</li> </ul>
[REDACTED]	<ul style="list-style-type: none"> <li>• First time. Solicitor seen, No health issues. Unclear as to next stage. Learning difficulties</li> <li>• Bought in together [REDACTED] and [REDACTED] brought in together and collectively held. Awaiting evidence gathering. [REDACTED] First time. Discontented with process and delay. Claimed had injury requiring medical attention (anti-biotics)</li> <li>• 3 brought in together [REDACTED] [REDACTED] (bought in together and collectively held. Awaiting evidence gathering. [REDACTED] First time. Would like to go in exercise yard Was dissatisfied with time taken. Officer explain 24 + 12 hour process while evidence gathered</li> </ul>
[REDACTED]	<ul style="list-style-type: none"> <li>• On anti-depressants which the staff were aware of. All OK.</li> <li>• Nothing Significant to Report</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>• Coherent and happy to talk. Not on regular medication but the CDO informed that he had taken a cocktail of drugs and this was evident. Appropriate adult has been identified as a requirement.</li> <li>• Utilised the reading material. No problems.</li> <li>• Frustrated at his situation but all steps properly taken by staff. Of note the detainee had a sleep [REDACTED] machine plugged and fed to the cell. He also noted that he had requested his medication but that was yet to be issued to him. Inspector was just arriving for 6/9 hour checks.</li> </ul>
[REDACTED]	<ul style="list-style-type: none"> <li>• DP stated he had previously been in custody on a number of occasions, he was familiar with custody procedures and had arrived in custody 3 hours previously. DP stated he had come into custody in the morning of his arrest directly from his place of employment and was currently withdrawing from heroin. DP stated he also had [REDACTED] and required an inhaler. Custody staff informed ICVs that his inhaler had been booked in with the DP. There was evidence the DP had received food and beverages, however one of the meals provided had been thrown at the cell door. DP stated that he had thrown the meal at the door as staff had not answered the call bell for 45 minutes. DP stated he had not been allowed to have a shower despite the fact he had come directly from his place of work on a construction site. DP stated while he had spoken to a solicitor there was an apparent conflict of interest. DP stated he was going to self-represent in the magistrate's court.</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>• DP presented in a very confused state, she did not appear to understand what was happening nor understood the role of the ICVs. Escorting officer interjected informing the ICVs that the DP had an UTI and this was probably the reason for her confused state. DP asked for sanitary towels request passed on the escorting officer. There was evidence that the DP had been provided with both food and drinks. Due to the DP's mental state it was not possible to confirm if she had spoken to a solicitor, someone had been contacted regarding her detention, or that her rights had been given.</li> </ul> <p>ICVs were concerned of this DP's welfare and spoke to the onsite mental health team, who had assessed the DP and stated she did have capacity to receive and retain information, thus the mental health team were satisfied that she could be processed through the criminal justice system in due course. The MHT confirmed that in their opinion the DP was not a danger to herself and she was not currently in receipt of medication.</p> <ul style="list-style-type: none"> <li>• DP stated he was unwilling to engage with ICVs and that he just wanted to "get his head down". He also stated he was currently withdrawing from drugs but did not specify what they were. There was evidence within his cell that he had been provided with both food and beverages.</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"><li>• DP stated she had arrived in custody the previous day at approximately 13:00. DP stated she was very cold and appeared to be confused. ICVs noted that the DP had been provided with 4 blankets however it was also noted that the DP was not using them to keep herself warm. DP stated that English was not her first language and that she spoke both Welsh and Italian, however the DP appeared to have a good command of the English language. DP stated she had various health problems [REDACTED] and was currently on medication "MSD" and [REDACTED]. DP stated she had asked to speak to a HCP but had not seen one. There was evidence in the DP's cell that she had received both food and beverages, all day breakfast and both coffee and water. DP stated she was suffering from an upset stomach and loose stools and there was evidence of this on the floor area around the WC.</li><li>• DP stated she had arrived in custody at approximately 10:00 am this morning. This was her first time in custody and she became tearful during the course of the visit. DP stated she was satisfied with the way she had been treated while in custody and was pending her release following the taking of her biometrics.</li></ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>ICVs informed that due to the DP's behaviour it would only be possible to interview the DP through an open cell door hatch. DP was completely naked and ICVs were informed he had been moved from cell 29 as he had soaked his clothing in his own urine. ICVs were also informed that the DP had tried to ligature himself with his own clothing. DP stated he was suffering from mental health and complex PTSD and was wishing to speak to "his mental health team". DP also stated that he was sure people wanted to kill him once he was released. DP was very volatile throughout the course of the interview and approached the cell door hatch on various occasions. DP stated he required medical attention however he had not received the help he needed which was in the DP's words against his human rights.</li> <li>As the visit raised a number of concerns regarding this DP, ICVs spoke to the on-site mental health team. ICVs were informed that given an assessment by the MHT the DP could be suffering from some form of substance abuse. ICVs were informed that the DP did not have "his own mental health team" and was currently not on any prescribed medication. ICVs informed that the DP had requested a variety of medication, however the MHT would not prescribe any medication. ICVs informed that the strategy in dealing with this DP was to give him a period of time in the hope that whatever substance he had taken would wear off, given he had only been in custody for 3 hours.</li> </ul>
	<ul style="list-style-type: none"> <li>Detainee on recall has been in custody before. Expressed frustration at the time taken to get her back into   Has a record of self-harm.</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>• Came in to the custody at around Sunday time. Had difficulty in communication due to language barrier and understanding her answers to our questions. Had been in custody before. She was not clear as to what was going to happen next.</li> <li>• Had been in hospital and brought to the custody suite. Was awaiting legal advice. Stated that he was being processed. Had been in custody before.</li> <li>• Stated that had arrived at around 2.00am and was visibly distressed as this was her first time in custody. Waiting to be processed. Family does not know that she in custody.</li> <li>• Had been in custody before and was waiting for an appropriate adult to be seen. Stated that he had [REDACTED]</li> <li>• Detainee is in care and awaiting for an appropriate adult to be seen. Had been in custody before. Stated that she suffers from [REDACTED]</li> <li>• Had not been in custody before. Was content with the conditions so far. Had a drink and a book that she was reading. Stated that she suffered from [REDACTED] and [REDACTED] and was waiting to be interviewed.</li> </ul>

For this quarter on the visit on the [REDACTED] 2025, the ICVs observed from the 'Bridge' for an hour rather than conduct a traditional visit. This was due to the high number of detainees in custody and the capacity of the CDOs/officers to escort them around. As an occasional exercise this was reported to be really useful by the ICVs as they felt they got a more complete picture of custody. The below is from their report:

*Greeted at reception by [REDACTED] [REDACTED] and [REDACTED]. They politely advised that is was very busy and we could come in and wait until a DO was free to escort or alternatively return in an hour. We asked instead if we could come in and observe what was happening which they agreed to.*

*We stood on the Bridge for an hour observing what was happening and also di a walkabout with [REDACTED] when she did the breakfast run. We also want to see the painting that had been done in one of the exercise yards.*

*This proved very informative on the basis that there were no juveniles being held on pace only one on re call. The time spent on the Bridge was also very useful to talk with the DO's and also*

*observe how calm the whole area was. We were able to see people being booked in and also watch officers who were on constant watch.*

*Our observation and while speaking with the DO's were:*

- 1. All staff were very respectful to us and to the Detainees. Moral appeared very good amongst the team. During the breakfast run we phrases like 'sorry to wakeful...let me know if you change your mind'. Less than 1:7 of the detainees wanted anything for breakfast.*
- 2. One detainee in cell 44 could not be seen to be breathing as he was under a blanket so the officer opened the door to check on him. Also when we were on the Bridge the same detainee was not visible on camera so the officer asked for him to be checked. This was great care of a detainee.*
- 3. Two police officers had to observe a detainee on constant watch. When we asked why police officers had to do this we were advised that this was due to not having enough DO's.*
- 4. We noted from the Board that most of the detainees had been arrested overnight and only a few were nearing the 24 hours. We did notice that when time for review was nearing the individual time on the Detainee record turned orange which we felt was a good way to maintain vigilance and ensure that review times were completed.*
- 5. We visited one exercise yard and the doors had been pated but the room was still full of green mould and green mould on the floor.*
- 6. Speaking with ██████████ advised that they are having an issue with the detainee's initial call to let someone know that they are in custody. There is only one telephone in use for (one out of order) detainees to use and they spend far too long on the call as there is no time limit. This phone is also used for solicitor calls and being clogged up. Also the phone is very heavy and one member of staff was injured when struck by this from a detainee. The length of the call also has an impact on staff as they have to stand next the detainee while they are on the phone. ██████████ asked if it were possible to have a phone with a time limit per call of say 5 minutes.*
- 7. Speaking also to ██████████ she mentioned that because a solicitors firm agree to take so many call this s causing a delay on there have been occasion that detainees has reversed their rights and agreed not have a solicitor because of the delay. In addition some solicitors having accepted the work subsequently hand it back because they don't have staff available which causes more issues and delays.*
- 8. ██████████ also advised that there is an issue with the HCP's. They will not see detainees in the cell and DO's have to take and escort the detainees to the medical room. This takes up more time and makes more work for the DO's.*
- 9. We observed that the outside of the custody suite was very tidy and litter free. On speaking with the ██████████ she advised that the current cleaner does not have enough time to be fully productive due to having to clean other building. However, the good news is that a previous cleaner ██████████ was going through clearance checks and hopefully will be reemployed and dedicated to the custody suite.*

*As a one off exercise where no detainees were visited, this was very good use of icv time and we gained a lot of information that we probably would not have obtained during a usual visit. A well worth while exercise.*