



# ICV's

## Annual Review

September 2015

Sarah Williams – ICV Co-ordinator, OPCC

### Co-ordinator Report for Gloucestershire Annual Report for 2014/15

I would firstly like to thank Sarah Williams for her continued support to Custody Visitors in Gloucestershire. Although we now make up a small percentage of her work load I do feel that she holds our concerns and observations as a priority and is committed to ensuring a safe custody area.

Our team has experienced some big changes in the last year with Cheltenham and Gloucester suites closing and all detainees now being held within Compass House. This has resulted in an overhaul of the visiting template for Gloucestershire involving a merge of the two teams and a change in instruction and procedures to accommodate the larger Compass House whilst maintaining visit continuity.

I would like to acknowledge the patience and professionalism of the team during this difficult period and thank them for their continued hard work in ensuring a safe custody environment.

We have a good working relationship with the custody staff who are always helpful and flexible to our needs as visitors. I would like to thank them for this as it makes our procedures more efficient and we would be unable to complete the task without their cooperation.

Lately there has been issues with visits and access to the suite. Visitors have been reporting that they have been restricted in their ability to carry out visits to all detainees when required due to lack of staff. This is in contravention of the national standards. This staffing level has also had a bearing on visitor access to the suite as visitors are left in the holding area, on one occasion up to 45 mins, which is unacceptable and again is in contradiction to the home office national standards for visitors. These are teething problems, I am sure, but I as co-ordinator will be monitoring future reports along with Sarah to ensure the trend does not continue.

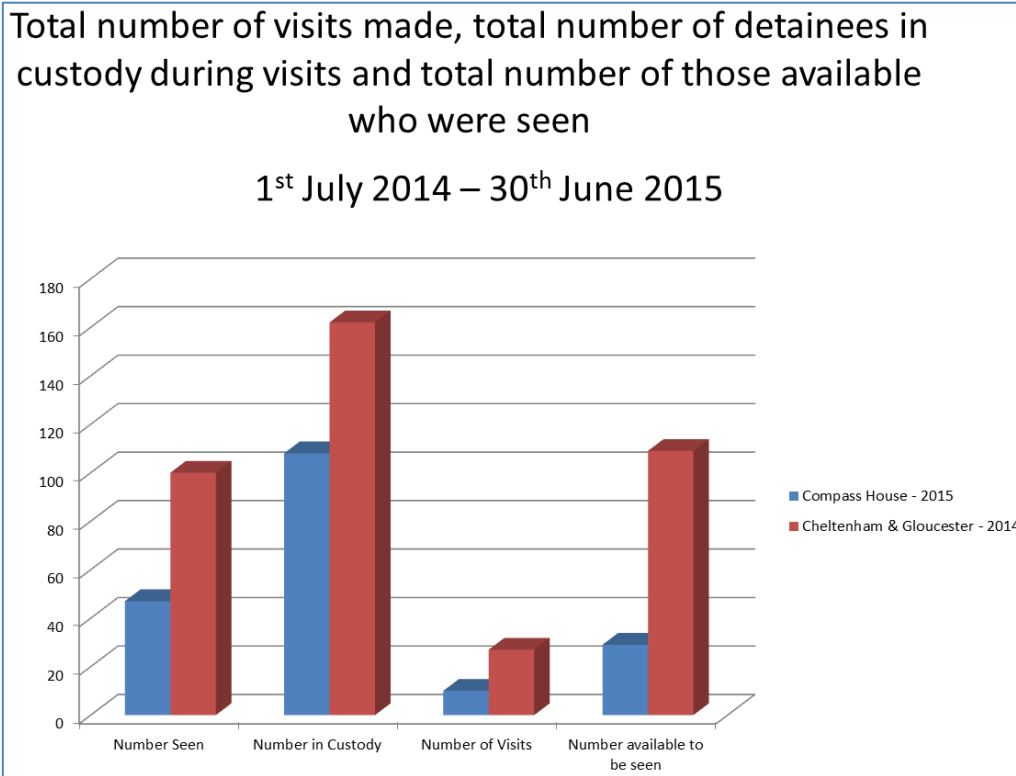
I would like to acknowledge the resignation this year of Mr Nigel Richardson and thank him for his hard work and dedication both as a visitor and as Cheltenham team coordinator. His contribution has been invaluable in the implementation of the procedures that are now in place and I wish him all the best for the future.

Resignations since the last AGM have been numerous mainly due to the change of location. I would like in particular to thank Mrs Janie Blake who has resigned from her position as a visitor this summer after completing an incredible 18 years' service.

Personally I look forward to another year and hope to continue our good work.

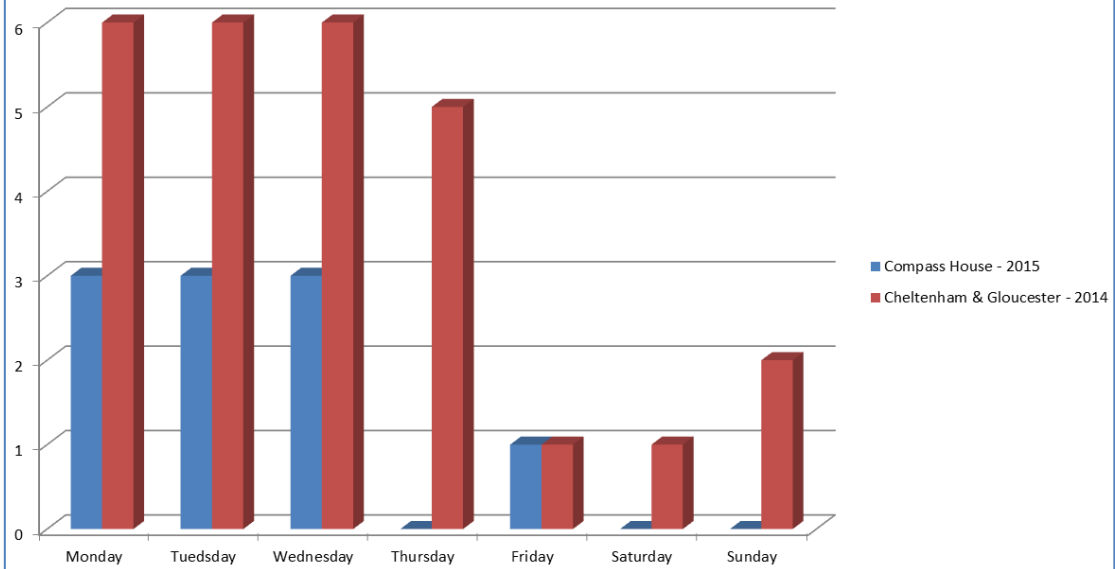
**Mr Ian L Willcock**  
(Gloucester Co-ordinator)

## Statistical Overview

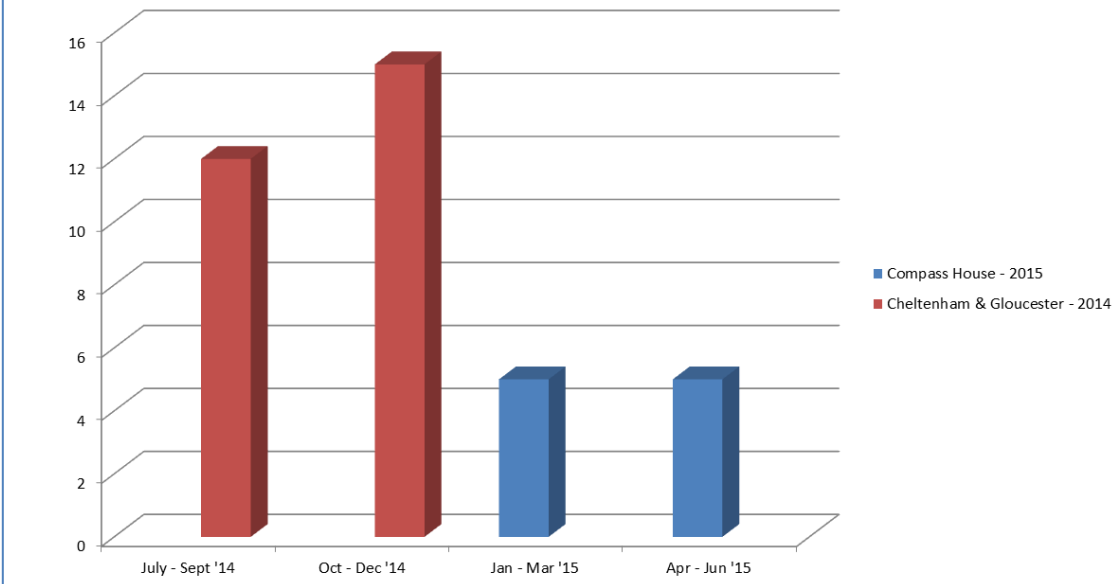


Days of the week when Custody Visits undertaken for Gloucestershire Police & Crime Commissioner

1<sup>st</sup> July 2014 – 30<sup>th</sup> June 2015



Number of customer visits made in Cheltenham and Gloucester 1<sup>st</sup> July – 31<sup>st</sup> December & Compass House 1<sup>st</sup> January – 30<sup>th</sup> June 2015





# Action Plan

## Independent Custody Visitors – Volunteer Recruitment

January – April 2016

OPCC – Sarah Williams & Ruth Greenwood

There are currently:

- 8 Independent Custody Visitors
  - 5 males, 3 females
  - All white
  - Majority over 50 years old
- Currently operating at approx. one visit every 2 weeks

Aims:

1. Recruit a further 7 ICVs to have a pool of 15 in total – it is expected this will require approx. 60 applicants
  - This will increase visits to approx. one visit per week and allow for mix of couples carrying out visits. At this rate p/w it is hoped that the ICVs will remain engaged and up-to-date which is a risk with the current rate of visits
2. Reach out to as many diverse groups across Gloucestershire to improve the demographic representation of ICVs
3. Hold interviews for new ICVs week commencing 4<sup>th</sup> April

Objective	Action/ Activity	Responsible Person	Target Date/s	Necessary Resources	Potential Challenges	Update
Engage with current ICVs and ensure involvement in recruitment.	Discuss and agree recruitment objectives, timescales involvement of current ICVs	ICV Co-ordinator  ICV Team Leader	29/01/16	None	None	23/03/16 – ICV Lead unable to commit to interviews week commencing 4 <sup>th</sup> April due to work commitments. Interviews to be postponed to the end of April with a

GPMS – NOT PROTECTIVELY MARKED  
FOI - OPEN

Objective	Action/ Activity	Responsible Person	Target Date/s	Necessary Resources	Potential Challenges	Update
						contingency of OPCC Police Officer sitting on the interview panel.  <i>29/01/16 – SW met with IW to agree activity etc. IW to be on interview panel week commencing 04/04/16</i>
Utilise links within the Constabulary and the OPCC to identify potential community groups and organisations	Meet with Commissioning Team Officers from OPCC to discuss potential groups to contact and publicise recruitment	ICV Co-ordinator  Commissioning Officer/s	05/02/16	None	None	23/03/16 – Agreed with various community groups that information will be disseminated via contacts in group and applicants will be encouraged. Information to be shared currently being reviewed in line with region.  <i>23/02/16 – Update from SW. Following discussions with Commissioning Team, meetings in the diary to discuss ICV recruitment with the University of Gloucestershire, Degree Plus, GAVCA, Friendship Cafe</i>  <i>02/02/16 – SW and GB met and identified potential groups and organisations.</i>
	Discuss community links with Constabulary Recruitment Team (Caroline Hollister)	ICV Co-ordinator	05/02/16	None	No current community links	23/03/16 – completed  <i>23/02/16 – Update from SW. Meeting planned w/c 22/02/16 with HR.</i>  <i>02/02/16 – SW has already spoken</i>

GPMS – NOT PROTECTIVELY MARKED  
FOI – OPEN

GPMS – NOT PROTECTIVELY MARKED  
FOI - OPEN

Objective	Action/ Activity	Responsible Person	Target Date/s	Necessary Resources	Potential Challenges	Update
						<i>to CH in 2015 regarding this issue – need to update position</i>
	Meet with Community Liaison Officer – Barton Street Police Station (Matt Puttock)	ICV Co-ordinator  Policy Officer	04/02/16	None	None	23/03/16 – completed  <i>23/02/16 – Update from SW. Meeting took place 12/02/06. MP to take information to community groups and discuss and encourage possible applicants. SW waiting for feedback from MP</i>  <i>Meeting planned for 04/04/16. Discuss engaging with Barton and Tredworth communities. Possibility of publicising on Gloucester FM (Community Radio).</i>  <i>04/02/16 – meeting rearranged following shift change. Now due to meet 12/02/16</i>
	Following identification of groups and organisations (via activity above) arrange a series of visits to explain ICV role and the recruitment process.	ICV Co-ordinator (supported if necessary or possible by other officers (above))	04/03/16	None	Unable to meet with community groups / organisations	23/03/16 – meeting with Gloucester FM (Community Radio). Opportunity identified to promote ICV and reach out to more diverse communities.  <i>See above updates.</i>
	Write directly to all organisations and groups that unable to visit to publicise ICV recruitment	ICV Co-ordinator	04/03/16	None other than potentially postage	None	23/03/16 – completed
Refresh recruitment pack for ICVs	Update current materials and information including forms	ICV Co-ordinator	19/02/16	None	None	23/02/16 – Update from SW. Completed and discussing with HR

GPMS – NOT PROTECTIVELY MARKED  
FOI – OPEN

GPMS – NOT PROTECTIVELY MARKED  
FOI - OPEN

Objective	Action/ Activity	Responsible Person	Target Date/s	Necessary Resources	Potential Challenges	Update
		Policy Officer HR				<i>02/02/16 – Forms from neighbouring force area available to be reformatted and used in Gloucestershire.</i>
Ensure recruitment of ICVs is in line with OPCC / Constabulary procedures and vetting	Liase with Constabulary HR to build in ICV recruitment in any recruitment plans	ICV Co-ordinator	12/02/16	None	Current recruitment plans not having capacity for ICV recruitment	23/03/16 – Constabulary HR unable to manage the recruitment of ICVs due to Force priorities. Recruitment will therefore be managed within the OPCC.  <i>23/02/16 – Update from SW. Meeting planned to discuss further w/c 22/02/16. Contingency plan in development in case not possible to recruit via GC due conflicting priorities.</i>  <i>02/02/16 – SW has already spoken to CH in 2015 regarding this issue – need to update position</i>
	Ensure recruitments carried out via the recruitment manager system	ICV Co-ordinator	12/02/16	Unsure	As above	23/03/16 – As above  <i>23/02/16 – Update from SW. As above</i>  <i>As above</i>
	Establish current time-scales for vetting and build into plans for completion of ICV recruitment	ICV Co-ordinator	12/02/16	None	Vetting taking longer than expected (3 months?)	23/03/16 – As above  <i>23/02/16 – Update from SW. As above</i>
Open recruitment with the aim of	Publicise ICV recruitment in normal way e.g. via web etc.	ICV Co-ordinator	04/02/16??	Unsure	Not receiving adequate	

GPMS – NOT PROTECTIVELY MARKED  
FOI – OPEN

GPMS – NOT PROTECTIVELY MARKED  
FOI - OPEN

Objective	Action/ Activity	Responsible Person	Target Date/s	Necessary Resources	Potential Challenges	Update
receiving approx. 60 applications	Also consider <ul style="list-style-type: none"> <li>• E-mail reminder to all community groups and organisations visited or contacted previously</li> <li>• Local radio / press</li> <li>• Social Media</li> <li>• Home Watch</li> <li>• Community Safety Partnerships</li> <li>• Etc.</li> </ul>	HR			applications that will allow for people not to progress pass the sift / vetting	
Interview and select 7 new ICVs	Hold interviews for ICV Volunteers	ICV Co-ordinator  ICV Team Lead	Week commencing 04/04/16	None	As above.  Unable to select due to poor interview score	<i>29/01/16 – SW met with IW and agreed timescale for interviews</i>
New ICVs x7	Once selected and vetted, ensure new ICVs receive relevant training and induction.  Training / induction plan to be developed	ICV Co-ordinator  ICV Team Lead  Other ICVs	Within 3.5 months of interviews	Yes – to be determined	Vetting taking longer than anticipated  Unable to recruit 7 volunteers	