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# Independent Custody Visitors

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Office of the Police and Crime  
Commissioner for Gloucestershire

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Quarterly visit report  
Qtr1 (April-June) 2018/19)

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Independent **C**ustody **V**isitors



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**Police and Crime  
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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 April to June 2018/19.

## 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.

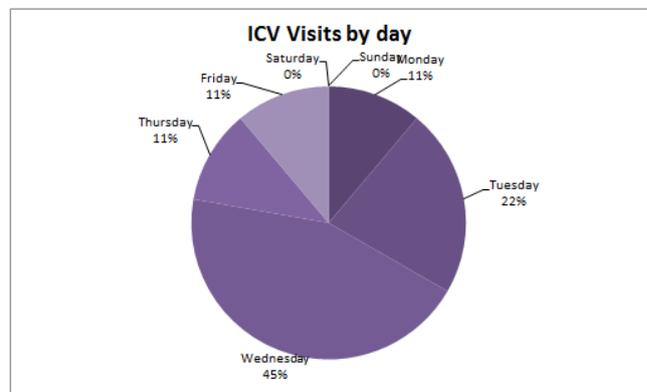
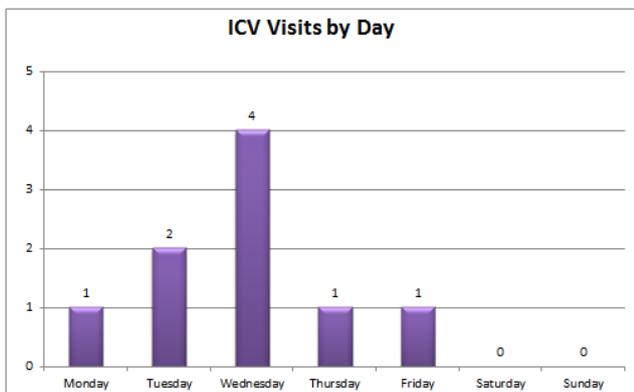
## Custody overview

Total number of detainees through custody	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
1796	9	94	10	17	54

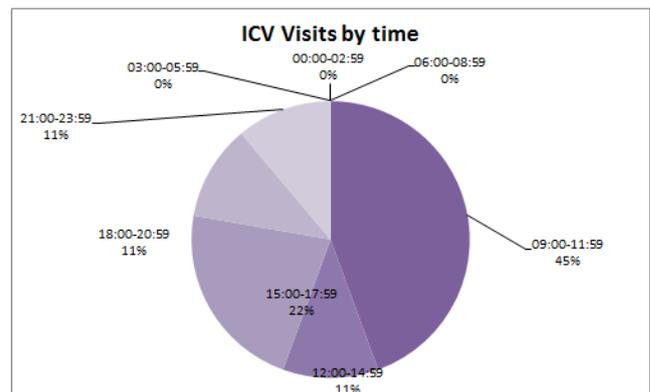
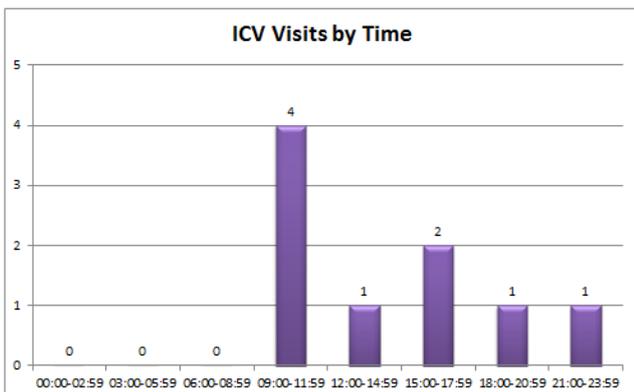
This quarter we have developed and introduced new form based on advice from ICVA. This has been amended following a brief trial but seems to be working well.

## Visit statistics

### Days of the week



### Times of the day



### Length of visit

Date of visit	Length of visit (hour : minute)
02/04/18	0:45
16/04/18	1:15
18/04/18	0:30

Date of visit	Length of visit (hour : minute)
04/05/18	0:20
09/05/18	1:00
17/05/18	0:25
05/06/18	1:10
30/05/18	No finish time recorded
27/06/18	0:35
Average for quarter	0:45

## Regularity of visits

Average of 1 visit every 10.1 days

## Comments

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

Date of visit	Comment
02/04/18	Stocks in the kitchen all in date and plentiful.  Detainee in cell 6 highlighted how well she had been treated and couldn't speak highly enough of the Custody Suite and its Officers.  Entrance doors are opening and closing at will. Obviously U/S.
16/04/18	Staff very helpful, despite being busy all was in order. No other concerns. 3 sergeants and inspector on duty.
18/04/18	Evidence that four detainees had been provided with fresh underwear and socks due to length of detention. Evidence of a bible provided in one of the cells. Empty cells clean. Re no 33, situation de-escalated calmly. CO very helpful and informative.
04/05/18	Custody Sgt showed us round the staff were helpful as always.
09/05/18	Due to high number of detainees, a number of visits took place, but a number of brief, through the hatch, inspections were also carried out. These are not listed in detail on this report.  Other notes: <ul style="list-style-type: none"> <li>• Cell 6 detainee asleep but on 30 min rousal</li> <li>• Cell 21 detainee asleep</li> <li>• Cell 9 detainee asleep</li> <li>• Cell 45 we were advised not to visit (violent detainee)</li> <li>• Cell 17 detainee on methadone and couldn't answer questions</li> <li>• Cell 18 detainee very agitated and would not speak to us – wanted ibuprofen and paracetamol.</li> </ul> Due to length of visit other facilities not checked on this occasion. Very busy in custody.  Many thanks to inspector who was very helpful, patient and

Date of visit	Comment
	accommodating.
<b>17/05/18</b>	Custody seem to be struggling with the new computer system, but were very helpful and cheerful in spite of the difficulties.
<b>05/06/18</b>	No comments
<b>30/05/18</b>	No comments
<b>27/06/18</b>	No comments

The table below details comments made about detainees during visits:

Date of visit	Comment
<b>02/04/18</b>	<ul style="list-style-type: none"> <li>• Requested Reading Material</li> <li>• No comment</li> <li>• Non Pace. Req Phone call</li> <li>• Req Blanket</li> <li>• Req Phone call</li> <li>• Asleep</li> <li>• Req Food</li> <li>• Asleep</li> <li>• Takes medication but not always. Has injury to arm and has been to hospital.</li> <li>• No comment</li> <li>• Phone call requested.</li> <li>• Asleep</li> <li>• Interview</li> <li>• Asleep</li> <li>• Asleep</li> <li>• Asleep</li> <li>• Asleep</li> <li>• Asleep</li> <li>• Asleep</li> </ul>
<b>16/04/18</b>	<ul style="list-style-type: none"> <li>• Engaged well- only concern was a dog bite on his leg, unrelated to arrest.</li> <li>• Refused</li> <li>• Advised about violence so spoke to him through the hatch. Had received all his rights, was frustrated still. Visit cut short due to a call from his legal representation.</li> <li>• First time in custody- understood what was going on. Wanted to complain about aggression during his arrest from officer.</li> <li>• Unsure of time of arrest/ arrival at custody. Seemed a little confused. No requests.</li> <li>• Unsure of arrest time/ arrival at custody. Seemed confused. No requests.</li> <li>• At interview</li> <li>• Had been to hospital because of health concerns, was returned to custody. Wanted coffee, custody officer informed</li> <li>• Waiting for legal representation- due to waiting for an appropriate adult. Requested tea and water.</li> <li>• Waiting for legal representation</li> </ul>

Date of visit	Comment
<b>18/04/18</b>	<ul style="list-style-type: none"> <li>• On meds for (?) high blood pressure and cholesterol – not taken today. Arrived in cell last night. Raised with CO. English not first language – physical interpreter due 3pm today. CO aware of dietary required for Tamil ethnicity.</li> <li>• Comments: Detainee not in cell due to fingerprints being taken. Obs of cell showed reading material and drink had been provided.</li> <li>• Cell empty – detainee had been transferred to SARC. Query victim of sexual assault as well as alleged perpetrator.</li> <li>• Comments: Asleep – cell observed to be clean with blankets and drinks provided.</li> <li>• Detainee asleep – with blanket, drinking cups.</li> <li>• Detainee requested towel and tissues (which were provided) – explained that he was shaking because he was coming off the booze. Had eaten and expected to be hungry again later. On meds which had been taken.</li> <li>• Asleep on mat on floor under blanket. No other observations made.</li> <li>• CO informed that detainee was potentially violent and cell was being watched by several officers, with door open. Support group arrived to restrain if necessary to obtain fingerprints. Decided not to exacerbate the situation. Evidence of significant self-harm on both arms observed. Detainee escorted by Support Group for fingerprints.</li> <li>• Cell observed clean, with blanket, and drink.</li> </ul>
<b>04/05/18</b>	<ul style="list-style-type: none"> <li>• Became agitated, spoke to custody Sgt. He informed us that he had just seen the mental professional and was ok. Was also waiting for food and drink.</li> <li>• Immigration was being processed when we checked cell.</li> <li>• Asleep but moving.</li> <li>• Very agitated.</li> <li>• In interview.</li> </ul>
<b>09/05/18</b>	<ul style="list-style-type: none"> <li>• Asked for blanket – hadn't been given. Later informed suicide risk therefore not allowed blanket. Not flagged as MH but Inspector told us afterwards.</li> <li>• Did not want any food.</li> <li>• Meds needed at 4pm. Requested blanket. Inspector told us nurse had been contacted at 2.30.</li> <li>• Initially refused but then engaged through door hatch. Quite aggressive and wanted to talk to Inspector. Said didn't know why arrested had conversation with Inspector. Also complained about blood on floor (it wasn't blood). It was decided to move him to cell 35.</li> <li>• Requested toilet roll (said he'd had to use his T-shirt)</li> <li>• Requested toilet roll (said he'd had to use his T-shirt)</li> <li>• Requested to phone mum (originally said he didn't want to). Mentioned withdrawal from meds. Had been seen by doctor this morning.</li> <li>• Happy to talk to us. Would like a blanket.</li> <li>• Wanted to phone mum. Inspector explained that searches have to take place first.</li> <li>• All fine – no complaints. Bailed as we left.</li> </ul>
<b>17/05/18</b>	<ul style="list-style-type: none"> <li>• He was waiting to be remanded, had food and drink and was very aware of what was happening. He was happy to talk to us.</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>• She was waiting to make a phone call to her daughter, she had a panic attack, at which time she was taken outside. Not sure what is happening next, custody sergeant is currently busy.</li> <li>• She informed us that she is on amitriptyline, which we then mentioned to the officer. He said that unless this was brought in with her, or it was for a life-threatening condition, they would not supply it. She also asked for a coffee, which we then passed onto the officer.</li> <li>• He had a bleeding knee, and had not seen a health care professional yet. He had not had a phone call, or been able to contact a solicitor. He said he was in a lot of pain and felt sick. We asked if we could see his custody record, to which he answered yes. As we were leaving the cell, the officers collected him to see the Nurse. We were then told that until he had seen the Nurse, there was no point in contacting his solicitor, as he would probably be going to hospital, and the solicitor would not see him until he had seen the Nurse. Everything is now in hand.</li> <li>• In interview at time of visit.</li> <li>• He did not want a phone call until he had been interviewed. He understood what was happening next, and he has only been in custody for around an hour. He was happy with his treatment during his time in custody.</li> </ul>
<p><b>05/06/18</b></p>	<ul style="list-style-type: none"> <li>• This detainee had an urgent interview earlier so he was on lie down for 8 hours. Checked appropriately Had CJLT</li> <li>• He knew what was to happen next didn't want to see solicitor He had had his rennies!</li> <li>• He had been in for 2 days seemed quite happy. Knew what was going to happen.</li> <li>• He commented he was 'very happy'. He was in the yard where we talked to him.</li> <li>• He was quite OK no requests or issues.</li> <li>• This lady had been seen by the mental health team had had her meds and was waiting for her carer to arrive. Asked for a milky coffee in a particular cup.</li> </ul>
<p><b>30/05/18</b></p>	<ul style="list-style-type: none"> <li>• Observed breathing whilst asleep. She had consumed food &amp; drink we asked if she needed to be aroused, not necessary.</li> <li>• He requested something to read and a blanket. He had clearly torn up his Human Rights sheet.</li> <li>• Appeared agitated and wanted us to leave.</li> <li>• He commented he was 'very happy'.</li> <li>• This gentleman requires a DEPPO, however not whilst he is in custody. He did not want to let his parents know where he was as they are both suffering from cancer and his sister is currently on holiday. He requested a blanket.</li> <li>• This gentleman was agitated, he requires anxiety medication however he currently cannot take it as he is three times over the legal limit. He was concerned about letting his wife and daughter know where he was. He wanted something to read, something to drink and a phone call.</li> <li>• This detainee has mental health issues. She has asked for a solicitor, a drink and a lasagne. She declined to read her rights when offered. She is on medication and has had her relevant dose for the day.</li> </ul>

Date of visit	Comment
	<ul style="list-style-type: none"> <li>• Detainee asked for food and a coffee and the opportunity to ring P3 and let them know he wouldn't be able to make his appointment this afternoon. He is on medication and discussed this when he arrived.</li> <li>• This gentleman was anxious about 'being in so long'. He was also concerned about where he can go when released.</li> </ul>
27/06/18	<ul style="list-style-type: none"> <li>• Just had medication which was late as officers had to fetch from home. As a result of delay plus has a human bite on his arm he was waiting to be transported to hospital. Also concerned about his son who he was supposed to collect from school. He gave permission to see custody record &amp; it explained that his partner picked the child up. Could not drink anything except milk which was not available. He refused water as he does not like it.</li> <li>• Red splash on tile inside the door on asking discovered it was squash. Awaiting CPS</li> <li>• Wanted a coffee. Has been interviewed. Now awaiting outcome.</li> <li>• Wants to let someone know he is here. Also wants a coffee.</li> <li>• Changed his mind &amp; now wants a solicitor this has been actioned. Wants to know whether his mother-in-law has been informed where he is. Wants a coffee.</li> <li>• Very quiet, said little, just answered questions briefly. Seemed to know what was happening.</li> <li>• Said she was about to go so didn't want to speak.</li> </ul>

As the tables above show, there have been no real areas of concern reported to the OPCC requiring the attention of the Chief Officer's Group within the Constabulary. No issues of concern have been reported in relation to the standard of the environment in custody or with individual detainees.