

July – September 2023

## Independent Custody Visiting Quarterly Update:

### July - September 2023

| 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 |
|---|----------------------|--|---------------------------------------|------------------------------|-----------------------------------|
| 1907                                      | 34                   | 100  | 38                                    | 24                           | 30                                |

### Active ICVs: 18

- Pembrokeshire: 5
- Powys: 4
- Ceredigion: 4
- Carmarthenshire: 5

### Scheme Update:

- The new electronic ICV Report Forms are working well, with more capacity to expand issues raised by ICVs or detainees visited by ICVs.
- There are continued delays in the healthcare provision for custody. Telemedicine has been introduced to help with care for detainees which allows for a qualified medical practitioner to evaluate the needs of a detainee remotely; however, detention staff are unable to administer medicine or provide any specific medical treatment. ICVs are persistently highlighting this issue and it is being brought to the attention of the Custody Chief Inspector.
- Staffing shortages at custody persist and are continuing to affect the operation of certain custody suites. Reassurances have since been provided that this has been rectified, the issues were due to staff change overs, leave, sickness etc. ICVs continue to monitor and advise accordingly.
- Option 1 calls made by members of the public dialling via the 101 service is causing difficulties for the staff at the custody suites. Quite often, the calls are directed incorrectly to the custody staff instead of the call centre.
- ICVs continue to report ongoing repairs issues including broken cell buzzers, malfunctioning lights in cells and a faulty doorbell affecting on call visitors including appropriate adults and duty solicitors to notify custody of their attendance. All suggested repairs have been completed.

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**Force Response:**

In relation to the observations above, these are the thoughts of Chief Inspector Andrew Pitt who is commenting on behalf of Dyfed Powys Police:

***“I would firstly like to thank the ICV’s for their valuable work which provides us with ‘fresh eyes’ to look at potential issues that can give a different perspective to us who work within the environments on a daily basis.***

***Quite often the observations of the ICV’s will reflect issues that we are aware of but the independent viewpoint adds weight to the argument for improvement and change.***

***Examples of this would include the provision of health care providers in the suites which has been highlighted to our provider and has seen the Assistant Chief Constable attending the monthly performance meeting with the provider to further highlight and seek improvement in the provision with the aim of improving service to both detainees and our staff alike.***

***I am pleased to report that there has been an improvement in the number of health care staff available to service demand with additional numbers being expedited in our vetting process however we are still not at the level we need and, as a force, we are working to support the provider with additional recruitment which will include an event in Aberystwyth early in the new year.***

***The Ch. Supt. with responsibility for custody has also initiated a Custody Oversight meeting which includes all of the geographical Superintendents and reviews important issues such as staffing numbers to ensure that we are addressing key areas that are above the decision making level of the Custody Inspectors.***

***We have also recently implemented visits to the custody suites by our HQ Custody Services and HMIC team to examine a variety of issues with a checklist that looks at a variety of aspects from the appearance of the estate too provision of requisite items such as hygiene products and religious texts.”***