



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.

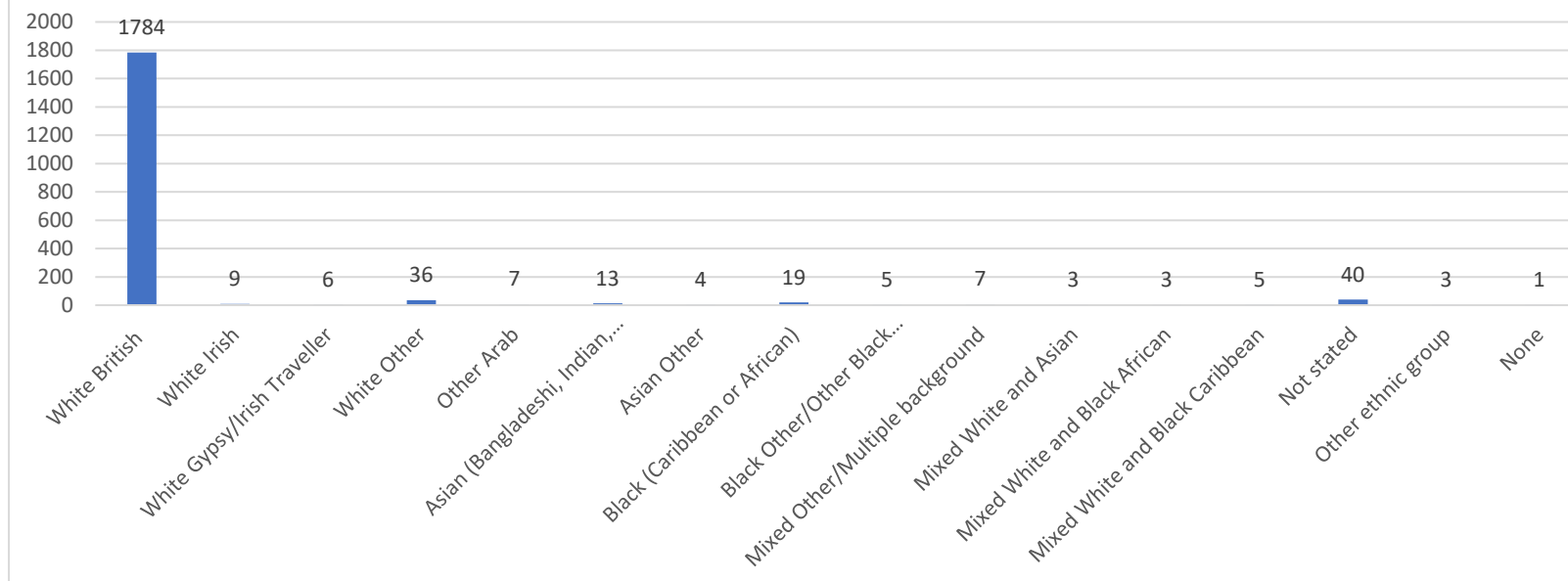
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Independent Custody Visiting Quarterly (ICV) Update:

July - September 2025- Data from Custody

Total number of adult detainees through custody	Total number of juvenile detainees through custody	Total number of detainees through custody	Total number of males	Total number of females	Total number of intersex	Total number of unknown
1857	93	1950	1591	345	1	13

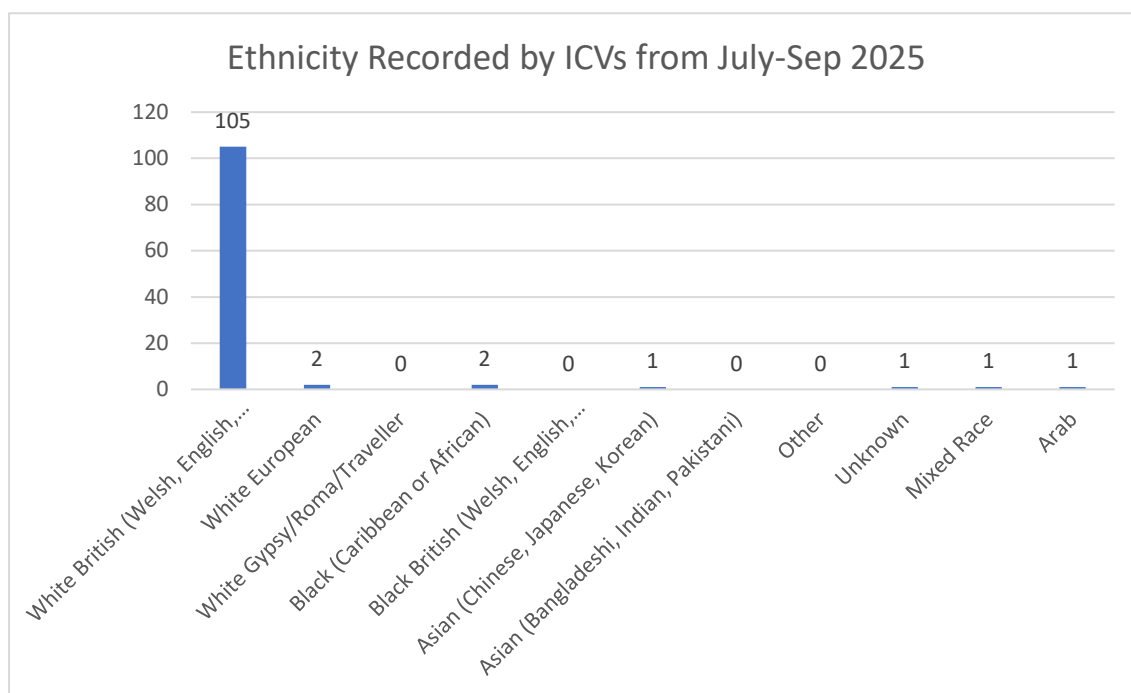
Ethnicity Recorded from Custody Data July-Sep 2025



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July-September 2025- Data from ICVs

Number of ICV visits	Total number of detainees in custody at time of ICV visits	Total number of Adult detainees	Total number of juvenile Detainees	Total number of detainees unavailable	Number of detainees observed	Total number of detainees visited	Total number of male detainees	Total number of female detainees
55	153	148	4	28	29	96	115	16



Active ICVs: 15

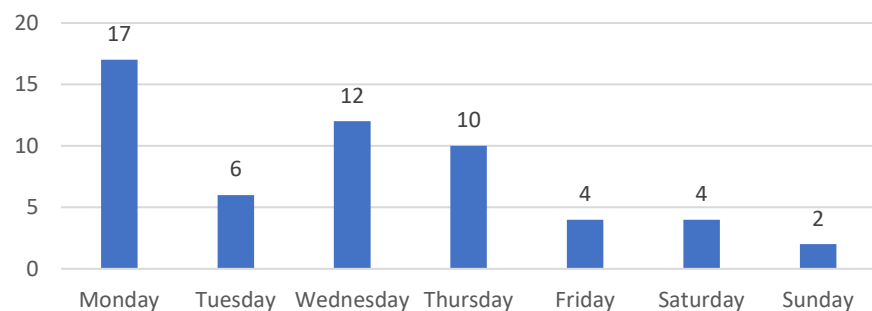
- Pembrokeshire: 5
- Powys: 5
- Ceredigion: 2
- Carmarthenshire: 3

Currently there are three new applicants that are in the process of receiving their induction training. There has been one volunteer who has departed. Three volunteers taking a temporary break from the scheme.

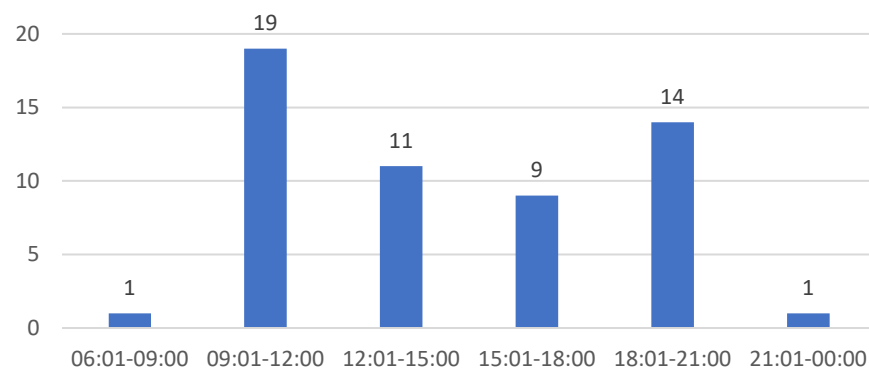
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Timings of Visits:

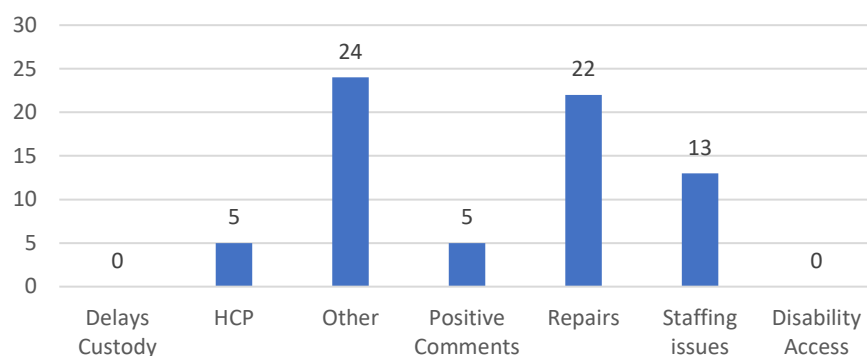
Frequency of visits conducted from July-Sep 2025



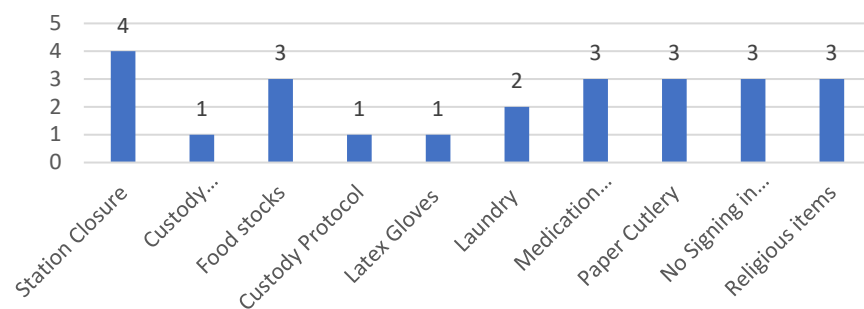
Timings of visits from July-Sep 2025



Themes Issues Raised July-Sep 2025



Breakdown of 'Other' Issues identified July-Sep 2025



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Scheme Update:

Staffing Issues

- This quarter saw an increase in staffing issues being raised as a concern consistently across all custody suites, suggesting that the challenges are organisation-wide rather than isolated incidents. The feedback from ICVs stipulate that the staffing pressures are having an impact on operational matters, resourcing facilities and an increase in the duration of transporting detainees.
- ICVs experienced a number of abandoned visits with sudden custody closures over the past quarter.
- In one visit, there were no staff to escort ICVs and ICVs queried whether the suite would be able to support those detainees that required higher risk management and constant observations to ensure their safety.
- The OPCC is looking to escalate this matter via the Policing Board in order to understand the staffing models and operational sustainability within Dyfed-Powys.

Station Closures

- As referenced above, a consequence of staffing issues has meant that ICVs have experienced a number of abandoned visits from various custodies without being notified in advance.
- The OPCC has liaised with the Head of Custody surrounding improving communication between the Force and the office to ensure no unnecessary travel has incurred to ICVs or external staff (HCPs). Whilst this has improved, station closures remain to be closing without prior warning; one incident occurred where staff were redirected due to short notice sickness absence in the September period.

Health Care Professional (HCP), Option 1 Calls and Religious Items

- Issues in relation to HCP coverage remain with the lack of embedded practitioners in Brecon Custody Suite. ICVs concerns are in relation to:

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- Continued difficulties in access remote HCPs for medical advice on DPs.
- Concerns for those HCPs located in Newtown, making long journeys to facilitate Brecon whilst Newtown is closed and driving home after a 12-hour shift.
- A query has been raised with regards to the changes to Fitness to Release (assessment by HCP that determines if the detainee can leave custody once a disposal method has been established) for detainees charged with sexual offences against children, whether this is possible via the remote telephone service known as 'Visionable'.
- As specified in the previous quarterly update, the Force have responded specifying that the medical contract does not include embedded cover for Brecon due to issues surrounding the financial cost in comparison to the need and demand at the custody suite.
- In relation to other matters, an instance was recorded in Dafen, whereby the box containing medication and medical items were left open. Through Force enquiries, it was discovered that the medical lead had received a delivery of stock and the items were placed in the location found by ICVs on a temporary basis whilst they were obtaining the rest of the stock. The medical item were found in the fridge in the locker area for a detainee which was required to be kept at the correct temperature. The Inspector conceded that this was not appropriate and provided learning that the correct fridge should have been the one behind the custody desk.

Repairs & Maintenance

- The concern surrounding repairs was the most prominent issue over this past quarter. Following from the last ICV Panel meeting, it was disclosed that there were additional concerns with regards to the cleanliness and water issues regarding the handover of refurbishments at a specific custody suite. It was also noted in Aberystwyth that after refurbishments had taken place in the July period, ICVs reported that the floor outside one of the cells was reported to be breaking up and filled with filler with the work yet to have been completed and that the bench in the receiving detainees area was taken away with staff requesting for its return.
- ICVs also reported a series of outstanding repairs that include:
 - Faulty ventilation/heating system.
 - Smoke Flap in one of the cells in which has consequently meant that the cell is out of action.

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- Insufficient drainage in the exercise yard- when there is heavy downpour, water comes into the building causing a health and safety hazard.
- The back yard electronic gate opens intermittently.
- Exterior security gate and affray alarms are non-operational.
- This posed wider questions on the processes agreed between custody and estates (team who manage repairs) with how repairs and refurbishments are managed. The OPCC, alongside the Head of Custody Services and the Estates manager met to discuss the processes and established the following. In the event a repair is required:
 - A Workstream Tracker (the Force's internal auditing system for support) is to be added as soon as practicably possible.
 - If the repair is causing the closure of a cell, this needs to be highlighted within the tracker with a requested target time for completion, which is suggested to be attendance within 24 hours.
 - Inspectors have been advised to be notified by the Sgt or DEO who have inputted the tracker so that they are fully sighted. Inspectors will also be reminded to check the progress of any listed repairs on the tracker.
- In relation to refurbishments, the current process has been agreed and will be maintained. The current process is:
 - The Estates manager will walk around the site with the contractor to view the refurbishments.
 - Following this, an operational walk around takes place with staff from health and safety who go through everything in detail to ensure there are no items left behind or substandard works.
 - Then a search of the unit is undertaken prior to custody being restocked and reopened by the Inspector.
 - Any faults identified will be brought to the Estates Manager's attention immediately and all refurbishments are covered for 12 months following its completion.
- ICVs will continue to monitor the duration these repairs are taking to ensure the efficiency of the custody suite is operational on a consistent basis.
- In conjunction to listing repairs, ICVs have proposed CCTV in property locker and kitchen area to support staff from complaints at a specific custody suite.

Delays Into Custody & Disability Access

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- Whilst there have been issues with regards to abandoned visits due to station closures, it is pleasing that there have been no delays due to the challenges in staffing nor the staff using excuses of being too busy to accommodate ICV visits. In the last quarter, there were no instances whereby ICVs reported being delayed admission into custody or any concern relating to disability access for detainees.
- ICVA (Independent Custody Visitor Association) highlighted over Q1 that over 25% schemes nationally are reporting that a number of ICVs were reporting abandoning and delaying their visits often due to staff shortages or inconvenient timing for the staff. ICVA alongside the NPCC (National Police Chief's Council) circulated a letter to all Forces regarding delays in access to custody for ICVs, reminding officers of the statutory duty and the circumstances in which delays are and are not permitted.

Positive comments

- There were a number of positive comments made by ICVs over the past quarter. On the 5 specific visits where ICVs reported positive findings, they specified the following:
 - *"All checked and all good. Clean tidy custody area. Forensics room sealed. Kitchen in good order. Front desk dignified for booking in. Good practice in booking in. Sgt booking in and arresting officers showed great dignity for detainee being booked in. Good practice of booking in. Detainee given rights and clear info. Very transparent practice".*
 - *"Staff coped very well with a highly disruptive juvenile detainee".*
 - *"Given the behaviour of the detainee the custody and HCP should be commended for their attention to the needs of the male person despite his awful behaviour."*
 - *"The single detainee whilst he declined to see us, was certainly receiving great care. Regular invitation for food and drinks, reading material and so on. Just before we left he requested a meal and hot chocolate, we observed this being prepared and served."*
 - *"Police and HCP staff engaged positively with ICVs. One detainee, with numerous physical health problems, commented on how helpful Custody and HCP staff and been - providing him with a thicker mattress, making sure that he was as comfortable as he could be, sorting out appropriate medication and checking on his welfare on a regular basis."*

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- ICVs noted that out of 55 visits conducted over Q2, on 20 occasions they specified that staff were helpful, on two occasions staff were courteous and a further 2 occasions staff were noted as being polite.
- On 3 occasions ICVs advised whereby staff had built a great rapport with the detainee:
 - *“Sergeant xxx explained the detainee had exhibited some difficult behaviours last night upon admission, shouting and banging and kicking the door, on account of her being intoxicated, but this morning, at the time of our visit, the detainee presented as calm and a good rapport was observed between the detainee and staff.”*
 - *“We observed good rapport by staff with a detainee who was having handcuffs applied in preparation for leaving the custody suite.”*
 - *“Good rapport was observed between the staff and detainees and courteous responses to detainees' queries and requests”.*
- On 4 occasions, ICVs referenced specific positive treatment of detainees.
- The above comments show the objective scrutiny that ICVs provide when conducting their visits.

‘Other’ Issues Identified

- **Religious items-** 2 instances have been reported in Aberystwyth whereby ICVs noted that there is not as wider range of religious items in the suite as compared to other custody units. In Dafen, there was an ongoing issue with regards to the items being stored in the HCP locker room despite there being an agreement to have these items stored on a shelf. The Force has since stored the items in individual boxes within the property room following the good practice identified by ICVs at Aberystwyth.
- **Food stocks-** ICVs in Dafen reported low food stocks and no gluten free items for those detainees that require specific dietary requirements. Dafen has since replenished their food stocks and advised that gluten free items are purchased when needed to avoid any unnecessary food waste or spending. ICVs within Brecon were noting certain foods approaching their use by date and queried whether the food could be donated to a foodbank. The Force have yet to respond to this query.
- **Paper cutlery-** From July, custody have implemented paper cutlery to minimise risk to detainees and staff. Prior to this, custody were utilising plastic sporks, which had been removed due to them being sharpened by detainees to use as a weapon. ICVs have noted that these new paper cutlery items are ineffective at eating hot meals and consider the use to be impracticable.

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- **Laundry-** Two instances were reported over the past quarter with regards to shortages of blanket supplies being returned to Dafen and Newtown. The Force are encouraging staff across each suite to have a Specific Point of Contact (SPOC) to routinely check on laundry items, keeping track of what is coming in and putting name tags on the items sent for cleaning to ensure they are returned.
- **Lack of signing-in book-** After Q1 ICV Panel meeting, ICVs were notified that to comply with fire procedure and their safety, they will be required to sign in at the custody desk. The Head of Custody services circulated to all custody suites to comply with this procedure and ensure that this is consistent. In the July period ICVs reported that Dafen, Newtown and Brecon did not have signing books. It is thought that this has been rectified now.
- **Latex gloves-** In Dafen, ICVs reported that the use-by date for these items had expired. The Force has since disposed of them and have replenished stocks.

Custody Performance Meeting & Near Miss meetings

- The OPCC continues to attend the monthly Custody Performance Meetings and has most recently been invited to attend the monthly Near-Miss & Adverse Incident meetings alongside Health & Safety. Near-Miss is defined as an unplanned event that did not cause injury but had potential to do so; and Adverse Incident are events that result in harm, injury, illness or damage to people or property.
- These meetings allow greater understanding regarding custody procedures between ICV visits and provides that transparency and reassurance that learning has been identified. Information learned from these meetings are disseminated to ICVs within their weekly updates for vigilance purposes.

Recruitment

- We have three new recruits that are due to receive their induction training. They will be based in Carms, Pembs and Ceredigion area.
- One member has since departed and three members are on a break from the scheme.
- The OPCC has conducted the following recruitment campaigns over the past quarter:
 - Attended volunteer event at the Swansea University Campus.

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- Provided a presentation to Police Volunteer Cadets, who are approaching 18 years of age.
- Attended Pembrokeshire show.
- Royal Welsh Show.

Training & Learning

- During the last quarter, ICVs have received opportunities to learn about:
 - Confidentiality training specifically to their role with a Data Protection Officer.
 - Visit and observe officers conducting their Public Protection Safety Training (PPST) regarding use of force in the custody.
 - Received Trauma Informed training from custody trainer specifically focussed on females in custody and understanding the current procedure for booking in children in custody.

Force Response:

In relation to the observations above, these are the thoughts of Inspector Andrew Rogers, who is commenting on behalf of Dyfed Powys Police with regards to his reflection over the past quarter:

I am pleased to see that the strong working relationship is continuing between ICV's and DPP Custody Staff. It is especially pleasing to see so many positive comments made by ICV's in relation to the welcome they received from custody staff, as well as the positive comments from detainees passed to ICV's regarding their treatment in custody.

I note that this quarter saw an increase in staffing issues being raised as a concern. However, I would argue firmly that this is not an organisation-wide issue as suggested. The main issue with resourcing has been experienced in North Powys with Newtown experiencing an unprecedented loss of trained custody officers. This matter has now been rectified with three new custody officers being posted to Newtown Custody on a permanent

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basis. This will be followed by additional, resilience custody sergeants, undergoing their initial custody course in January 2026 after being successful in the recent promotion process.

The specific issue raised in Cardigan is not a regular occurrence and this was an operational decision overseen by chief officers. The decision to close Cardigan Custody ensured that Newtown Custody remained open throughout The Royal Welsh Show, which was an operational necessity.

Custody Services has had numerous discussions with the OPCC in relation to station closures in recent months. However, Custody Services is not involved in the resourcing of or closing of DPP custody units which ICV's are aware of. This is managed by the Basic Command Unit (BCU) commanders. Whilst Custody Services has worked hard to ensure all necessary parties are aware of station closures in advance, it is impossible to advise on last-minute closures of custody suites that occur outside of office hours or due to last-minute sickness. This has not impacted upon HCP coverage or the medical contract.

In relation to HCP coverage in Brecon, there remains no embedded provision at that custody suite, but Visionable remote service is available. Improvements have been made to that pilot which has seen the Visionable technology installed in all custody units in DPP and all HCP's receiving training in the use of the system. This ensures that Visionable requests can be actioned by numerous HCPs throughout the force, allowing cover of these requests if another HCP is committed. This service has been deemed suitable for use in fitness to release interviews by clinical leads in Mitie.

I note the comments regarding custody repairs but the process for both minor custody maintenance as well as larger refurbishment handovers has been discussed and confirmed with all relevant parties. This was discussed at length with ICV's during the last panel meeting.

I would like to thank the ICV's for their continued feedback, support of our Custody Units, and attendance at Custody Scrutiny Panels which allow us to remain accountable and transparent in our treatment of detainees.