



## Cambridgeshire and Peterborough Independent Custody Visitors (ICV) Quarterly Panel Meeting

**Date:** Monday 3<sup>rd</sup> December 2018

**Location:** Cambs Police HQ, Huntingdon, PE29 6NP

<b>Minutes</b>	
<b>1</b>	<b>Welcome, introductions and apologies:</b>
1.1	<p><b>Present:</b></p> <p>PH – ICV South            BW – ICV South            JL – ICV South            JT – ICV South            FC – ICV North            JB – ICV North            JM – ICV North            GW – ICV North            AW – ICV North            PR – ICV North            JC – ICV North            RB – Deputy Police and Crime Commissioner            Insp AB – Cambridgeshire Constabulary            AB – Office of the Police and Crime Commissioner, ICV Scheme Manager</p>
1.2	<p><b>Apologies:</b></p> <p>GR – ICV North            RM – ICV South            JA – Police and Crime Commissioner</p>
<b>2</b>	<b>Minutes and actions of previous meeting</b>
2.1	Minutes and actions of the meeting on Monday 3 <sup>rd</sup> September 2018 were agreed as a true and accurate record.
<b>3</b>	<b>Reflection on the year and scheme development</b>
3.1	ACTION: AB to organise and carry out 1-2-1s with ICVs who have completed probation period.
3.2	There was discussion around the move to Athena, and the new process of getting details of detainees for ICVs. Custody Sgts were continuing to use this.

<p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p> <p>3.7</p> <p>3.8</p> <p>3.9</p> <p>3.10</p> <p>3.11</p> <p>3.12</p>	<p>There was discussion around recruitment and ICV numbers. There has tended to be greater turnover in Cambridge, while Peterborough has remained stable. In order have more resilience ICVs were happy to aim to keep numbers at around 12-14 ICVs per area, up from the current aim of 10.</p> <p>ICVs were keen to have training dates and recruitment windows planned a year in advance, so the process is easier to engage with. ICVs happy that September panel and is joined with refresher training.</p> <p>Work has been done by the constabulary to improve resilience in custody staff, offering custody experience to Sgts and PCs.</p> <p>Some new front desk staff are unaware of ICVs role.</p> <p>ACTION: AB to re-send role profile / briefing to front desk staff.</p> <p>There was a desire from ICVs to increase awareness of the role and work they do.</p> <p>ACTION: AB to work on a comms plan.</p> <p>Work on the Quality Assurance Framework (QAF) was ongoing.</p> <p>Deputy PCC RB is planning to shadow visits at both Parkside and Thorpe Wood.</p> <p>There was no news on the exact site for the planned site of the new Southern Policing Hub, but plans for the actual building have been drafted. Scoping exercises to facilities in other areas have taken place. A police presence will remain in the city centre.</p>
<p><b>4</b></p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p>	<p><b>Matters arising from visits</b></p> <p><b>Translation Service &amp; Translation sheets:</b> The Chief Inspector is taking steps to understand and manage the contract. JL asked about penalty clauses. Insp. AB confirmed there was, and the Chief Inspector was also looking at how other areas were managing the risk.</p> <p>AW noted particular issues waiting for interpreters for Eastern European languages. The Big Word have said this is because there is a high demand for these languages.</p> <p>JT highlighted that often the telephone interpreter service cuts out after approx. 20 mins. Then a different interpreter is available when the call restarts, which can be difficult and distressing for staff and detainees.</p> <p>AW showed this highlighted the need to keep logging issues.</p> <p>PR stated the current flashcards were very precise, and wondered how these translated - could they be simplified? AB confirmed work was ongoing to update the flashcards, this was being led by Bedfordshire ICV scheme for the whole of the Eastern Region.</p>

4.6	<b>Healthcare provision:</b> Healthcare provision has been okay, with less gaps in service. A new company will be providing healthcare in custody from April 2019, work is ongoing to ensure a smooth transition.
4.7	The new provider has experience is managing contract transitions. ICVs will keep a close eye on service provision throughout the transition period and flag any concerns.
4.8	JL asked if there was a difference in provision at different suites. Insp AB confirmed provision is the same, and the workload depended on the number of detainees.
4.9	<b>Handover times:</b> Handover times are: Early - late: 14:00, Late - night: 22:00, Night - early: 06:30.
4.10	The custody shifts are as follows: 0630-1530, 1400-2330, 2200-0700
4.11	There is a longer period after the late and night shifts to allow officers to clear any administrative tasks such as e-mails, NCALT learning packages etc.
4.12	ICVs can visit during handover times, and on occasion it may be helpful to do this to observe how it is done. However generally, ICVs are advised to avoid handover times where possible, as this is an important time for all staff which they cannot miss, so it may delay ICVs visits.
4.13	<b>Sandwiches for detainees:</b> There was a trial in Herts giving sandwiches to detainees. Staff like them as it speeds up preparation, detainees like them. ICVs were supportive of this.
4.14	ICV raised questions around allergens. This will be tightly controlled, and there will be advice sheets.
4.15	It will be a while before it is introduced in Cambs after a proper procurement contract process, could be summer 2019.
4.16	Questions were asked about food waste. There will be learning form the Herts model, where there has been almost zero waste.
4.17	<b>Maintenance:</b> Maintenance issues picked up and no ongoing concerns.
4.17	<b>Cell buzzers &amp; CCTV at Thorpe Wood</b>
	ICVs raised questions around cell buzzers and CCTV at Thorpe Wood. Some cell buzzers only raise a visual and not audio prompt to staff. One of the sets of CCTV monitors has a short delay from the “live footage”.
4.18	The risk is known and is being managed. Work is underway to write a specification and run a procurement exercise. This is likely to be a significant cost. Parkside and Thorpe Wood remain functional, and given the planned new Southern Policing Hub, updates to the system would be in Thorpe Wood only.

4.19	<b>Positive feedback:</b> There continues to be regular positive feedback on the attitude, and professionalism of staff. Important this is recognised.
5	<p><b>Updates from the OPCC / Constabulary</b></p> <p>5.1 There is a new Chief Constable, who is currently taking time to understand the Constabulary and the challenges it faces.</p> <p>5.2 Insp AB stated that the new Chief had been asking questions directly of him, showing interest in the area, which was positive.</p> <p>5.3 The Constabulary will be looking to introduce a consistent approach to drug testing on arrest and use of drug wipes. This will now be carried out at Thorpe Wood and Parkside.</p>
6	<p><b>2019 Meeting and training dates</b></p> <p>6.1 Proposed 2019 meeting dates – Monday 4<sup>th</sup> March, Monday 3<sup>rd</sup> June, Saturday 14<sup>th</sup> September (+refresher training) , Monday 2<sup>nd</sup> December</p> <p>6.2 Proposed training dates – ICVA National Conference - Saturday 23<sup>rd</sup> March (London), ICV Regional Conference -Saturday 6<sup>th</sup> April (Martlesham), Refresher training day – ICV input (proposed as 14<sup>th</sup> September).</p>
7	<p><b>AOB</b></p> <p>7.1 It is understood the screens installed for carrying out Inspectors reviews by video are almost ready for use, after an initial IT issue and delay due to Athena.</p> <p>7.2 JL asked about using the screens to display information in a detainee’s language, or being used to speak to solicitors or interpreters for example. There were no current plans for this, but would be a positive use of the screens.</p> <p>7.3 RB thanked ICVs for all they do and brought the meeting to a close.</p>
<p>Date of the next meeting: Monday 4<sup>th</sup> January 2019</p> <p>Printed copies of the agenda and any papers will be available at the meeting</p>	