



Cambridgeshire and Peterborough Independent Custody Visitors (ICV) Group Meeting

Date: Monday 3rd September 2018

Location: Conference Room 3, Cambs Police HQ, Huntingdon, PE29 6NP

Minutes	
1	<p>Welcome, introductions and apologies:</p> <p>1.1 Present: PH – ICV South BW – ICV South FC – ICV North JB – ICV North JL – ICV South GW – ICV North AW – ICV North JT – ICV South RB – Deputy Police and Crime Commissioner AB – Office of the Police and Crime Commissioner, ICV Scheme Manager Insp AB – Cambridgeshire Constabulary</p> <p>1.2 Apologies: JC – ICV North PR – ICV North GR – ICV North AS – ICV South JA – Police and Crime Commissioner</p>
2	<p>Minutes and actions of the meeting on Monday 18th June 2018 were agreed as a true and accurate record.</p> <p>2.1 AB had an action to share the Independent Custody Visiting Association’s (ICVA’s) Quality Assurance Framework (QAF) with ICVs once finalised. AB will send an electronic copy to ICVs. AB is working towards a “silver” rating initially and will be meeting with assessors in December.</p> <p>2.2 Following discussion in the pre-meeting, discussion on the ICVA research opportunity was brought forward as there was significant feedback from ICVs. As a group, the ICVs saw the benefit in taking part in the research.</p>

Contact: Alasdair Baker E: Alasdair.baker@cambs.pnn.police.uk

T: 01480 42 5815

M: 07736 224 684

2.3	IVC flagged a number of questions and suggestions on the proposed questions, focused on ensuring a minimal burden on detainees.
2.4	AB will feedback concerns to ICVA and gave ICVs the opportunity to offer individual feedback via email over the next 48 hours.
3	Carrying out a visit – developing a process guide
3.1	AB explained he was keen to develop a process guide to support ICVs, ensuring there was consistent practice across both areas, and so that it could be used as a useful training tool / reference guide for ICVs.
3.2	JL suggested including asking for staff names and collar numbers at the start of the visit, as well as introducing yourself. All were happy with this.
3.3	JT highlighted the need to reference local variation. For example at Parkside ICVs enter behind the booking in desk, while in Thorpe Wood ICVs enter in front of the desk.
3.4	GW shared a number of positive examples of not putting on ID badges until ICVs enter the Police station, and asking how many staff are on duty, and some key points to ask detainees.
3.5	GW had kindly taken he time to write notes on useful information for the pack. ICVs thanked GW and asked if AB could use these as a starting point for content of a process guide, which can then be brought to ICVs.
3.6	FC asked for guidance on equalities questions to be included, for example are there any additional questions needed to establish the welfare of a transgender detainee.
3.7	Insp AB was able to confirm that staff do ask detainees what gender they identify as and how they wish to be treated. There is no difference in the cells they would be placed in.
3.8	Insp AB felt it was helpful to have a process guide, but that ICVs still has flexibility to respond to the issues the encounter as it means less predictability for staff.
4	ICV report forms – discussion and development
4.1	AB shared a new style reporting form with ICVs. This form was developed with Hertfordshire and Bedfordshire OPCC, and will be introduced in Cambridgeshire. AB wanted to give ICVs and input before going live, as it was recognised there still needed to be local flexibility.
4.2	Feedback from ICVs included: <ul style="list-style-type: none"> Concerns about the length of the form, as it takes up more room than the current form.

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4.3	<ul style="list-style-type: none"> • The layout of actions could be clearer, as the moment this is all in one place. • A questions was raised about translation cards, and how these link to the form. • There was concerns forms would not get back to the lead ICVs as they currently do. • There needs to be a box to show the audit trail (forms from the last visit) have been checked. • There was questions around where comments from ICVs are written. • There needs to be a page number and date on each sheet. • The wording “if times allows” should be removed. • The wording around children should say “under 18” to ensure clarity. • Wording should say “I undertake” not “we undertake” • It’s helpful to record if a detainees is PACE / Non-PACE <p>AB took the feedback from ICVs and offered reassurance to ICVs:</p> <ul style="list-style-type: none"> • AB is happy to make many of the wording changes. • AB will ensure that that all completed visit forms are also seen by JT and AW, to ensure continued opportunities for independent review. • AB will bring back an amended form with details for implementation.
5	<p>Matters arising from visits</p> <p>5.1 All present discussed matters arising from custody visits. This includes matters that cannot be solved at the time of the visit, as well as any recurring trends.</p> <p>5.2 Interpreter services:</p> <ul style="list-style-type: none"> • ICVs recorded long delay for detainees waiting for interpreters provided by “The Big Word”, even for widely spoken languages such as Cantonese or Polish. • JT was really concerned the distress this is causing to detainees. Custody staff are also very concerned and frustrated. • The problem was due to a shortage of interpreters, not due to any action or lack of action by Custody staff. Custody staff were requesting interpreters as soon as possible. • The Head of Custody is actively managing the risk through regular contract monitoring meetings, and research into options for alternative provision within the scope of the contract. <p>5.3 Healthcare provision</p> <ul style="list-style-type: none"> • There was still gaps in provision being noted by staff and ICVs. • Custody staff were well briefed on the process to follow when HCP cover was unavailable, and the welfare of detainees was always a priority.

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5.4	<p>Cleaning and maintenance</p> <ul style="list-style-type: none"> • A couple of minor maintenance points were picked up at the March custody suite. These were picked up, and should be sorted before the next planned use. • There was a few minor cleaning and maintenance points picked up at Parkside custody suite, ICVs were happy these had been sorted. This was a good example of using the audit trail to check issues from previous visits and seek updates.
5.5	<p>Staffing levels</p> <ul style="list-style-type: none"> • ICVs highlighted their concerns at low staffing levels and the negative impact this was having. • The concerns of ICVs mirrored that of staff they have spoken to. • Insp AB understood the concern and shared that several factors had come together to exacerbate the problem, including summer leave and Detention Officers leaving to become Police Constables. • The tri-force arrangements are not yet in a place where staff from other suites could be brought in as cover. • There were efforts to recruit new staff, but it was recognised there is a long recruitment, vetting and training process. • Insp AB reassured ICVs that is staffing numbers fell below minimum levels then the number of detainees in custody would be capped, and detainees would be diverted to a different suite. This ensures the safety of detainees, and staff working in custody.
5.6	<p>Athena</p> <ul style="list-style-type: none"> • ICVs were hearing from staff that the new “Athena” software was still regularly breaking, meaning staff were having to switch back to paper records. • This was noted as being frustrating, but it was being managed. • The Athena project team were well aware of the risks, this was being intensively managed but there was no more that custody staff could do to resolve the issue.
5.7	<p>Virtual courts</p> <ul style="list-style-type: none"> • There was still teething issues with the process, as highlighted by issues in Cambridge where detainees had virtual court appearances postponed. • Insp AB reassured ICVs that the data showed average detention time for detainees is reduced through virtual courts, although recognises this is not reflect in the ICV’s experiences.
5.8	<p>Positive feedback on staff</p> <ul style="list-style-type: none"> • AB reflected on all the positive comments made by ICVs about custody staff’s professionalism, positive attitude and their excellent focus on detainee welfare.

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6	Updates from the OPCC / Constabulary
6.1	AB updated ICVs on a number of small information items. Had been asked for details of the cars ICVs may use when parking on police property. This would include the registration, make and colour. AB said he would find further information and circulate a request for information as appropriate.
6.2	AB also spoke about the process for updating ID badges. AB would need passport style photos, which he could take at the meeting, or can be sent in. AB would find out what forms are needed for HR to be allocated a “collar number” which means new style badges can then be issued with access control.
6.3	The ICVA research scheduled discussion the ICVA research opportunity had already been picked up at the beginning of the meeting.
7	Recruitment & Training
7.1	AB was looking at training dates for new starter training and re-fresher training. AB would schedule and circulate proposed dates.
7.2	AB offered ICVs opportunities for 1-1 meetings with ICVs. AB would also be making an effort to shadow more ICV visits.
8	A.O.B
8.1	ICVs were informed that AW was the winner of the Constabulary’s Volunteer of the Year award. AW took the opportunity to recognise the scheme. All at the meeting congratulated AW.
8.2	Insp AB informed ICVs there was a planned deep clean of Parkside scheduled in over the coming months. More information would be sent via email.
<p>Date of the next meeting: Monday 3rd December 2018</p> <p>Printed copies of the agenda and any papers will be available at the meeting</p>	

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