



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

This document is available in Welsh as well as English.

April – June 2024

Independent Custody Visiting Quarterly Update:

April - June 2024

Total number of Adult detainees through custody	Total number of juvenile detainees through custody	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
1723	114	1837	25	101	24	26	36

Due to the migration of a new computer database system called Niche from May 2023, the data for the total number of detainees cannot be exact as this currently includes additional arrests linked to the custody record system. This issue is currently being revised by the technical team.

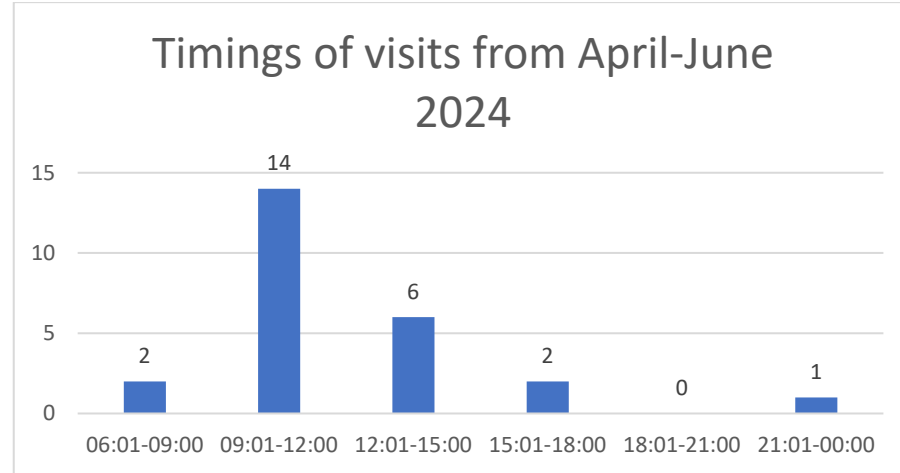
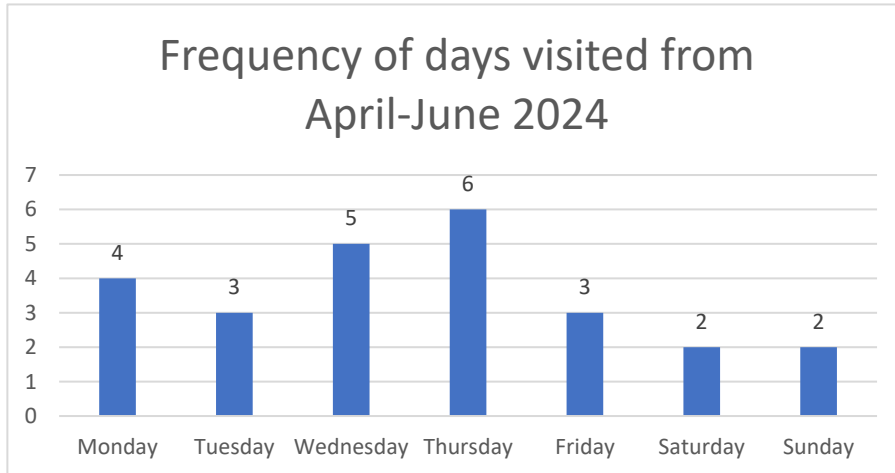
Active ICVs: 14

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

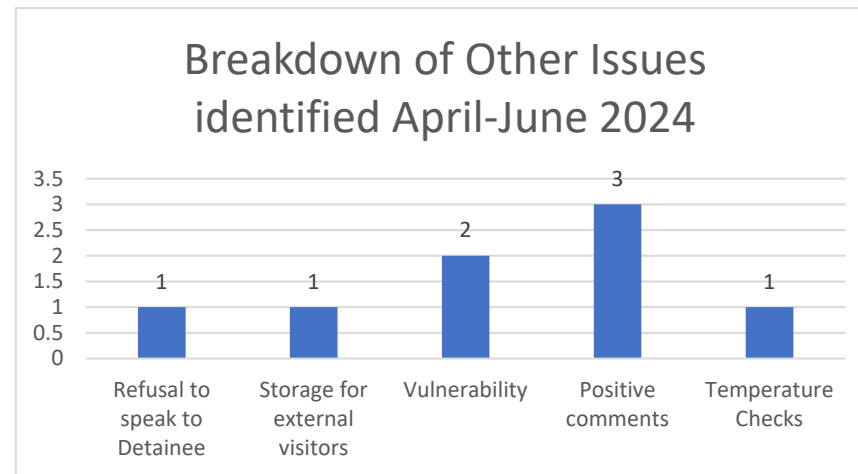
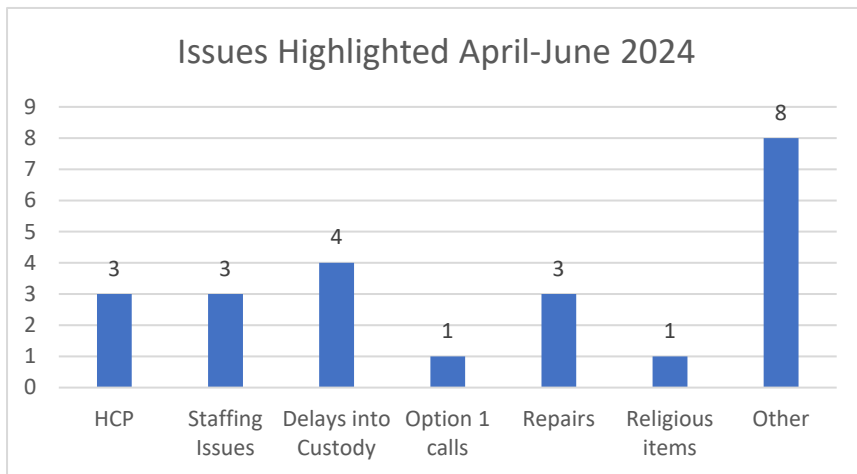
Currently there are four new applicants that are in the process of being vetted. There are also three volunteers taking a temporary break from the scheme.

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Timings of Visits:



Scheme Update:



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Health Care

- Medical cover maintains to be problematic across the Force. Whilst a tender is in progress to negotiate a new Healthcare provision, ICVs are still finding issues in relation to medical cover, specifically in the more rural custody locations.

Religious Items

- As mentioned in the previous quarterly report, the manner with how religious items were stored had been identified as a concern. This relates to how all religious texts and prayer mats should be wrapped and stored correctly, not alongside other storage items such as shoes, toilet paper or any other personal property as per accordance with ICVA guidance. Whilst this issue was rectified in the last quarter; unfortunately, the items found their way back to the storage cupboard. On consultation with the Duty Inspector of the custody suite, it was ascertained that the religious items had been temporarily moved back to accommodate a separate suggestion made by the ICVs regarding a locker space for external staff such as HCP practitioners, solicitors and appropriate adults. The religious items are now currently placed as per ICVA guidance.

Staffing Issues

- Staffing issues remains to be a concern. ICVs are encountering delays in getting into custody and also impacts associated with the requirement of having a custody staff member to chaperone them to conduct their visits with detainees. ICVs have also noted ramifications in:
 - Same sex officers for hygiene and person search legal requirements.
 - Pressure on existing staff to cover a high-pressure environment.

Delays into Custody

- There have been a number of issues surrounding delays into custody which have resulted in two visits being abandoned. The delays have been attributed to staffing issues and also repairs required to a broken gate which prevented ICVs on two occasions gaining entry into the custody building.

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Positive Feedback

- Despite the some of the issues encountered, as shown in the *Breakdown of Other Issues Identified*, ICVs have provided the following positive observations that custody staff are making on a regular basis:
 - A new custody sergeant was very helpful in one visit providing ICVs with very considered and impartial answers. The same sergeant was also very helpful in allowing ICVs to speak with a vulnerable detainee who was under Level 4 observations (which is the requirement of custody staff to provide close and constant supervision of a detainee).
 - During many visits, custody staff were perceived to show positive attitudes towards detainee’s needs and the environment checks were considered to be very clean and tidy on more than one occasion.
 - A box containing toys and games for children had been donated into one of the custody suites which provides very useful distraction items and a welcome addition to the current option of a foam ball.
 - On a number of occasions, it was reported how “welcoming” and “helpful” custody sergeants across Dyfed-Powys have been in assisting ICVs visits.

Quarterly ICV Panel Meeting

- An ICV Panel meeting was held on the 19th June 2024 where Chief Inspector Jenna Jones was available to answer queries and topics discussed over the past quarter which included reforming the new ICV Handbook, looking into the Niche ICV Report Forms or ICVs requesting to see custody records and training involving the Gypsy, Roma and Traveler community. A video associated for the training can be found via this link: [Bitesize Training on the Gypsy Roma Traveller Community – ICVA](#). ICVs were also offered Appropriate Adult training with the provider from Adferiad on the 13th May 2024, which will help provide understanding to ICVs should they need to enquire the subject involving vulnerable detainees.

Custody Independent Scrutiny Panel

- The Custody Independent Scrutiny Panel has started since March this year and they are run on a bi-monthly basis at HQ. The purpose of the Custody Scrutiny Panel is to ensure that the implementation of police detention and custody procedures in Dyfed Powys are proportionate, lawful, and necessary. Since starting the Panel, we have looked at juveniles in custody, vulnerable detainees and use of force. Many of our ICVs are involved in this Panel which is making positive suggestion of improvement to the force.

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Volunteers Week

- The Police Crime Commissioner accompanied an ICV visit to Dafen for volunteer’s week on the 4th June, where a compilation of photos and video clips were taken to highlight the good work that ICVs do on a regular basis and also to advertise for our recruitment campaign. The visit was flagged on our social media page which can be viewed here: [Com|Dyfed-Powys on X: "Today, PCC @DafyddLlywelyn visited the Custody Suite at Dafen. He met with Independent Custody Visitors and staff to discuss ongoing improvements and ensure high standards of care and safety. https://t.co/HltFTEvuQV" / X](https://t.co/HltFTEvuQV)

Recruitment

- Recruitment is every ongoing. A visit to Meifod for the Urdd was done by scheme managers to highlight the work of ICVs and to also recruit new volunteers. Further events are due in the summer months which include the Royal Welsh Show. There are currently a number of applicants due to be processed through our vetting department which will hopefully boost our numbers moving into the next quarter.

Force Response:

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

“It has been a busy quarter that has seen a great deal of engagement with the ICVs and Custody services, with the Independent Scrutiny Panel sitting looking at Use of Force in Custody, the visit to Dafen Custody with the PCC Mr Llewelyn, promoting Volunteers within Custody to which I attended and the ICV quarterly panel meeting. It is encouraging to continue to hear about the positive relationships being formed between ICVs and the custody staff as this will always lead to positive interactions with detainees with an environment for honest conversations and an ability for the Police to learn. It is disappointing to hear that there continue to be some occasions where there has been a delay to ICVs entering Custody and two occasions where you have had to abandon the visit. This is not something I want to see happening. I am hopeful, that although not ideal, this has been down to some significant but temporary staffing issues which we are starting to see an improvement on with extra training being delivered. Staffing issues have been and continue to be addressed and we are seeing the improvements in coverage.”

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Custody services are in the process of carrying out a round of Custody unit visits and audits at present and areas such as religious materials, distraction materials and many others are being checked and tested. Once again, I thank the ICVs for the continued support and efforts in ensuring our Custody units are running as they should be and detainees care and treatment is of a high standard. I look forward to continuing to work with you over the next quarter.”