



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

This document is available in Welsh as well as English.

October – December 2024

Independent Custody Visiting Quarterly Update:

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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
1549	97	1646	32	83	18	27	38

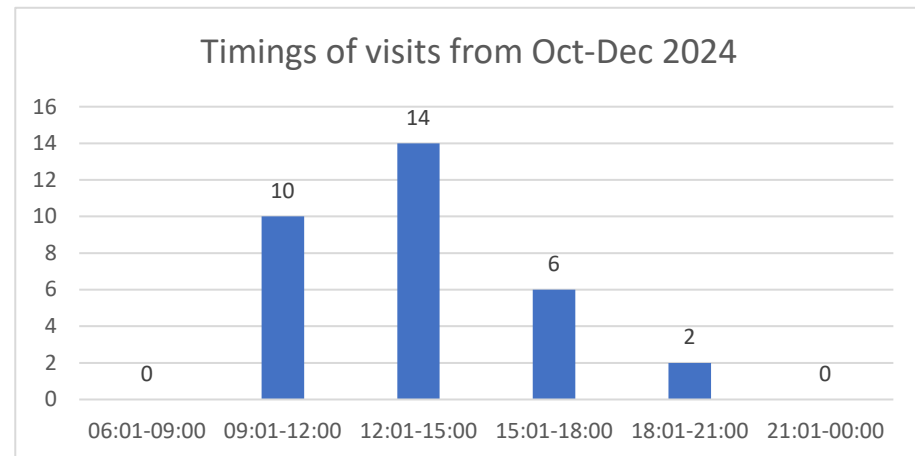
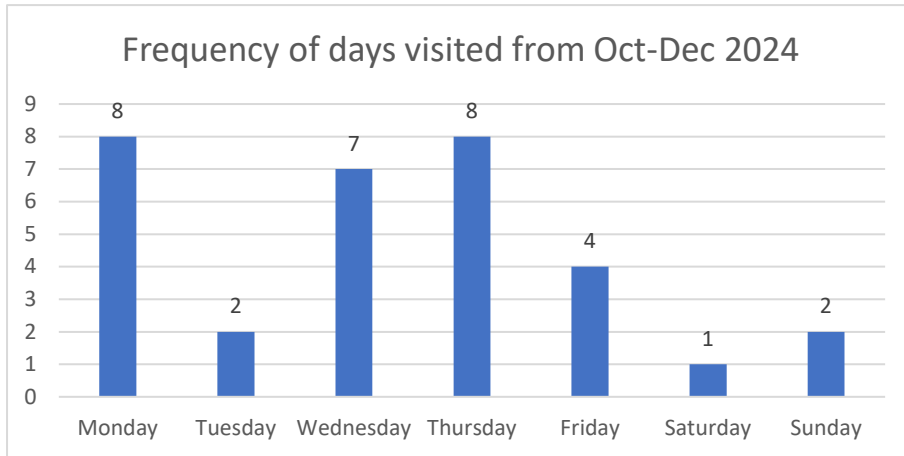
Active ICVs: 16

- Pembrokeshire: 5
- Powys: 4
- Ceredigion: 1
- Carmarthenshire: 6

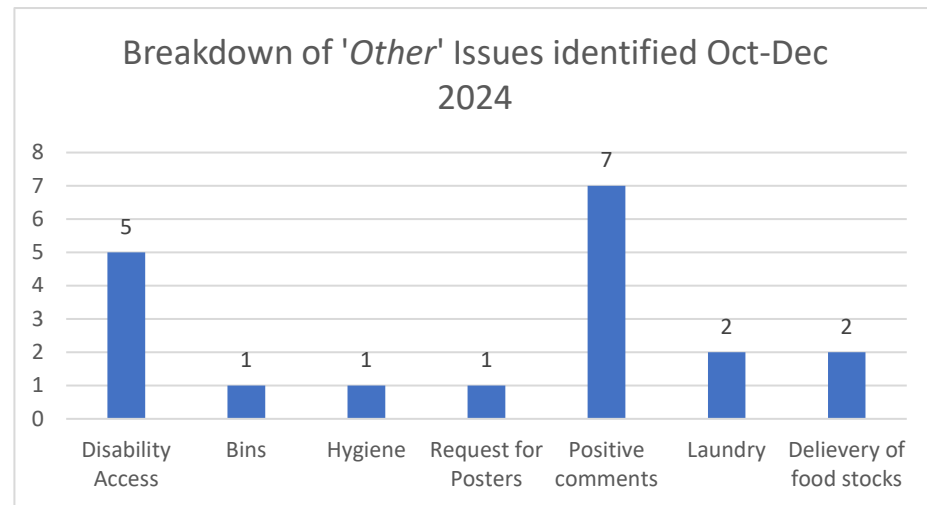
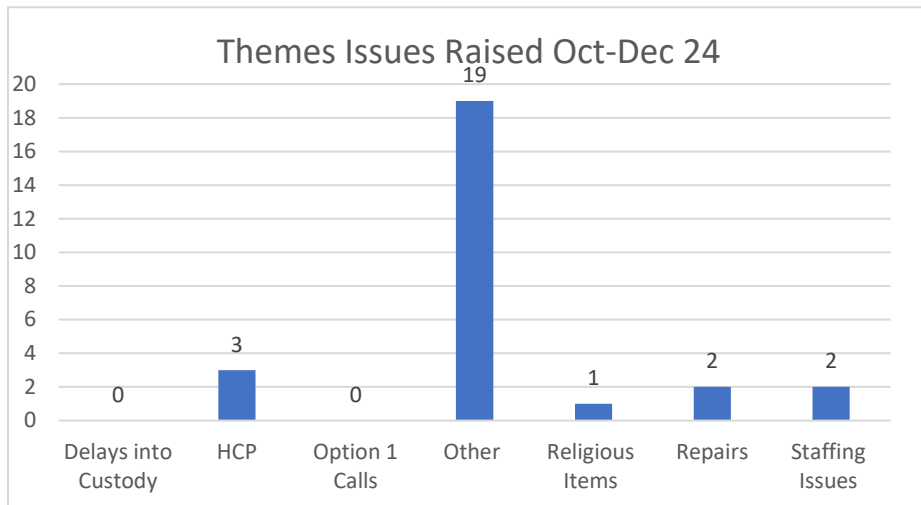
Currently there are two new applicants that are in the process of being vetted. There are also two volunteers taking a temporary break from the scheme.

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Timings of Visits:



Scheme Update:



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Staffing Issues

- Due to the concerns raised from the previous quarter on staffing issues, these matters were raised within the [Policing Board](#) in the October meeting. Reassurance has been provided from the Chief Constable that recruitment plans are underway and resilience measures are currently being implemented to tackle the issue.
- ICVs have since only reported two encounters over the past quarter whereby staffing was considered an issue.

Health Care Professional (HCP)

- There is a new contract in place for the provider of HCP to DPP. This will now see an embedded dedicated number of HCPs across all custody suites in DPP.
- Thus far, ICVs have highlighted concerns in relation to:
 - HCPs not locking medical room when they are not occupying this space. Also, on one encounter, an ICV expressed concerns of the 'passive aggressive' manner the HCP responded to ICVs questions.
 - Concern raised in relation to a lack of overnight HCP staff at Brecon & Haverfordwest custodies.

Disability Access

- Over the past quarter there has been three incidents across three different custodies querying accessibility and reasonable adjustments for disabled detainees. These include:
 - Whether thicker mattresses are an adequate solution for lower benches in custody cells in Dafen. Lower benches have been implemented to prohibit the potential harm that may occur to detainees who may fall. For those with mobility issues, ICVs queried whether this was an adequate solution given the unstable nature of these mattresses. The OPCC have conducted enquiries with ICVA

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and the Force and discovered that this decision is a local force decision. ICVs are monitoring to establish personal accounts from those detainees who depend on thicker mattresses.

-Concerns raised how disabled or mobility challenged detainees would access the Haverfordwest toilet facilities. The OPCC is still awaiting a response into this query.

-There was an encounter with a detainee who was deaf in Brecon. ICVs had established communication through the means of writing and exchanging messages. Queries are now being raised regarding the facilitation of custody staff receiving basic British Sign Language (BSL) lessons and establish if an audio loop is accessible within the custody suite.

- The result of these encounters has pushed for ICVs to monitor available resources at custody suites for disability access that include:
 - Wheelchair access.
 - Supply of thick mattresses
 - Sight lines in a small number of cells to help those detainees with visual impairments.
 - Hearing loops, to help those with hearing difficulties.
 - Adapted communal toilets.
 - Whether the Force is training custody staff to learn British Sign Language (BSL).

Positive comments

- ICVs noted a number of positive comments over the past quarter that include:
 - In Dafen, ICVs were pleased to see that a Christian detainee had been given a bible by custody staff. The same detainee also commented very highly of their treatment by custody staff at the suite.
 - A report from Cardigan specified that the new HCP system appears to be operating well at this early stage.
 - Custody staff have been reported being very accommodating to new ICV members providing tours and answering any questions they may have in both Newtown and Brecon.
 - Two male detainees reported to ICVs how well they had been treated in Haverfordwest.

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-All appropriate disability access is present in Newtown, Dafen and Brecon. Enquiries in Aberystwyth and Haverfordwest are underway to establish this.

'Other' Issues Identified

- **Laundry-** Two incidents were recorded in Newtown whereby stocks of towels were low and, on another occasion, reported that no towels or blankets were returned. The local Inspector is aware of the issue and has advised is monitoring and will address with the supplier if issues continue.
- **Food Stocks-** In Newtown, food stocks were being supplied to Brecon, requiring custody staff members to drive to collect which is approximately a two hour drive each way. This has resulted on the odd occasion where stocks have run low. The local Inspector has provided reassurance that this matter has been resolved with food stocks now being directly delivered to Newtown.
- **Hygiene-** The Dame Vera Baird Inquiry Report suggested basic provision of sanitary provisions for women in custody. ICVs noted that the provision in Haverfordwest does not have any hand cleanser or discrete bags to dispose of used items. ICVs also suggested that certain items and packets are left open which may be unhygienic.
- **Poster for detainees-** Staff highlighted to ICVs at Cardigan that they would appreciate a poster to signpost to detainees that violence or abuse towards them will not be tolerated.

ICV Panel Meeting

- An ICV Panel meeting was held in person for ICVs and custody staff held on the 30th October 2024 at the Dyfed-Powys Headquarters. Within the meeting:
 - Custody provided an update on the new HCP contract, some insight to the staffing issues experienced in Q2 and a discussion on the implementation of Dyfed Drug and Alcohol Services (DDAS) being piloted in Dafen custody.
 - OPCC Scheme Managers received some excellent feedback on the running of the scheme via a survey that the ICVs had completed on their behalf. Some positive aspects that have come as a result of the survey include changes to the current ICV Chair roles and

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responsibilities, revised version of the current existing ICV report forms and incorporating more members of the ICV in the [Custody Independent Scrutiny Panel](#).



Youth Ambassadors visiting Dafen

- With the assistance of ICVs, local custody staff, the ICV and Youth Ambassador (YA) scheme managers, the [Youth Ambassadors](#) were given a tour of Dafen.
- Overall feedback was very positive from the YA specifying how clean the custody suite was and how accommodating the custody staff were in answering their queries and for facilitating the tour.
- Further details and pictures can be found on our [Instagram](#) page.

Recruitment

- Four new members have been included to our ICV scheme. They are currently supporting Carmarthenshire, Pembrokeshire and South Powys regions.
- The OPCC has just received a further three applications which will support Ceredigion and North Powys areas.

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Force Response:

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

“I am pleased to see that the strong working relationship is continuing between ICVs and Custody Staff and it is very positive to see that there have been no visits recorded in this quarter where there has been a delay reported in ICVs accessing the custody units. Access to the units is a standard agenda item during monthly performance meetings and it is pleasing to see that feedback has been well received and performance has improved in this area. This will continue to be monitored.

Staffing issues were raised during the previous quarter on six encounters but has only been raised on two encounters during this quarter. It is positive that reassurance has been received from the Chief Constable that recruitment plans are underway, and this is an addition to resilience measures being implemented to tackle the issue. Purely from a custody perspective, further Initial Custody Officer Courses are planned, and this will increase the number of custody trained officers available to provide resilience cover.

The new medical contract is still in its infancy, but this has provided an increase in HCP coverage across the force and a more professional service overall. The concern has been noted regarding the lack of overnight HCP staff at Brecon. Brecon Custody is not an embedded suite but operates an “on-call” system with HCP provision being provided from other suites and an improvement in coverage has been seen under the new medical contract. This transition will continue to be monitored. Concern noted in relation to HCPs not locking medical rooms when not occupying that space. This will be raised with all Custody Inspectors to negate any risk and prevent this from happening.

Recommendations are noted in relation to Disability Access in custody suites including the supply of thicker mattresses, these are supplied in all the units following a recommendation from ICVs earlier in 2024. Sight lines in cells for detainees with visual impairments (I am aware that sight lines are already in place in all suites), hearing loops to assist those with hearing difficulties (I am aware that these are already in place in all suites). Visits are conducted by Custody Services on a regular basis and these areas from part of our checklist. Training for custody staff in basic British Sign Language is something we can take forward as a suggestion. It is noted that all appropriate disability access is present in Newtown, Brecon and

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Dafen with enquiries still underway in Aberystwyth and Haverfordwest. Custody services will review the issues identified in Haverfordwest and report back.

It is pleasing to see the number of positive comments recorded in this quarter regarding the new medical contract, the treatment of ICVs by Custody Staff and the treatment of detainees.

The engagement between Custody Staff and Youth Ambassadors during their visit to Dafen appears to have been well received with very positive feedback from the YA. Engagement events such as this are always pleasing to see and we welcome more with our other units.

I would like to thank the ICVs for their continued feedback and support of our Custody Units which allow us to remain accountable and transparent in our treatment of detainees.”