



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

This document is available in Welsh as well as English.

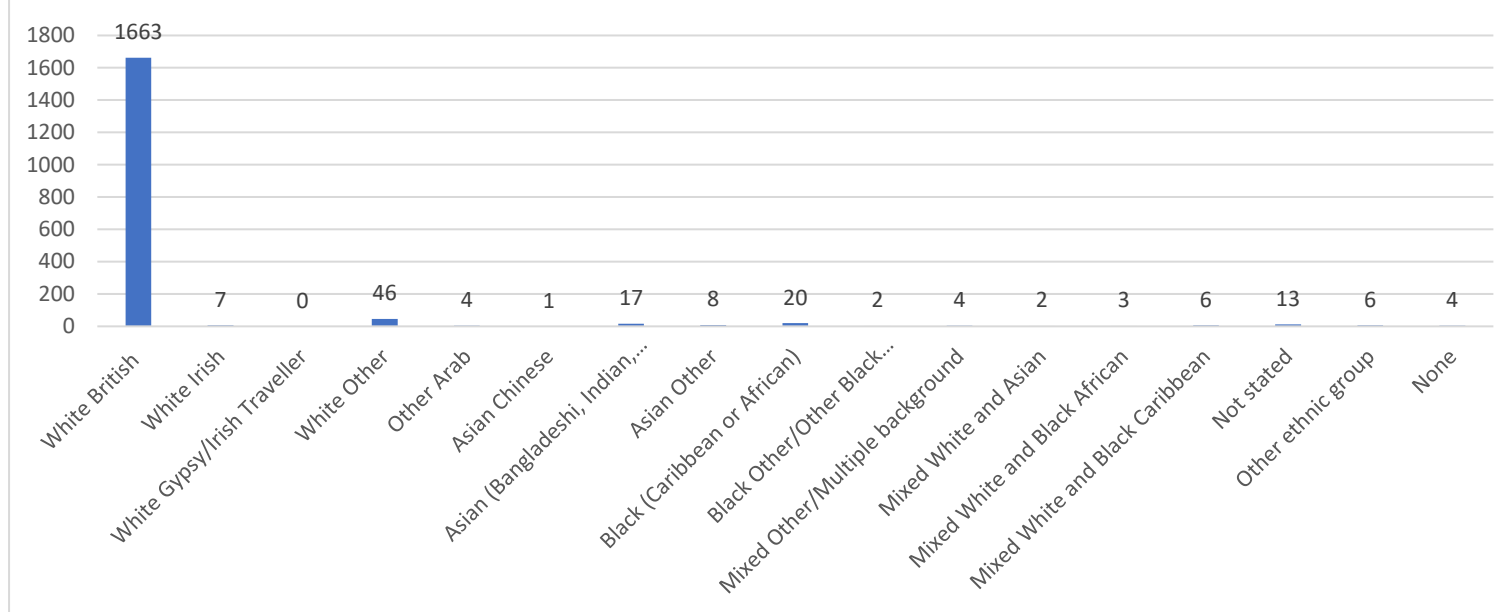
January - March 2025-26

**Independent Custody Visiting Quarterly (ICV) Update:**

**January - March 2026- 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 intersexes	Total number of unknown
1726	80	1806	1461	338	0	7

Ethnicity Recorded from Custody Data Jan-March 2026

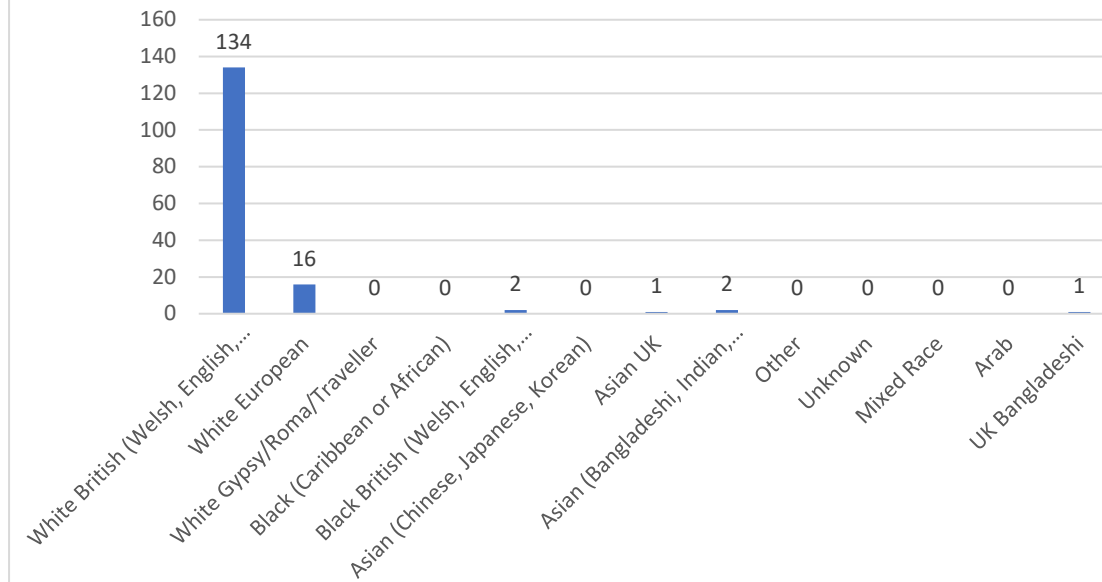


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**Jan-March 2026- Data from ICVs**

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
52	156	150	6	35	46	75	135	21

Ethnicity Recorded by ICVs from Jan-March 2026



**Active ICVs: 14**

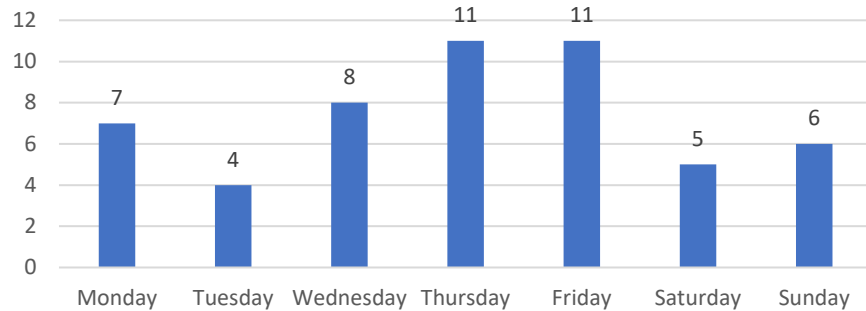
- Pembrokeshire: 3
- Powys: 4
- Ceredigion: 3
- Carmarthenshire: 4

*There has been one volunteer who has departed and five volunteers taking a temporary break from the scheme.*

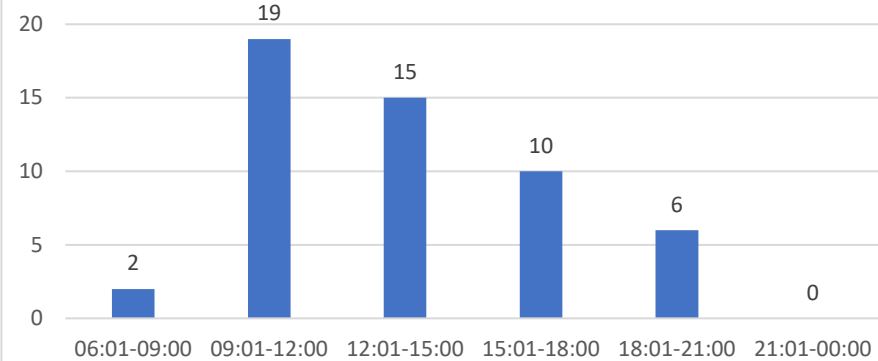
January - March 2025-26

Timings of Visits:

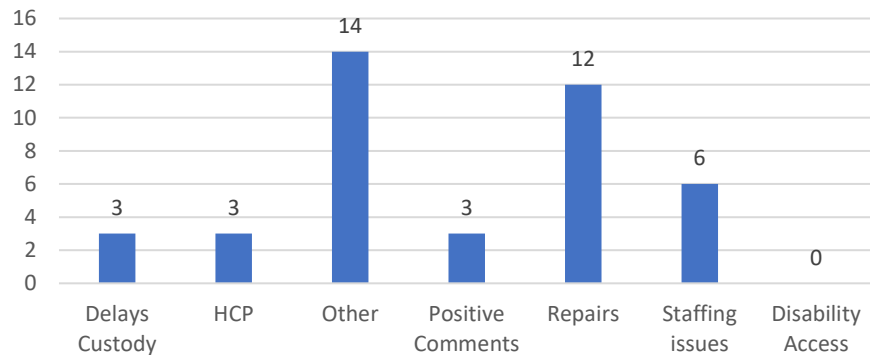
Frequency of visits conducted from Jan-March 2026



Timings of visits from Jan-March 2026



Themes Issues Raised Jan-March 2026



The breakdown of the specified category of 'Other' is listed below:

1. Reachable Moments
2. Religious Items
3. Incommunicado
4. Food Probe
5. Food Stocks
6. Exposed Cables in Processing Room
7. Custody Screens
8. Halal Certificate
9. How ICVs are Introduced by Custody Staff
10. Station Closures
11. Proposal of a Kosher Certificate
12. Tourniquets
13. CCTV
14. Issue of Mobile Phones for Custody Staff

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**Scheme Update:**

**Delays into Custody**

It has been noted at a specific custody, that there have been staffing issues in custody as well as with the front desk operating reception, which has caused delays in ICVs gaining instant access into the suite. It was noted that there are no staff to man the front desk, which is then requiring custody staff to leave the desk to answer the door from when the reception staff are off duty.

During the quarter there have been instances where ICVs have had to wait a considerable amount of time before being escorted around the custody suite or advised to conduct their visits through the hatch.

The Force have advised the OPCC that they are anticipating custody staff numbers to improve in April; however, challenges persist with annual leave, training courses, and sickness amongst other abstractions.

The OPCC has noted and appreciated the efforts made by custody staff during this challenging quarter to communicate these pressures and to accommodate ICV visits wherever possible.

**HCP (Healthcare Practitioner)**

Custody staff have specified to ICVs the challenges they have been experiencing with no embedded HCPs at Brecon custody suite.

There have been instances whereby local custodies have, closed due to staffing levels, requiring detainees being brought to Brecon; however, there was still no HCP embedded.

**Positive Comments**

There were three noteworthy positive comments referenced by ICVs this past quarter:

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1. A custody staff member had taken time to advise the ICVs regarding how they managed to calm down a detainee who had previously been very agitated and distressed, so that when ICVs eventually visited them, they presented themselves as calm and were resting.
2. There were two specific detainees that advised ICVs regarding how well they had been treated by custody staff and they were very attentive to any cell buzzer prompted.
3. A detainee present at the time of an ICV visit had been displaying signs of considerable mental health issues. During the ICV visit, they witnessed a HCP assess the detainee and advise that they were unfit for interview, and it was felt that they would be incoherent if ICVs attempted to speak to them. ICVs witnessed exemplary care and attention and were complimentary on how the staff made everything calm and well-ordered throughout the visit.

In addition to these accounts, the OPCC noted a total of the following positive observations received from ICV visits:

- Custody staff general helpfulness – 11 occasions
- Detainees referencing how well they were treated by staff- 6 occasions.
- Cleanliness and organization of the suites- 3 occasions.
- Staff polite, friendly or welcoming - 16 occasions.

### Incommunicado Detainees

There was an ICV visit conducted during the quarter whereby they were denied from seeing a detainee on the premise that they were incommunicado. Incommunicado means:

In UK law, a detainee **cannot normally be held incommunicado** — they have a right to have someone informed of their arrest and to communicate with others. This is set out under **PACE (Police and Criminal Evidence Act) 1984, Section 56**, and **PACE Code C**.

However, **an officer of inspector rank or above** may **delay** this right in specific circumstances. This is the closest UK custody practice comes to “authorising incommunicado detention.”

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The inspector (or rank above) must believe that allowing communication would:

- Interfere with evidence.
- Lead to harm to others.
- Alert other suspects
- Hinder the recovery of property.
- Interfere with the investigation.

In this instance, the custody sergeant and ICVs followed the processes correctly, seeking clarification from the Inspector who determined that due to the severity of the investigation, they should not be seen. This was excellent learning on behalf of the Force and the ICVs involved.

### **Abandoned Visit**

There were two abandoned visits this quarter, due to staffing sickness on short notice and late closure due to required repairs. Discussions are being maintained with the Force in relation to planned closures and wherever possible unplanned closures.

### **Repairs**

There have been a number of ongoing repairs over the past quarter that include:

- Exposed cables in the processing room. The Head of Custody services has since visited the suite and has agreed with ICV determination regarding this observation and Estates are in the process of amending how the desk is currently situated.
- The bench at a specific custody suite has yet to be replaced for those in the holding area. The OPCC is collaborating with the Force for this to be reinstated.
- ICVs are concerned with the delay in repairs of two custody cells and the position of the monitor screens at the custody desk for one suite. They consider that the privacy of detainees being checked in is being compromised by the positions of these screens.

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- A specific cell at a custody suite appears to have a persistent issue with regards to the intermittent heating. From enquiries, it would appear that the delay has been caused due to the delivery of the necessary part. This is being closely monitored.
- CCTV at one suite is not operational and has been an ongoing problem for a few weeks. The previous CCTV provider is unable to provide the password to the current provider in order for the computer screens to be linked. This has been appropriately escalated and is expected to be rectified in the near future.

### Other Issues Identified

**Halal Certificate** – A number of certificates were observed to be out of date in a number of custody suites. The Force has since rectified this issue.

**Kosher Certificate** – With the inclusion of Halal certification, ICVs queried whether this would be applicable for Kosher too. The Force have since confirmed that there is no legislation surrounding food requirements for this to be in place in custody.

**Reachable moments**- There have been instances where the Youth Worker have not been available in the early period of this project. This is being addressed with further staffing resilience currently underway.

**Religious Items** – Reports of the manner with how some religious materials were inappropriately stacked or that there were certain religious items missing.

**Food probe** – The food temperature probe appeared not to have been used or recorded for a period of 3 days at a specific suite.

**Food stocks** – Gluten free stock is not being used before it's use-by-date. The stock expiry is shorter than the other food stock and enquiries have been made to establish if they can be returned to the finance team who've confirmed that supplier will not receive the stocks that have more than 28 days left.

**Tourniquets** – There was no stock of tourniquets at a specific custody suite.

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**Mobile phone** – Staff at a custody suite have brought to the attention of ICVs the requirement for a mobile phone in the circumstance that they are away from their desk and there is an emergency to call ambulance. The OPCC will monitor this request moving forward as custody staff are afforded a radio to support medical emergencies.

### **Digital E-Learning**

In November 2025, ICVA supported ICV scheme managers with E-Learning and 6 Modules designed to support ICV learning.

In February 2026, they added 2 new modules:

1. Immigration Detainees in Police Custody and Disability access for detainees. This module covers essential information about immigration detainees, including their identity and the rights and entitlements they possess, which may differ from those of PACE detainees. Additionally, the training will address the specific challenges faced by this group of detainees and outline the monitoring responsibilities of Independent Custody Visitors (ICVs).
2. Physical Disabilities in Custody- which examines the needs of people with physical disabilities, look at the legal framework in place in order to protect those with physical disabilities and what it is that you as ICVs can monitor. The module was created in consultation with people who have lived through physical disabilities.

ICVs have reported that the new learning modules are both supportive and engaging. The OPCC will ensure that all members complete these modules to maintain consistent skill levels and to support the effective fulfilment of their role.

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### **ICV Training**

In February 2026, Adferiad hosted a training event that gave an input to ICVs with regards to Appropriate Adults, who can support vulnerable adult detainees in custody.

In addition, on the 23<sup>rd</sup> of March 2026, ICVs were invited to partake in interview training, so that they can assist alongside OPCC scheme managers when assessing new applicants that aspire to join the ICV team.

### **Mental Health and Lived Experience - ICV Online Event**

ICVs attended the ICVA online event that heard from Dr Sue Wheatcroft who provided some information on understanding Personality Disorders, particularly Borderline Personality Disorder (BPD), while sharing her own experience of living with BPD and time in custody. The video is accessible for the event [here](#).

### **PCC St. Davids Day Conference**

On the 4<sup>th</sup> of March, the Police Crime Commissioner hosted the 10<sup>th</sup> St. David's Day Conference at Dyfed-Powys Police Headquarters. ICVs were invited and to attend this year's conference focussing on topics including artificial intelligence, facial recognition, cybercrime and digital threats, digital forensics, Force Communications Centre technology and immersive training tools, alongside reflection on a decade of partnership working across the Dyfed-Powys area.

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### Supporting Recruitment Video

ICVs assisted with the OPCC's ICV promotion of the scheme, by allowing the Communication Team video a visit conducted at Haverfordwest Police Station. This video has since been broadcasted on the OPCC's socials to promote the recruitment of the scheme.

### ICV Panel Meeting Q3

In January 2026, the ICV Panel meeting covered a vast array of topics from the [Quarterly 3 data](#), and some important actions/recommendations were made and agreed.

The continuation of the new agenda, which provides a specific platform for ICVs to raise their thoughts, queries or concerns regarding matters they encountered and want clarification either from the Force or OPCC, is operating well.

### Force Response:

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

*"I am pleased to see that the strong working relationship is continuing between ICVs and DPP Custody Staff. It is especially pleasing to see a continuation of positive comments made by ICVs in relation to the welcome they received from custody staff, the helpfulness of custody staff, positive comments from detainees regarding their treatment in custody, and the example of exemplary care given to a detainee experiencing mental health issues.*

*It is unfortunate to see that ICVs have experienced delayed access to a specific custody suite during this quarter due to resourcing in custody and the station front desk. I will enquire with the OPCC as to the location of this custody suite as custody staff should not be leaving custody to respond to front door enquiries.*

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*I note the comments from custody staff regarding challenges with no embedded healthcare provision at Brecon Custody. However, I am pleased to say that embedded healthcare provision for Brecon is now in place following approval by chief officers and the hard work undertaken by Mitie (HCP Provider) colleagues to achieve this positive move for all involved.*

*In relation to the observations regarding ongoing repairs within custody suites, Custody Services would like to reassure ICVs that the department is actively working with Estates to ensure that custody repairs are prioritised, particularly if this involves the closure of a cell. An agreed process, including escalation, is in place and is continuing to be monitored. However, not all repairs can be resolved quickly based on various factors.*

*It is positive to see that ICVs have received numerous training inputs over this quarter via e-learning, training with other partners regarding vulnerability, and mental health/lived experience. This training will further enhance the important observations of the scheme members.*

*I would like to thank the ICVs 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.”*