

OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR DERBYSHIRE

ICV Review Process- Observed Custody Visit

Name of ICV:	Name of Reviewer	Name of Co Visitor
Date and Time of visit:	Suite	

ENSURE INTRODUCTION INCLUDES THE REASON FOR THREE ICV IN ATTENDANCE

A. ARRIVAL AT POLICE STATION

A1. Was the ICV punctual?

A2. Was the visit partner on time and satisfied with ease of contact and the pre-visit arrangements?

Comments:

A3. If the ICVs did not get immediate access to the Custody Suite was a note of the reason queried or questioned?

INTERPERSONAL QUALITIES AND ATTITUDES

B1. To demonstrate that a professional and effective relationship with the visit partner had been established: Did the two visitors agree who would start as questioner/scribe?

B2. Did the relationship with staff appear to be friendly yet professional, maintaining an air of independence?

If not, please provide example to demonstrate why not.

KNOWLEDGE AND SKILLS

C1. Did the ICV establish with the Custody Staff the categories of detention and if any vulnerable detainees were being held?

C2. Was the visitor confident with the self-introduction and (if used), was the cue card used to good effect?

If not, please provide example to demonstrate why not.

C3. Did the ICV check whether all rights and entitlements had been met?

If not, please provide further detail:

C4. Did the ICV ask other appropriate questions, as detailed on the checklist?

If not, provide information on the questions that were not covered (noting that not all questions on checklist have to be covered):

C5. Was an appropriate questioning technique employed so as not to raise detainee expectations?

Please provide an appropriate example of effective/ ineffective questioning techniques used:

C6. If necessary, did the ICV ask supplementary or follow up questions to good effect?:

Provide example of this:

**C7. Did the ICV modify the interview to accommodate the needs of a vulnerable detainee?
i.e., language barrier/juvenile/disability/mental health/other vulnerability**

Please provide an example of the strategies used to converse with a vulnerable detainee. If no strategies were used, provide detail on what strategies could have been used to good effect:

C8. Did the ICV inspect the facilities/ supplies or CCTV?

C9. Was permission to view Custody Records requested?

C10. Did the ICV presume consent to view any Custody Records?

C11. How many Custody Records were viewed?

C12. Did the Custody Visitor interrogate the Custody Record in relation to a particular issue raised by a detainee? And if so, was the ICV able to locate this on the Custody record?

Please provide details:

C13. Did the ICV interrogate the Custody Record for reassurance or information on any other detention issues?:

If so please provide details:

C14. Where appropriate, did the ICV raise any issues or follow up with custody staff?

Please provide an example of where a challenge may have been used to good effect.

C15 When the ICV acted in the role of scribe, did they take appropriate notes and still continue to raise questions in a supportive way with their visiting partner?

C16. Did the ICV display the following qualities:-

Impartiality, independence, empathy, respectfulness, patience, understanding, tactfulness:

	Yes	Mostly	Not entirely	No
Impartiality				
Independence				
Empathy				
Respectfulness				
Patience				
Understanding				
Tactfulness				

If not, please provide example to demonstrate why not.

REPORTING

D1. Did the ICVs discuss the outcome of the visit before agreeing on how the Visit Report Form (VRF) should be completed?

D2. Where an action was raised during an interview was appropriate action taken to resolve the issue and was this reflected in the VRF?

If not, please provide details of appropriate action that could have been taken and how this could have been reflected in the VRF.

D3. Was each section of the VRF completed appropriately and correctly?

If no, please highlight where the form was not completed correctly.

GENERAL COMMENTS

Please comment on areas in which the ICV did particularly well:

Please comment on the relationship with the partner ICV:

Please suggest any training or specific development this ICV could benefit from:

General Comments from ICV:

General Comments from Reviewer

Signed: (ICV) Signed(Reviewer)

Dated: Dated: