



ICV Quarterly Report July – September 2025

Overview

This report is to provide information about visits undertaken by Independent Custody Visitors (ICVs) between 1st July to 30th September 2025.

Visits

Visit forms have been received for a total of 14 visits for the period. Outlined below are the number of visits per custody suite.

Custody Suite	July	August	September	Total
Ripley	2	2	3	7
Derby	3	1	3	7
Total	5	3	6	14

Access to Custody Suites

The following table outlines information on the time taken for ICVs to gain access to custody suites once contacted. This is useful for any identifying any emerging patterns of delay.

Immediate Access 1-5 Minutes	Access Delay of 5 – 15 Minutes	Access Delay of 15+ Minutes
13	0	1

Detainees seen, not seen and observed by ICVs

The following table highlights the number of detainees who were seen, observed and not seen, due to being unavailable, by ICVs during the period of 1st July to 30th September 2025:

Total number of detainees	Ripley	Derby	Total
Seen	27	26	53
Observed	4	7	11
Unavailable for a visit	9	13	22
Custody Records Seen	13	24	37

Reasons why the DP was unavailable

The table below breaks down the reason as to why detainees were unavailable for a visit:

Reason for being unavailable	Derby	Ripley	Total number
At Interview	2	0	2
With the HCP/Nurse	0	0	0
Visit declined by DP	11	6	17
Advised not to see by custody staff	0	0	0
Asleep	0	1	1
Been Released	0	0	0
Other*	0	2	2
Total	13	9	22

'other' consists of DPs that are either; at an external hospital, out of cell with no further explanation given, in the exercise yard or with solicitor

Examples of good practise

- One DP said he had been treated 'Very good'.
- We noted an improvement in the variation of gluten and milk free food available.
- Noticed new posters had been placed up including searches & BSL
- One DP was upset as they were the sole carer for gran. Accompanying officer said this was already being actioned by a sergeant with adult social care.

Causes of concern

- The availability of Appropriate Adults (AAs). During one visit the volunteers stated that at least one detainee was detained for longer than necessary because there was no AA on site for the interview.
- One detainee was in a dry cell and stated that he had waited "ages" to go to toilet. Upon reviewing the custody record, it did indicate he had been supervised to toilet at least twice- in custody @8 hrs.
- Suite felt uncomfortable for our visit- staff seemed reluctant to escort us (said they had enough staff on) they did not seem to acknowledge us, walked past us, seemed to have an unfriendly nature towards us on this occasion. There was no apology for delay was sat at booking in awaiting CDO contact for 15-25minutes without any welcome nor explanation.
- One detainee was unhappy and stated they had not been treated nicely and claimed hair was pulled by a female officer in cell. AA attributed this to having hair bobble removed. Unable to clarify as DP didn't give permission for us to read custody record

Examples of where ICVs have affected change

- DP claimed nothing had been done for him - said didn't know if niece had been informed, waiting for food and drink, waiting for solicitor and interview, and hadn't had medication yet despite being in custody 12hrs - We informed CDO of DPs concerns and he said he would follow this up
- Meat probe dirty- brought to attention of CDO
- Requested exercise, soap and food - all requests passed to CDO - written down
- Toilet running permanently which we reported to CDO as well as no toilet paper which was requested and provided immediately

Findings of concern/good practice from custody record reviews

- The availability of AAs was also a concern raised numerous times by volunteers following conducting custody record reviews (CRRs). Custody is aware of this and work is undergoing to resolve this.
- Another cause for concern that was raised regularly throughout quarter two was detainees not being informed of their sleeping review as soon as practicable. The custody manager has circulated an email to all custody staff reminding them to inform detainees at the earliest opportunity.
- Female detainees not being allocated a female SPOC at either booking in or handover was raised on occasions. This has also been raised to all custody staff.
- DP was a male juvenile who was treated well during his detention. He was provided with a prayer mat and a copy of the easy read rights and entitlements.
- DP was generally well cared for during her detention. Safeguarding concerns were thoroughly addressed by strategy meeting with social worker.

Day and Time of Visits

The chart below outlined the day and period of the week when visits were undertaken from 1st July – 30th September 2025.

Ripley

	00:00 – 07:59	08:00 – 11:59	12:00 – 15:59	16:00 – 19:59	20:00 – 23:59	Totals
Monday		1	1		1	3
Tuesday		1		1		2
Wednesday				1		1
Thursday					1	1
Friday						0
Saturday						0
Sunday						0
Totals	0	2	1	2	2	7

Derby

	00:00 – 07:59	08:00 – 11:59	12:00 – 15:59	16:00 – 19:59	20:00 – 23:59	Totals
Monday		1				1
Tuesday					1	1
Wednesday		2	1			3
Thursday		1	1			2
Friday						0
Saturday						0
Sunday						0
Totals	0	4	2	0	1	7

Conclusion

- ICVs were provided with immediate access on most occasions
- Visit gaps chart – if we could try to fill the green slots.
- During this last quarter:
 - 4774 detainees went through custody in Derbyshire.
 - 14 custody visits took place.
 - 177 detainees were in custody at the time of visits.
 - 53 detainees were visited.
 - 22 detainees were unavailable/declined to speak.
 - 11 detainees were observed.