



## **Independent Custody Visiting (ICV) Scheme Handbook**

## CONTENTS

<b>Section 1</b>	<b>BACKGROUND</b>	page 4
<b>Section 2</b>	<b>POLICE STATIONS COVERED BY THE SCHEME</b>	page 5
<b>Section 3</b>	<b>VISITS</b>	page 6
	Frequency of Visits	page 6
	Deaths in Police Custody	page 6
<b>Section 4</b>	<b>WORKING ARRANGEMENTS</b>	page 7
	Area Allocation	page 7
	Visiting/Reviewing Rota	page 7
	Visiting/Reviewing in Pairs	page 7
	Identity Card	page 7
	Access to the Custody Suite	page 8
	Cells	page 8
	Cell Block	page 8
	First Aid	page 8
	Closed Circuit Television (CCTV)	page 9
	Categories of Detainee	page 9
	The Visit	page 10
	Visiting Detainees	page 10
	Consent to a Visit	page 11
	Custody Records/Detention Logs	page 12
	Observing the booking in	page 12
	Risk Assessment	page 12
	Release	page 12
	Stock/Custody Arrangements/Environment	page 13
	Vulnerabilities	page 13
	DP Care	page 13
	General	page 13
	Shadowing a Detention Officer	page 13
	Safety and Security	page 13
	Detainees subjected to CS Spray	page 14
	Hepatitis C	page 15
	Hepatitis B	page 15
	Fire Alarm	page 15
	Conversations with the Detainee	page 15
	Detainee known to Visitor	page 16
	Young People	page 16
	Young Females	page 17
	Mental health Detainees	page 18
	Non-English-Speaking Detainees	page 18
	Medical Issues	page 18

Dealing with Issues and Complaints	page 19
Effective Working Relationships	page 19
Reporting on a Visit	page 20
Follow-up Action	page 21
Public Report	page 21
Confidentiality and Disclosure	page 21
Custody Record Reviewing Rota	page 23
Custody Records	page 23
The Review	page 23
Public Report	page 24
Confidentiality and Disclosure	page 24
<b>Section 5 RECRUITMENT AND CONDITIONS OF SERVICE</b>	page 25
Recruitment	page 25
Selection Process	page 25
Disqualification	page 26
Basis of Service	page 27
Tenure	page 27
Leave of Absence	page 28
Insurance	page 29
Exit Interviews	page 29
Complaints made against an Independent Custody Visitor	page 30
Making a Complaint	page 30
Criminal Offences	page 30
Criminal Proceedings	page 30
Action upon receipt of a Complaint	page 30
Complaint made by a Volunteer	page 31
Suspension/Removal of a Volunteer	page 31
Right of Appeal against removal from the Scheme	page 32
<b>Section 6 ACCREDITATION AND TRAINING</b>	page 33
Introduction	page 33
Initial Training Day	page 33
Probationary Period	page 33
Training	page 33
Evaluating Training	page 34
<b>Section 7 EXPENSES</b>	page 35
<b>Section 8 PUBLICITY GUIDELINES</b>	page 36
<b>Section 9 CONTACT DETAILS</b>	page 37

## **SECTION 1 – BACKGROUND**

1. Custody visiting to Police Stations owes its origin to Lord Scarman, whose report on the Brixton riots in 1981 recommended a system of independent, unannounced inspections of procedures and detention in Police Stations by local community members. The main reason was to counter growing mistrust of the Police and to increase their accountability to the general public. Whilst Scarman advocated a statutory arrangement, Home Office ministers approved a Lay Visiting system, which was non-statutory.
2. The Police Reform Act 2002 paragraph 51 placed a statutory obligation on Police Authorities to have in place an effective Scheme. The Act was supported by Codes of Practice and National Standards developed jointly by the Home Office and the Independent Custody Visiting Association (ICVA).
3. Today, Independent Custody Visiting has a number of connected purposes. First, and most obviously, it offers an extra level of protection to Detainees by providing independent scrutiny of their treatment and the conditions in which they are held. By giving approved members of the local community an opportunity to observe, comment and report on these matters, it can reassure the community, improve the public's understanding of procedures at Police Stations and strengthen their confidence that these are being properly applied. From a Police perspective, it is a clear demonstration of their commitment to transparency and openness in relation to this critical aspect of their duties. Furthermore, it can improve Police management of their own performance by pointing out areas where problems have occurred and which may have implications for policy, training, communications or the daily work of Officers responsible for Custody at Police Stations.
4. Independent Custody Visiting is an extremely important aid for the Police and Crime Commissioner for Derbyshire (hereafter referred to as 'the Commissioner') in fulfilling his/her responsibility of ensuring that policing in the County is carried out fairly, in accordance with statutory and other rules and with respect for the human rights of all those coming into contact with the Police.
5. In addition to visiting, Derbyshire also operate a system of Custody Record Reviewing, which involves the Volunteers reviewing redacted Custody Records of vulnerable detained persons to ensure they are being held according to PACE Code C and to their specific needs.
6. This handbook provides detailed but not exhaustive guidance on the Custody Oversight arrangements within Derbyshire.

## **SECTION 2 – POLICE STATIONS COVERED BY THE SCHEME**

1. In Derbyshire, the Independent Custody Visits (hereafter referred to as “visits”) are made to Police Stations designated under Section 35 of the Police and Criminal Evidence (PACE) Act 1984 as Stations to be used for the detention of arrested persons, These are as follows:
  - I. Derby Divisional HQ  
St Mary’s Wharf  
Derby  
DE13AB
  - II. Ripley Police Station  
Wyatts Way  
Ripley  
DE5 3SU

## **SECTION 3 – VISITS**

### Frequency of Visits

1. Having regard to the need for visits to be sufficiently frequent to meet the objectives of the Independent Custody Visiting Scheme (hereafter referred to as “the Visiting Scheme”), and also the effect that too frequent visiting may have on the operational efficiency of the Police Stations, visiting will be undertaken on the following basis:

Designated Police Stations with 24-hour Custody Suites:

- I. Ripley – 1-2 visits per week
  - II. Derby – 1-2 visits per week
2. Exceptionally, circumstances may arise where the Police may want to initiate a visit, particularly where there may be a public concern about the treatment or well-being of a person in Custody and where a special visit could help allay public fears. On such occasions, the responsibility for arranging a visit will be with the Divisional Commander or Duty Gold Commander. Details of such visits will be notified to the Scheme Coordinator as soon as practicable.

Note:

The Scheme Coordinator will be responsible for providing Divisional Commanders with contact details of local Custody visiting members.

### Deaths in Police Custody

3. Where a death in Police Custody occurs, the Force must inform the Commissioner as soon as is practicable. Consideration will be given as to whether a visit would be helpful in terms of informing and reassuring the local community. If it is agreed that a visit should be made, it will be made on the basis of a clear understanding as to how that feedback to the community will be achieved. Any visit following a death in Custody, or some other major incident must not be allowed to interfere with any relevant investigation that may be taking place. There may be circumstances in which the senior investigating Officer dealing with such an incident will need to refuse or restrict access to particular area.

## **SECTION 4 – WORKING ARRANGEMENTS – VISITING**

### Area Allocation

1. Upon appointment the Visitors will be allocated to one of two Suites: Derby or Ripley. This will be the primary Custody Suite visited and Suite allocation will be based on proximity to their home address. Visitor's will also be rostered to visit the other Custody Suites at least once per year.

### Visiting/Reviewing in Rota

2. The Scheme Coordinator will be responsible for organising visits and Reviewing sessions and will draw up a rota on a monthly basis. The rota will ensure that each Custody Suite is visited at least once per week and at a variety of times and days of the week, including weekends and that there are two volunteers Reviewing per week.
3. Volunteers will be rostered to Visit and Review in pairs, normally volunteering for between one and four Visits/Reviews per month. It will be the responsibility of the Volunteers to contact their visit partner to arrange a mutually agreeable date and time to make the visit. It is also the responsibility of the volunteer to attempt to arrange cover if they cannot make a rostered visit and to inform the Scheme Coordinator of any changes relating to that visit. If, after attempting to arrange cover, they have been unable to do so they should report this to the Scheme Coordinator who will make other arrangements.

### Visiting/Reviewing in Pairs

4. Visits will be undertaken in pairs of Visitors/reviewers working together. Visiting and reviewing in pairs allows for mutual support and corroboration, a shared understanding of issues and problems that may be encountered and can also contribute to safety in the Custody environment. Lone reviewing can be undertaken if the volunteer feels comfortable doing so. Should a Visit partner not arrive at the Suite, the attending Visitor can enter the Suite to observe all the processes underway in the Suite, they should, however, not speak to DPs as this should always be undertaken in pairs.

### Identity Card

5. Each Visitor will be provided with an identification card on appointment. The card will function as their approval to visit any Police Station included within the Scheme and will be supplied with a lanyard. It is to be worn around the neck using the lanyard so that it is visible when entering the Custody area but may be removed when talking to detained persons (DPs). Your Next of Kin's

contact details must be written on a label and stuck to the reverse of the card so that your next of kin can be contacted in case of an emergency.

### Access to the Custody Suite

6. Volunteers must be admitted immediately to the Custody area as any delay will affect the credibility of the Scheme. Access should ONLY be delayed when Volunteers may be placed in danger, for example if there is a disturbance in progress in the Custody area. It is inappropriate for access to be delayed because the Custody Officer is busy. In such circumstances Visitors should be admitted to the Custody area but invited to wait until the Custody Officer or another Officer is available to escort them on the visit. A full explanation must be given as to why access has been delayed, which should be recorded by the Visitors in their report.

Access should be granted to cells, toileting facilities, washing/showering facilities, medical/surgeon room, exercise area, detention/interview rooms (if unoccupied), charging area and kitchen/food preparation area. These areas should be checked to ensure they are clean, hygienic and, where applicable, in good working order. Visitors should also ensure that meals are not out of date and that there is sufficient choice to cater for religious/special dietary requirements (e.g., Muslim/diabetic).

### Cells

7. Empty cells should be clean and in a reasonable state of repair and decoration. Room temperature and ventilation/lighting should be adequate. Visitors should satisfy themselves that cell alarm buttons work. There should be sufficient bedding and it must be clean, and the mattress should be the right size for the bed. Check for leaks or mould, unpleasant/pungent smells/fumes, and graffiti on wall/doors. Check for fixed points such as protruding cell hinges that could be used for ligatures.

### Cell Block

8. There should be suitable facilities for storing mattresses and blankets, and for the cleaning of such.

### First Aid

9. Visitors will want to satisfy themselves that first aid materials are available in the Custody area. All Custody Detention Officers are first aid trained.



## Closed Circuit Television (CCTV)

10. Visits must be carried out in person and not by viewing either live or recorded CCTV footage. However, Visitors should satisfy themselves that any CCTV systems installed to observe the Custody area or individual cells are operating properly.

### Notes:

- Visitors may not visit CID rooms or other operational parts of the Station or attend Police interviews with Detainees.
- Occasionally, forensic evidence will be collected from Detainees for evidential purposes and kept in special sample containers, which are stored in cupboards, fridges etc. As the collection and preservation of evidence, including equipment used to collect and store samples and any associated procedures are outside the remit of the Scheme (not being directly related to the welfare of Detainees), Visitors will not involve themselves in this particular area of operational Police work.

## Categories of Detainee

11. Subject to some exceptions, Visitors must have access to any person detained in Police Custody within the Custody Suite. Detained Persons (hereafter referred to as “DPs”) usually fall into the following categories:

### a) PACE Prisoners

These will constitute the vast majority and are held under the provisions of the Police and Criminal Evidence ACT 1984

### b) Home Office Prisoners

These are remanded or sentenced prisoners who would normally be held in prison.

### c) Immigration Detainees

These are persons held under the Immigration Act 1971 and Immigration and Asylum Act 1999 who are subject to deportation proceedings or who are waiting to be removed from the UK as illegal immigrants.

12. Persons detained by non-Home Office Police forces, such as the British Transport Police, are not covered by these arrangements. However, they may be visited with the consent of the force concerned and the spirit of these guidelines should be applied to any such visits.

### Terrorism (TACT) Detainees

13. Visitors who make TACT visits are drawn only from areas where terrorism detention most frequently takes place and where specialist facilities exist. Those Visitors undergo higher level security checks and extra training.

### The Visit

14. Upon arrival at the Custody Suite the Visitors should establish a Specified Point of Contact (SPOC), this will normally be a Detention Officer. The SPOC will be the contact to help facilitate every aspect of the visit.
15. How busy the Suite is will determine how the Visitors should proceed on their visit and your SPOC should be able to provide some general information about the busyness of the Suite at that time.
16. The order in which to conduct the following elements of the visit, or indeed whether it will be possible to conduct them at all, will depend on what is happening at the time of the visit.

### Visiting Detainees

17. All Visitors should aim to speak to as many DPs as possible as a minimum of 5, when the opportunity arises Visitors should ascertain how many DPs are being held.
18. When making the selection of DPs to visit, the following order should be followed:
  - Any vulnerable DPs must be selected, unless the Custody Officer advises against it for safety reasons. For the purposes of the Scheme, vulnerable DP's are classed as: all those under the age of 18 years and any adults who could be considered as vulnerable due to issues such as disability, learning difficulties and health issues (including mental health), etc.
  - Visitors may also wish to visit a DP if they have observed them being booked in.
  - Dependent upon the above, after selecting all vulnerable DPs any number of other DPs may also be chosen for a visit.
19. Visitors should ask the DP if they have received their rights and entitlements according to the ICVA checklist.

20. If Visitors wish to review the detention log, provided permission has been given by the DP, Custody staff will print a redacted version for the Visitors.
21. Any issues highlighted during the visit should be raised at the time with Custody Staff and any action undertaken at the time of the visit should also be recorded on the electronic report form.
22. Before leaving the Custody Suite any paperwork including printed detention logs and aide memoires should be handed to Custody to enable confidential disposal.

### Consent to a Visit

23. The privacy of the individual must be respected and only persons who consent to a visit may be seen. DPs may refuse to see a Visitor should they not wish to see them.
24. The Commissioner operates a self-introduction Scheme; Visitors introduce themselves as per the laminated cue cards provided. The Escorting Officer will check that the DP is seated, will open the door and may make a brief introduction; but will take no other part in the visit.
25. If a DP is incapable of giving consent to a visit, perhaps because of the effects of drink or drugs, by virtue of a mental illness or because they are non-English speaking, the Escorting Officer should allow access unless it is considered that the Visitor's safety would be at risk. In such circumstances the Visitors may observe the DP either through the observation hatch or via the CCTV.
26. Sleeping DPs can be woken at the discretion of the Escorting Officer to seek consent to a visit. However, where that would involve interrupting the continuous period of eight hours rest provided for under PACE, the normal procedure will be not to wake the person but observe them through the observation hatch.
27. Police interviews with DPs will not be interrupted to facilitate visits. However, Visitors may await the completion of the interview if they wish to see the person concerned.
28. In exceptional circumstances, the Police may judge it necessary to deny Visitors access to a DP, either because the DP has been violent and there is

reasonable suspicion that they may be violent to the Visitors; or to avoid any possible risk of prejudicing an important investigation. Any decision to deny Visitors access to a DP should be taken by an Officer of or above the rank of Inspector taking account of all relevant circumstances and must be recorded in the Custody Record. There should be no presumption that access should be denied to any category of detainee or because a decision has been made that a person should be held incommunicado.

### Custody Records/Detention Logs

29. All Custody facilities within Derbyshire operate a computerised Custody Record system. Visitors have no right to view certain parts of the Record, such as medical Records or areas which would entail the Visitors seeing personal information about the DP, but Visitors can view the risk assessment.

30. Subject to obtaining the detainee's consent, Visitors can request the detention log to be printed out and the contents should be checked against what they have been told by the detainee. Visitors will wish to verify:

- Whether entitlements under PACE have been given and signed for.
- That medication, injuries, medical examinations, meals/diet are recorded.
- That procedures to assess special risks/vulnerabilities presented by the detainee have been properly recorded.
- The timing and frequency of cell inspections of inebriated or otherwise vulnerable Detainees.
- The timing of reviews of the continuing need for detention.

31. If Detainees are incapable of giving consent, then Visitors can presume consent. A detainee is deemed incapable if they suffer from mental health issues, are under the influence of alcohol or drugs or are non-English speaking.

### Observing the booking in

32. Whilst observing Volunteers may get the opportunity to observe a DP being booked into Custody. Volunteers will refer to the 'booking-in' section of the Aide-Memoire and comment upon set criteria. Volunteers will receive training on what makes a 'good booking in'.

### Risk Assessment

33. During the booking in procedure staff should risk assess the DP. Volunteers will need to refer to the 'risk assessment' section of the Aide-Memoire and comment upon set criteria.

### Release

34. On the visit to Custody, Volunteers may be able to observe a DP being released from Custody, should this occur, Volunteers will refer to the 'Release' section of the Aide Memoire.

### Stock / Custody Arrangements / Environment

35. When in Custody, Volunteers should be given access to stores and the kitchen and in so doing can comment upon the adequacy of these areas. Visitors should also observe and comment upon the wider Custody environment and should refer to this section of the Aide Memoire to examine the criteria.

### Vulnerabilities

36. Vulnerable DPs will have special needs according to their vulnerability. Visitors are encouraged to probe to ensure that the needs of the vulnerable have been met and the 'vulnerable' section of the Aide Memoire should be referred to.

### DP Care

37. See the section above on visiting a DP and refer to the 'DP Care' section of the Aide Memoire.

### General

38. On a visit to Custody, if appropriate, Visitors should try to speak to the Sergeant to understand the current context in which the environment is operating and report on this. Volunteers can also comment upon wider, less tangible aspects of their visit and the 'general' section of the Aide Memoire should be referred to, to familiarise yourself with the criteria to comment upon.

### Shadowing a Detention Officer

39. Volunteers will shadow a Detention Officer (DO) and their rounds and in so doing can comment upon various criteria within the Aide Memoire such as

'staff attitudes', DP care, are vulnerabilities addressed? Are food and religious requirements met? Etc.

### Safety and Security

40. Safety and security in the Custody Suite is the priority for all involved. Visitors will be escorted by a member of the Custody staff whilst making visits to DPs. Conversations between Visitors and DPs will normally take place in sight but out of hearing of the escorting Officer. This is to ensure the DP feels confident enough to raise any issues with the Visitors but will allow for rapid intervention by the escorting Officer should they see the DP becoming agitated or aggressive towards the Visitors.
41. Visitors must maintain a distance between themselves and the DP they are visiting. They should not walk too far into the cell but should position themselves within the doorway or as near to it as possible. They can then exit the cell quickly and safely should the need arise.
42. In addition to the risk of violence, Police staff should also be alert to any specific health or safety risks that Visitors might face and should advise them as appropriate. For example, Visitors should always be told if there is a possibility of them coming into contact with Detainees or cells exposed to CS spray (see paragraph 35).
43. All Visitors will receive basic personal safety training as part of the induction process and refresher training will be delivered annually.
44. Whilst observing the processes underway within the Custody Suite, all Volunteers should be mindful of the potentially volatile environment. Custody Sergeants' will continually risk assess the area and if you are asked to move to a safe space, follow the instructions of the Custody Sergeant immediately.
45. When in the Custody Suite, Volunteers should stand/sit so that can observe all areas of the Suite. Volunteers should be mindful not to stand in the middle of the Suite where there may be 'blind spots' to potential dangers.

### Detainees subjected to CS Spray

46. Visitors, may, during their visit, encounter DPs who have been sprayed with CS spray during their arrest. The Custody Officer should advise Visitors when there

is a possibility of cross contamination. Visitors should not enter the cells of contaminated Detainees until such time as decontamination has been carried out.

47. Visitors are encouraged to check the health and wellbeing of such persons. If the detained person is suffering due to the aftereffects of the CS spray, they should seek medical assistance.

48. If a Visitor becomes cross-contaminated, they should go to a well-ventilated area and they should seek medical advice.

### Hepatitis C

49. It is unlikely that Visitors will become contaminated by Hepatitis C during their time in Custody areas, as it is usually transmitted by means of blood transfusion. Vaccination is not available for this form of Hepatitis.

The definition of contamination is as follows:

*“Blood or body fluids that enter the mouth, nose, ears or eyes or via a human bite that breaks the skin and contact with the skin which has cuts of 3 days old and under”.*

50. Visitors are advised to cover all minor abrasions of the hands and wrists with waterproof plasters. Should Visitors become contaminated, it is recommended that they visit their GP, Practice Nurse or Hospital Accident and Emergency Department within 36 hours.

### Hepatitis B

51. It should not be necessary for Visitors to be immunised against Hepatitis B since they do not come into direct contact with blood and bodily fluids.

52. Visitors may wish, however, to seek advice from their own Doctor about this and other appropriate immunisation.

### Fire Alarm

53. A fire alarm or fire alarm test will require all staff and Visitors in the Police Station and Custody Suite to be evacuated from the premises. Special provisions exist for Detainees and the Custody staff will deal with this.

54. In such an evacuation, Visitors should follow the instructions of the person designated as the Fire Marshal and should assemble at the place he/she instructs. In the event of an evacuation, it is important that Visitors do not

leave the Police Station until released by a member of the Custody staff or a member of public enquiry staff who are allowed entry to the building.

55. Visitors must only re-enter the building when advised that it is safe to do so. At that time the staff's priority will be attending to the Detainees and there may be some delay before the visit can be resumed.

#### Conversations with Detainee

56. Conversations should focus on checking whether Detainees have been offered their rights and entitlements under PACE and on confirming whether the conditions of detention are adequate.
57. Visitors should satisfy themselves that the Detainees have had their statutory rights explained and that they have been given the written notice of those rights. They should also be satisfied that Detainees have received those facilities to which they are entitled under Code C of the PACE Act 1984.
58. Visitors must remain impartial and should not seek to involve themselves in any way in the process of investigation. If Detainees press them for advice about co-operating with the Police, making a statement or anything in relation to their defence, they should explain that it is not part of their role. If a detainee seeks to make admissions or otherwise discuss an alleged offence, the Visitor must tell them that the relevant contents of the visit may be disclosed in legal proceedings. If the detainee's concerns are linked to not yet having received legal advice that is something the Visitor should take up with the escorting or Custody Officer.
59. Visitors must not pass messages for Detainees or perform other tasks on their behalf as this might compromise impartiality or the interests of justice.
60. Visitors will be primarily concerned with the overall conditions, standards and procedures at Police Stations: however, immediate concerns about the treatment of individuals should be passed on to those in a position to take corrective action. If a detainee indicates that they may harm themselves or any other person, this must immediately be brought to the attention of Custody staff.



### Detainee known to visitor

61. If a Visitor realises they know or are known by a detainee, they should consider whether to withdraw from the visit. The decision will depend on the nature of the relationship and its likely effect on the Visitor's impartiality. If a Visitor decides to voluntarily withdraw from a visit, their partner must do likewise, as visits can only be conducted in pairs.

### Young People

62. If a detainee appears to be the age of 18 or under, they must, in the absence of clear evidence that they are older, be treated as a young person.
63. Young People should not be held in a cell overnight unless no other secure accommodation is available and the Custody Officer considers that it is not practicable to supervise them if they are not placed in cells or if a cell provides more comfortable accommodation than other secure accommodation in the Station. If a young person is kept in a cell overnight Visitors should seek an explanation from the Custody Officer and check that this has been recorded on the Custody Record.
64. Young People may be spoken to with their own consent. It is not necessary to obtain the additional consent of a parent or guardian. If an Appropriate Adult is in attendance to support a young person or vulnerable person, the DPs wishes should be sought and respected as to whether the Appropriate Adult should attend any visit.
65. Young people in Custody should be appointed an Appropriate Adult quickly. When visiting a young person enquire whether they have spoken to an Appropriate Adult. If not, and they have been held for in excess of four hours, question this with the DO.

### Note:

Visitors cannot volunteer to be an Appropriate Adult. It is not compatible with the role of Visitors to take on any task which requires them to become directly involved with individual Detainees, particularly in circumstances which might lead to them being called as witnesses when the detainee's case comes to court. Even where the Police are unable to obtain the services of an Appropriate Adult and the young person or other DP is being detained in Police Custody for an unacceptable length of time, Visitors must refuse to act as Appropriate Adults.

## Female detainees

66. Young females are required to be under the care of a woman while being detained, conveyed or waiting to be so. The requirement comes from Section 31 of the Children and Young Persons Act 1993 which takes precedence over the Sex Discrimination Act 1975. 'Under the care of a woman' in this context means that a female Detention or Police Officer must be assigned responsibility for the care of a female detained 18 or under while they are in Police Custody. Subject to the risk assessment the 'carer' need not be physically present with the detainee at all times but must be readily available.
67. Where two male Custody Visitors wish to visit a young female and no female Detention or Police Officer is available to accompany them, they should liaise with the Custody Sergeant regarding the perceived risk of undertaking such a visit or whether or not the visit should be undertaken by way of a conversation through the hatch in the cell door.
68. Where a young female is in detention, and no female Detention or Police Officer is on duty in the Custody Suite, Custody Visitors should ascertain from the Custody Sergeant whether the young female is being moved to another Custody Suite where a female Detention or Police Officer is present or whether a female Detention or Police Officer will be available to attend. In both cases Custody Visitors should record the timescales for these arrangements on the visit report form.
69. In cases where no alternative arrangements are being made for a young female to come under the care of a female Detention or Police Officer, Custody Visitors should request to speak to the Duty Inspector and request that such arrangements are put in place. This should also be recorded on the visit report form.

## Mental Health Detainees

70. Check whether a Detainee is in Custody under a section 136 and if so, ask why as Police Stations should not be used as a place of safety to assess persons detained under Section 136. In addition, children should not be taken to a Police Station as a place of safety under s136.
71. In some cases, a mentally vulnerable DP may need access to an Appropriate Adult. Visitors should ask the DO if an AA has been requested and if not to ensure that there is appropriate rationale for not requesting one.

72. If the mental health of a DP is concerning to the Visitor, Visitors should seek to understand if they have seen a Mental Health Worker and if not, to ask why.

73. If the DP is waiting to see an AMHP, Visitors should ascertain the length of waiting time from contact with the AMHP.

#### Non-English-Speaking Detainees

74. In the course of their visits, Visitors will encounter individuals being detained in Custody who do not speak English. Visitors should attempt to visit with them as with any other detainee and can use the aid of language cards provided. If Visitors do not have any success in communicating with the DP and there are any concerns about their well-being, Visitors can request the use of Language Line and this should be facilitated where possible.

75. Sometimes it may be possible to conduct a visit in another language spoken by the detainee, if one of the Visitors is fluent in that particular language. However, in such circumstances care must be taken to ensure that the other Visitors present is kept informed about what is being said.

#### Medical Issues

76. Visitors have no right to see a Detainee's Medical Records, even where these are attached to the Custody Record. However, key points relevant to medical treatment should be recorded in the Custody Record itself. Visitors will wish to pay particular attention to DPs who are suffering from any form of illness, injury or disability. They should satisfy themselves, if appropriate, of what medical advice has been obtained, establish from the Custody Officer what instructions for medical treatment have been given, and confirm by consulting the Custody Record that these instructions have been carried out.

#### Dealing with issues and complaints

77. Where a detainee makes a complaint or raises an issue about their general treatment or conditions at the Police Station, Visitors should (subject to the detainee's consent) take this up as soon as possible with Custody staff or other staff at the Police Station in order to seek a resolution. The same applies to similar issues identified by Visitors during their attendance.

78. If a detainee makes a complaint of misconduct by a Police Officer, he or she should be advised to address it to the duty Officer in charge of the Police

Station. With the detainee's consent, Visitors may notify the duty Officer that the detainee wishes to make a complaint. Visitors may also want to remind them that they can seek legal advice in relation to the complaint or ask to see a doctor if an alleged assault is involved. However, such complaints must be dealt with through the formal procedures which are laid down and there is no broader role for Visitors. Visitors will not involve themselves in individual cases or make representations on Detainees' behalf.

79. Remand or sentenced prisoners held in Police Stations who seek to complain about their conditions or treatment in prison should be advised that Visitors cannot involve themselves in such matters, and that there are recognised procedures open to them, such as writing to or petitioning the Home Secretary or writing to their solicitor or Member of Parliament.

#### Effective Working Relationships

80. For visiting to be effective it is essential that Visitors and Police staff develop and maintain professional working relationships based on mutual respect and understanding of each other's legitimate roles. Such relationships can only exist where there is politeness and consideration on both sides. On the other hand, there is a range of behaviour which has the potential to create tension and conflict and some examples are given below. Difficulties may arise from:

- Failing to appreciate Police priorities.
- Engaging in excessive petty criticism.
- Criticising Officers in reports without first bringing that criticism to their notice.
- Adopting an overly adversarial approach.
- Concentrating on finding fault and trying to catch the Police out.
- Becoming involved in an investigation or advising the detainee on that investigation.
- Criticising Police action or questioning their judgement in areas outside of the Visitors remit.
- Telling or suggesting to the Police what they should do.
- Making promises to a detainee on behalf of the Police.
- Breaching Confidentiality.
- Being impolite to Custody Staff.
- 

81. On the Police side, problems may arise from:

- Failing to accept Visitor status and recognise their responsibilities
- Demeaning or belittling Visitors.

- Treating Visitors with indifference or disrespect
- Unreasonably delaying or limiting access to Custody areas
- Unreasonably denying access to Detainees
- Being impolite to visitors.

82. All these issues must be seen against the background of the need to strike the right balance between establishing effective working arrangements and developing a relationship that is too close and “cosy”. Where the latter occurs it becomes increasingly difficult for Visitors to provide the objective and constructive review of procedures and conditions which is a key part of their role.

### Reporting on a visit

83. Recording the contents of a visit is one of the most important aspects of the Scheme. Visitors should make notes during the course of their visit using the Aide-Memoire (see copy enclosed). When speaking to DPs, Visitors should explain to the detainee why they are doing so. When reporting on issues/concerns raised by a detainee, Visitors must identify that individual by their Custody Number and not by their name.

84. At the end of the Visit, visitors must complete an electronic visit report form using the information obtained from the visit at home. Visitors are able to use a private area/room for this purpose if both visitors agree to completing the form in the Derby Custody Suite only. The Ripley Custody Suite does not have the capacity to offer a private room. Details recorded should include both specific matters (which may have already been brought to the attention of Police staff) and more general issues relating to Custody conditions or procedures. All reports must be completed in English, even if the visit has been conducted in another language.

85. The Aide-Memoire and any printed Custody Records must be handed to Custody staff before leaving the Custody Suite, to be disposed of in the confidential waste bins within the Suites.

86. If a Visitor arrives at the Police Station and their visit partner does not,

the attending Visitor can carry out the visit, but do not include speaking with DPs. Visitors can perform all other aspects of the visit but this, including asking if there are any vulnerable Detainees for whom access to the Custody Record can be presumed, i.e., if Detainees are incapable of giving consent due to the effects of drink or drugs, by virtue of a mental illness or because they are non-English speaking.

### Follow-up Action

87. After submitting the electronic forms a copy will be received by the Scheme Coordinator which will be reviewed for any issues that may need to be raised with the Inspector. If a Visitor is particularly concerned by any aspect of the visit it is recommended that a follow up email is sent to the Scheme Coordinator so that this can be addressed promptly. All issues, concerns, and positive comments highlighted on the visit are recorded and are monitored for trends. The output from the Independent Custody Visiting Scheme is reported quarterly at a meeting with Custody Inspectors and Insp. For Custody, in addition a report is presented twice per year to the Strategic Priorities Assurance Board. This information will also be presented to Visitors at their team meetings.

### Public Report

88. Responsibility for informing the public of the results of the programme of visits rests with the Commissioner. Information presented to the Strategic Priorities Assurance Board will be published on the Commissioner's website.

### Confidentiality and Disclosure

89. Visitors will be required to sign an undertaking of confidentiality at the time of their authorisation. During the course of their duties Visitors will acquire considerable personal information about persons connected with Police inquiries, the majority of whom will not at that time have appeared in court, and some of whom may never appear at court. That information must be protected against improper or unnecessary disclosure.

90. The Visit Report Form includes an undertaking not to reveal confidential information obtained during the course of a visit. A breach of this undertaking may make Visitors liable to civil proceedings by the detained person concerned. This extends to discussion of individual cases and identities with other Visitors and to the system of written reporting to the Strategic Priorities Assurance Board of the results of visits. The unauthorised disclosure of facts concerning Police operations, or the security of Police Stations may also constitute an offence under Section 5 of the Official Secrets Act 1989.

91. Conversations between Visitors and Detainees are not privileged, and it would be open to a court to issue a witness summons requiring the attendance of a Visitor to give oral evidence or to produce documents such as a report of a particular visit. Visitors are under no obligation to give evidence or produce documents other than in response to a court order but would be obliged to respond to such an order.

## **WORKING ARRANGEMENTS- CUSTODY RECORD REVIEWING (CRR)**

### Custody Record Reviewing Rota

1. The Scheme Coordinator will be responsible for setting the CRR rota and this will be sent to Reviewers at least ½ weeks in advance.
2. Reviewers can provide the Scheme Coordinator with a note of availability in advance so that the rota can be set according to Reviewer availability.
3. Reviewers will always be rostered to Review in pairs, however, these can be undertaken by a single Reviewer.
4. When the rota has been received the Reviewer should make contact with their Reviewing partner to arrange the date and time in which to review. This should then be completed remotely at home.
5. Generally, reviewing sessions will be undertaken at home using a Microsoft Teams Call to complete the review.
6. Reviewing sessions are usually undertaken at an appropriate time arranged by the reviewers.

### Custody Records

7. The Records reviewed will be of vulnerable DPs. The Category of vulnerability will be determined by the Scheme Coordinator and the focus of each particular vulnerability will be for a period of 6 months.
8. The Records that Volunteers review will be randomly selected by the Scheme Coordinator and all personal information will be redacted.
9. On each reviewing session, Reviewers will be presented with five redacted Custody Records for review. If time allows, Reviewers are encouraged to review all three Records, however, it is accepted that time may be prohibitive and not all Records will be reviewed.
10. Reviewers will also be furnished with an Aide Memoire which include all the criteria which should be reviewed and reported upon.

### The Review

11. If the Reviewers require any assistance, the telephone number for the Scheme Coordinator will be provided and can be called to help (at any time).
12. In the event that a Reviewing partner does not attend an online review, the review may still be conducted by a solo volunteer, provided the other Reviewer is content to review alone.

### Public Report

13. Responsibility for informing the public of the results of the programme of visits rests with the Commissioner. Information presented to the Strategic Priorities Assurance Board will be published on the Commissioner's website.

### Confidentiality and Disclosure

14. Visitors will be required to sign an undertaking of confidentiality at the time of their authorisation. During the course of their duties Visitors will acquire considerable personal information about persons connected with Police inquiries, the majority of whom will not at that time have appeared in court, and some of whom may never appear at court. That information must be protected against improper or unnecessary disclosure.
15. Whilst the Custody Records reviewed are redacted, the Records will still contain confidential and sensitive information and the Reviewers will sign an undertaking not to reveal any confidential information which may be viewed during a review. A breach of this undertaking may make Visitors liable to civil proceedings by the detained person concerned. This extends to discussion of individual cases and identities with other Visitors and to the system of written reporting to the Strategic Priorities Assurance Board of the results of visits. The unauthorised disclosure of facts concerning Police operations, or the security of Police Stations may also constitute an offence under Section 5 of the Official Secrets Act 1989.



## **SECTION 5 – RECRUITMENT AND CONDITIONS OF SERVICE**

### Recruitment

1. The Scheme Coordinator will ensure that adequate numbers of suitably accredited and trained Volunteers are always available and throughout the County to carry out the required programme of visits and, as such, a rolling programme of registering interest for the ICV role will be open.
2. Recruitment will be managed through forward planning that focuses on factors such as the total number of active Volunteers, the frequency of visits and the level of volunteer retention.
3. Representatives of the local community within the Derbyshire Commissioner's County boundary will be recruited through advertising via press releases, the Commissioner's website, and volunteering websites, through the Police community messaging service and via posters distributed to voluntary organisations and hard to reach groups. Whilst word of mouth recommendations will remain a legitimate source for potential Volunteers, care will be taken to ensure that this does not lead to an imbalance through existing Volunteers recommending people from similar backgrounds to themselves.
4. The Commissioner will aim to provide a suitable balance of Volunteers in terms of factors such as age, gender and ethnicity. This inclusive approach will also extend to those with disabilities and those who do not have English as their first language. All reasonable efforts will be made to accommodate applicants in these categories where they are considered suitable candidates.
5. Prospective Volunteers will be independent persons of good character who are able to make informed judgements in which the community can have confidence, and which the Police will accept as fair criticism when it is justified.
6. An Appointments Panel of two, normally a serving volunteer and the Scheme Coordinator will be responsible for selection, interview and appointment of Volunteers.

### Selection Process

7. Persons enquiring about becoming a volunteer to the Scheme will be provided with information on the Scheme and the requirements for applicants.
8. An information pack covering the purpose of Independent Custody Scheme, the role of the Volunteers, the commitment required and the terms and conditions applicable to the Scheme will be available online, along with a role description/person specification and standard application form.
9. The OPCC will review the completed application forms (by reference to the information on disqualification and the role specification) and identify those candidates to be shortlisted for interview.
10. Shortlisted candidates will be invited to attend a formal interview with the Scheme Coordinator. Appointments will be confirmed subject to the receipt of satisfactory references, Police vetting checks to verify information provided about criminal convictions.

#### Disqualification

11. Whilst Volunteers must be at least 18 years of age, there is no upper age limit.
12. Persons who have unspent convictions for criminal offences may not be suitable for the role. Relevant factors will include the nature and number of any offences and how long ago they were committed. However, past offending will not be an automatic barrier to acceptance as a volunteer to the Scheme and each case will be considered individually. Having regard to the above, prospective Volunteers will be asked to declare any such convictions.
13. Prospective candidates will also be subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and as such will not be entitled to withhold information regarding convictions which for other purposes will be 'spent' under the provisions of the Act. Failure to disclose convictions will generally lead to exclusion unless there are exceptional circumstances.
14. In appointing Volunteers, it will also be important to avoid any potential conflict of interest. Serving Police Officers and Police staff are unsuitable for that reason, as are special constables and Police Community Support Officers. In accordance with the stated policy of the Council of the Magistrates' Association, Justices of the Peace will not be considered for

participation in the Scheme. Persons in these categories who have left or retired from the relevant duties for at least five years may be considered for appointment.

15. Applications from others involved with the criminal justice system will be considered on an individual basis. For example, solicitors and members of the probation service may find the duties of a Visitor conflicting with their professional responsibilities. However, there is no hard and fast rule in such cases and each application will be looked at on its individual merits, having regard to the public service principle of being independent and impartial.
16. Staff within the OPCC may not serve as Volunteers to the Scheme themselves. The essential feature of Independent Custody Visiting Scheme is that it draws its Volunteers from the community at large, and there is an obvious difficulty with OPCC staff carrying out visits which should be conducted independently and form the basis of reports to them in their formal role.
17. Persons who act as Appropriate Adults will also be excluded from becoming Volunteers.
18. Volunteers must notify the Scheme Coordinator of any change in circumstances which will affect their position, for example becoming aware that they are the subject of a Police investigation, after being charged with a criminal offence or a change of employment that might cause a conflict of interest. The Chief Executive (or his/her representative) has the power to suspend a volunteer until any allegations made against the volunteer have been fully investigated by the Police and a decision made whether to charge that individual with a criminal offence.

#### Basis of Service

19. Newly appointed Volunteers will require a clear understanding of the expectations on them and of the support which the OPCC provide. Each volunteer will be required to sign a Memorandum of Understanding (MOU) which will summarise the agreed responsibilities and legitimate expectations of both parties.
20. To ensure that Volunteers and the OPCC are reminded of their responsibilities and expectations, Volunteers will be asked to re-sign the MOU every three years, to coincide with the end of tenure review.

## Tenure

21. Appointments are made for a period of three years, confirmed following satisfactory completion of a minimum probationary period of six months. At the end of the probationary period the Scheme Coordinator will conduct an interview with the probationer on behalf of the Commissioner to assess their ability and willingness to continue as a Volunteer for the Scheme. The Commissioner will expect probationers to have made a minimum of six visits (equating to one per month) during the probationary period; where this has not occurred the Scheme Coordinator will extend the probationary period for a further three months and agree with the Volunteers a minimum number of visits to be made within this extended period.
22. At the end of the three-month extended probation, the Scheme Coordinator will conduct a further interview with the volunteer. If the volunteer has still not fulfilled their required number of visits, as agreed at the previous meeting, their accreditation will be immediately withdrawn, and they will no longer be an active volunteer on the Scheme. They will be required to hand in their ID badge at the interview. The withdrawal of accreditation for this reason will not prevent re-applying for the Scheme in the future should their circumstances change, and they feel they can give the time to the Scheme.
23. After a period of three years a full tenure review/renewal will be conducted. The key factors in renewing appointments will be the continuing ability and willingness of the individuals to do the job effectively, and their past performance in the role. The reviewer will make a recommendation and if the recommendation is to renew the appointment, Volunteers will be subject to a renewed Police vetting check in accordance with the Commissioner's vetting policy.
24. In the event that a Volunteer wishes to terminate their appointment before the end of their tenure, they should inform the Scheme Coordinator in writing of their intention to resign from the Scheme. They must return any paperwork, documentation and their ID badge to the Scheme Coordinator.

## Leave of Absence

25. The Commissioner recognises that people's circumstances can change due to illness, personal or work issues, which may affect a person's ability to make visits under the Scheme. In this case Volunteers should contact the Scheme Coordinator within the OPCC to request a leave of absence from the Scheme.

26. The initial period of leave will be agreed between the Volunteer and the Scheme Coordinator; and will be a period of up to three calendar months. During this period Volunteers will only be contacted by the Scheme Coordinator to check on their welfare and agree a return date to the Scheme.
27. If the Volunteer is not in a position to return at the end of three months, further leave can be agreed. This will be on a month-by-month basis for a maximum of a further three months; therefore, the maximum length of any one period of absence will be six months.
28. If at the end of the six months the Volunteer is still not able to return, consideration will have to be given to removing them from the Scheme. The Chief Executive of the OPCC will be fully informed of the situation and will make a decision as to whether the Volunteer should be removed. Volunteers who are removed from the Scheme for this reason will be able to apply to re-join the Scheme at the next recruitment campaign, should they be in a position to do so. In this case they would be subject to the same recruitment process as the other applicants.
29. Volunteers will only take one period of absence in one year (which, for the purposes of the Scheme, runs from 1<sup>st</sup> April to the following 31<sup>st</sup> March). Volunteers will then be expected to return to making visits. Further leave following immediately on from the first period will only be granted in exceptional circumstances and should be applied for in writing to the Scheme Coordinator.

### Insurance

30. The Commissioner has arranged for Visitors to be covered by personal liability insurance whilst visiting a Custody Suite in their capacity as an Independent Custody Visitor. This third-party insurance will provide cover if the Visitor causes accidental bodily injury to a third party or other accidental loss or damage.
31. Additionally, the Commissioner will indemnify Visitors in respect of any claim received arising from actions carried out in the course of their duties as a Visitor, provided that their actions are reasonable and in accordance with the guidance provided. However, should a Visitor cause damage, injury or loss wilfully or whilst acting otherwise than in their capacity as a Volunteer then the

Volunteer will indemnify the Commissioner in respect of that damage, injury or loss and for any claim received as a result thereof.

### Exit Interviews

32. Exit interviews will be conducted by the Scheme Coordinator. If the Volunteer does not want a face-to-face meeting, then the form may be completed solely by the individual and returned to the Scheme Coordinator.
33. Interviews will assist in identifying any underlying reasons why Volunteers want to leave the Scheme and help to assess any necessary steps that may prevent others leaving for similar reasons.
34. The interview will help the Scheme Coordinator to conduct an effective role analysis and project training needs for other Volunteers. It will also help to secure the goodwill of the volunteer and retain the Commissioner's reputation.

### Complaint made against an Independent Custody Visitor

#### Making a Complaint

35. A complaint made by any person against an Independent Custody Visitor (the Visitor) due to the performance of his/her duties should be notified to the Scheme Coordinator as soon as possible after the alleged misconduct took place.

#### Criminal Offences

36. If a complaint made to the Scheme Coordinator contains an allegation of the commission of a criminal offence by a Volunteer whilst carrying out their role, the Scheme Coordinator will immediately refer the complaint to Derbyshire Police.
37. The Complaints Procedure will be held in abeyance pending the outcome of any criminal investigation and proceedings in respect of that allegation.
38. The Complaints Procedure may be proceeded with in respect of any other related allegations that are not alleging a criminal offence.

#### Criminal Proceedings

39. Volunteers must notify the Scheme Coordinator if they are charged with a criminal offence. In such circumstances, the Scheme Coordinator will automatically suspend the Volunteer until the outcome of any criminal proceedings is known.
40. If the Volunteer is subsequently found not to be guilty, or if charges are dropped, then consideration will be given to reinstating the Volunteer.

#### Action upon receipt of a Complaint

41. Upon receipt of a complaint, the Scheme Coordinator will investigate the allegation by speaking to the parties concerned and seeking to address the complaint informally.
42. Should the severity of the allegation be significant or form part of a series of complaints relating to the Volunteer, a formal process to remove him/her may be invoked.

#### Complaint made by a Volunteer

43. A Volunteer who wishes to make a complaint about their general role and conditions, or any other relevant matter, should notify the \*Scheme Coordinator as soon as possible.
44. Complaints will be investigated by speaking to the parties concerned and seeking to address the complaint informally.
45. If necessary, depending on the severity or consistency of the complaint, the Scheme Coordinator will review the circumstances leading to the complaint and consider what, if any, remedial action is required to resolve it.
46. A complaint about a Derbyshire Police employee must be notified to the Scheme Coordinator who will seek to resolve the matter in discussion with Derbyshire Police. Should the severity of the allegation be significant, then a referral will be made to the Derbyshire Police Professional Standards department.

\*A complaint about the Scheme Coordinator must be notified to the Chief Executive & Monitoring Officer to the Police and Crime Commissioner.

#### Suspension/Removal of a Volunteer

47. There may be occasions when the Office of the Police and Crime Commissioner may need to consider suspending/removing a Volunteer from the Scheme, either because of misconduct or unacceptable performance within the role. This may include such matters as:

- being convicted of a criminal offence
- breaching confidentiality
- inappropriate behaviour
- bringing the Scheme into disrepute
- unsatisfactory performance in the role
- falsifying an expense claim

48. If such an occasion should arise, the Scheme Coordinator will notify the Visitor concerned of their immediate suspension pending investigation.

49. The Scheme Coordinator will notify the circumstances and make a recommendation to the Monitoring Officer for them to assess and make a determination on removal of the Visitor from the Scheme.

50. The Scheme Coordinator will advise the Visitor concerned that their removal from the Scheme is being considered. Details of the grounds for removal will also be given in writing.

51. The Scheme Coordinator will notify the Visitor in writing of the decision made by the Monitoring Officer. A decision to remove the Visitor from the Scheme will take immediate effect.

52. A change of duties may also be considered if the health of the volunteer has declined such that their safety within the Custody Suite is compromised.

53. If such an occasion arises, the Scheme Coordinator will meet with the Volunteer to consider whether it may be appropriate to focus on Reviewing only.

#### Right of Appeal against removal of Scheme

54. Should the Visitor concerned be dissatisfied by the decision to remove them from the Scheme, he or she will have the right of appeal to the Police and Crime Commissioner.



55. The grounds for making the appeal will be made in writing and should be made within 14 calendar days of receiving the letter informing them of their removal.
56. The Visitor will be informed in writing of the outcome of their appeal within 14 days of receipt of the Appeal.

## **SECTION 6 – ACCREDITATION AND TRAINING**

### Introduction

1. In order to ensure that potential Volunteers are sufficiently aware of the relevant requirements of the law in respect of the care and Custody of Detainees, and to enable them to carry out their function in an efficient and credible manner, it is a pre-requisite of their authorisation that they attend an Initial Training Day arranged by the OPCC.

### Initial Training

2. Training will cover the basic knowledge and skills required to carry out visits effectively. Recruits will receive a detailed manual of guidance to support their training, which will include:
  - The purpose of and background to the Independent Custody Visiting within Derbyshire.
  - The relevant aspects of the Police and Criminal Evidence Act 1984 and of its associated Code C covering Detention, Treatment and Questioning
  - Current Home Office statutory requirements
  - Local guidance, conditions of service and working practises
  - The basic practicalities of conducting Visits and Reviews
  - Communication skills to assist effective contact with Detainees and Custody staff
  - Equal opportunities and race awareness issues
  - Health and Safety issues
  - Data Protection considerations
  - The Police complaints system

### Probationary Period

3. Following successful completion of the Initial Training Day, Volunteers will be appointed for a six-month probationary period during which time experience will be acquired in a supportive environment. Only once the probationary period has been successfully completed will full accreditation be granted.
4. The first visit will be made with a nominated mentor and during the remainder of the probationary period, visits will be made in tandem with experienced colleagues. Immediately before the end of the six-month probationary period the probationer will visit again with the nominated mentor so that performance can be assessed.
5. All Volunteers who complete a visit with a Probationer will be given the opportunity to comment upon the performance of their partner by completing

the Probationer Monitoring Form. The Scheme Coordinator will, if necessary, arrange for any suitable advice or additional training to be given to the Probationer to address any areas of concern or weakness that might be highlighted.

6. On completion of their probationary period, newly accredited Volunteers will also have the opportunity to comment upon their experiences, and to give their views on the operation of the Scheme in general through an interview with the Scheme Coordinator. To assist in this, they will be asked to complete an End of Probation form.

### Training

7. The OPCC will produce an annual training programme for Volunteers and Volunteers must attend at least one session per year to refresh and enhance their general skills and knowledge. There may also be specific issues to address in relation to changing legal, procedural and Health and Safety requirements, developing best practice or practical issues emerging from the visiting process.

Volunteers should be aware that only a select number will be invited to attend the National Conference of the Independent Custody Visiting Association. The number will be dependent on the proximity or otherwise of the conference and the associated travelling/accommodation costs.

8. Attendance at these events provides further opportunities to benefit from others' knowledge and experience.
9. A reasonable explanation must be given to the Scheme Coordinator if a Volunteer is unable to attend any training sessions.

### Evaluating Training

10. Volunteers in receipt of training will be required to complete an evaluation form focusing on the effectiveness and format of the course so that any necessary changes can be made to improve future delivery.

## **SECTION 7 – EXPENSES**

1. Volunteers will be reimbursed their legitimate expenses incurred when carrying out visits, including public transport fares, taxi fares and car parking. A travel allowance is payable for Volunteers who use a motor vehicle, as follows: - Payable at the HMRC Allowance Rate.
2. Claim forms should be completed and returned to the Scheme Coordinator for processing each quarter.
3. Volunteers claiming public transport/taxi fares, car parking charges etc., must ensure that they attach relevant receipts to their claim form. Failure to do so will result in the claim being denied.
4. When volunteers are attending events which require travel and/or accommodation it is the Scheme Coordinators responsibility to book and pay for the bookings. If the volunteer attending the event does not require travel and/or accommodation this needs to be discussed with the Scheme Coordinator prior to any bookings being made. This is to ensure that the best price is secured for travel expenses and accommodation. No ad-hoc travel expenses or accommodation will be paid without prior agreement by the Scheme Coordinator.

### **Note:**

It is recommended that the person driving the motor vehicle on visiting duties should first check with their vehicle insurance provider that their insurance policy covers this type of voluntary activity.

## **SECTION 8 – PUBLICITY GUIDELINES**

1. It is generally desirable that the role and aims of the Scheme should be promoted to the public. Volunteers must, however, bear in mind that the purpose of publicity is to inform the public about the Scheme and not to draw attention to individual cases or to themselves.
2. Volunteers must not discuss the cases of individuals with whom they come into contact during visits to Police Stations/ reviewing sessions and under no circumstances should individual contacts or specific events be discussed except in general, anonymous terms which support any explanation of the purpose of the Scheme.
3. Any invitation to speak to the press, or local groups or organisations about any aspects of volunteering for the Derbyshire OPCC should be referred to the Scheme Coordinator and should not be undertaken by individual Volunteers except at the request of the Scheme Coordinator.
4. Volunteers must remember that they are accountable to the Commissioner and not to the press or individual members of the public.
5. Volunteers must sign up to guidance on the safe use of the internet and social media which confirms that the standards of behaviour expected are understood by all Volunteers.

## **SECTION 9 – CONTACT DETAILS**

### **Scheme Coordinator:**

Miss Morgan Poole  
Caseworker & Volunteer Coordinator  
Office of the Police and Crime Commissioner for Derbyshire  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS

Telephone: 0300 122 6000

Email: [morgan.poole@derbyshire.police.uk](mailto:morgan.poole@derbyshire.police.uk)

### **Head of Governance & Compliance and Monitoring Officer.**

Miss Marie Romano  
Head of Governance & Compliance and Monitoring Officer  
Office of the Police and Crime Commissioner for Derbyshire  
Butterley Hall  
Ripley  
Derbyshire  
DE5 3RS

Telephone: 0300 122 6000

Email: [marie.romano@derbyshire.police.uk](mailto:marie.romano@derbyshire.police.uk)