

**VOLUNTEERS**  
**CUSTODY SUITES**  
**VOLUNTEERS** CHECKING ENTITLEMENT  
**INDEPENDENT**  
**DETENTION REPORTING**  
OBSERVING AND EVALUATING  
**HUMAN RIGHTS** CUSTODY SUITES  
WELLBEING INDEPENDENT  
**HEALTH** INDEPENDENT  
**HEALTH** CUSTODY MONITORING  
**CHECKING SUITES VOLUNTEERS**  
**ENTITLEMENTS** CONDITIONS  
INSPECTING FACILITIES  
**WELFARE** HUMAN RIGHTS  
HEALTH WELFARE  
OBSERVING AND EVALUATING  
**VISITING**  
**INDEPENDENT**  
**MONITORING** INSPECTIN  
JMAN RIGHTS VOLUNTEERS FACILITY  
**WELLBEING**

**ANNUAL  
CUSTODY  
VISITORS  
REPORT**

**APRIL 2019 -  
MARCH 2020**

## GLOSSARY

Board	Northern Ireland Policing Board
CCTV	Closed Circuit Television
CiP	Citizens in Policing
CNPs	Custody Nurse Practitioners
CJINI	Criminal Justice Inspection Northern Ireland
COVID	Coronavirus
ICOs	Independent Community Observers
ICVA	Independent Custody Visiting Association
ICVs	Independent Custody Visitors
IRTL	Independent Reviewer of Terrorism Legislation
NEF	National Expert Forum
NPM	National Preventive Mechanism
NW	North West Team
OPCAT	Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
PACE	Police and Criminal Evidence Act (1984)
PCSPs	Policing Community Safety Partnerships
PSNI	Police Service Northern Ireland
RQIA	Regulation and Quality Improvement Authority
Scheme	Independent Custody Visiting Scheme
SCS	Serious Crime Suite
SE	South East Team
TACT	Terrorism Act 2000
TyFer	Tyrone-Fermanagh Team
UK	United Kingdom

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## 1. INTRODUCTION

Section 73 of the Police (NI) Act 2000 requires the Northern Ireland Policing Board (hereafter the Board) to make, and keep under review, arrangements for designated places of detention to be visited by lay visitors. This statutory function is carried out by the Independent Custody Visiting Scheme. Independent Custody Visitors (ICVs) are impartial volunteers from the community who make unannounced visits to police custody suites to check on the rights, health and wellbeing, and conditions of detention of people being held in custody by inspecting facilities, speaking to detainees and checking custody records. From these visits any issues or concerns are brought to the attention of the Board and PSNI for addressing. Custody Visiting is an essential role to assist the Board in delivering effective independent oversight of policing and helps us ensure the PSNI meet their human rights responsibilities.

At the time of preparing this report there are 24 ICVs with a mixed composition of gender, age and community background based in 3 Custody Visiting Teams regionally across Northern Ireland: the North West; the South East; and Tyrone Fermanagh, referred to throughout the report as TyFer.

## 2. DEFINITIONS

Custody visits are categorised by two types, namely; **Valid** and **Invalid**. A Valid visit is where ICVs gain entry to a custody suite and carry out a visit. An Invalid visit is where ICVs are unable to gain entry to a custody suite to carry out a visit for an identified reason.

Where a **Valid** visit takes place, there can be one of two potential outcomes, namely;

- A **Satisfactory** Visit - defined as a visit where no issue(s) within the suite are identified either by the ICVs or raised by the detained person in custody – in this situation no PSNI response or action is required; and
- An **Unsatisfactory** visit - defined as a visit where issue(s) within the suite have been identified by the ICVs and/or raised by the detained person – in this situation a PSNI response is required to advise of action(s) taken to either explain or resolve the issue(s).

### 3. OVERVIEW OF ANNUAL PERFORMANCE

This Annual Report is for the period April 2019 - March 2020 and highlights the statistical information available in relation to the Custody Visiting Scheme. It includes figures in relation to all visits, including those defined above. The report also provides information in relation to detainees in custody, the review of custody records and provides a breakdown of those detained in the Serious Crime Suite (SCS) at Musgrave Street Station.

#### KEY FACTS

- PSNI advised that **26,284** detained persons were processed through custody during April 2019 to March 2020;
- There were a total of **528** visits made by ICVs between April 2019 – March 2020;
- 25 visits were not completed (invalid), thus there were **503 valid visits**; 51 of the valid visits were classified as unsatisfactory (10%) with 452 classified as satisfactory (90%);
- The North West (NW) team recorded the highest level of satisfaction at 95%; and
- The highest level of unsatisfactory visits was captured by the South East (SE) team at 13%.

#### OVERALL VISITS ANALYSIS

- The length of visits ranged from 7 minutes to 175 minutes, with the average length of time spent on a visit being 27 minutes;
- The majority of visits were made on Thursdays and Fridays (18%);
- In comparison to 2018 – 2019, there has been an 8% reduction in unsatisfactory visits;
- The majority of visits were made between 3pm and 6pm (29%); and
- There was 2 occasions when ICVs were delayed for more than 10 minutes when gaining entry to a custody suite, with these delays being 20 and 25 minutes.

#### DETAINEES

- A total of 1,139 detainees were in custody and ICVs interviewed<sup>1</sup> 482 (42%) detainees, a small increase from the 2018 - 2019 uptake rate of 413 detainees (40%);
- The most common reasons for detainees not being seen was asleep (29%);
- The overall refusal rate was 3% which remains the same from last year's report; and

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<sup>1</sup> The Custody Visitors talk to detainees and ask them a series of questions in relation to their welfare and treatment while in custody.

- During the visits 72% (814) Custody Records were inspected to check on the rights, health and wellbeing of detainees and conditions of detention which is the same as reported in 2018 – 2019.

### **TACT VISITS ANALYSIS**

- There were 53 visits made to detainees held under the Terrorism Act 2000 (TACT), 4 visits were invalid, so there were a total of 49 valid TACT visits;
- There were 64 detainees held during this period, ICVs saw 15 detainees and observed 7 CCTV Interviews;
- 17 detainees gave permission for their Custody Records to be checked by ICVs meaning that 27% of Custody Records were checked; and
- 31% (15) of TACT visits were classified as unsatisfactory.

## 4. KEY ACHIEVEMENTS

In addition to the statistics, a number of key developments occurred during the year:

### OUTCOMES

Following the appointment of a Human Rights Advisor in July 2019, we have worked to build effective relationships with our Human Rights Team to share information and concerns raised from ICV visits. There have been no major concerns around ill treatment or human rights in the designated custody suites in Northern Ireland in this reporting year. However, some issues that our ICVs highlighted during their visits have resulted in positive changes such as, existing custody suites not being equipped with accessible toilets; work has now commenced on a new wheelchair friendly and Home Office compliant custody suite to replace some of the older Suites. Access issues around a custody suite where external and internal lifts were regularly out of order creating restrictions for anyone accessing the suite in a wheelchair, with mobility issues or with a pram. The issue was escalated and has resulted in the lift being replaced which is a fantastic result and all down to the hard work and perseverance of our ICVs.

### VOLUNTEERING IN POLICING IN NORTHERN IRELAND

Volunteering in policing remains a concept that is under-developed in Northern Ireland, with the security situation bringing a particularly difficult risk to the development of formal volunteer roles alongside and within the PSNI. Three delivery actions to emerge from the Local Policing Review Response Document were to consider the role and benefits of volunteers in policing; reinforce the importance of the connection between policing and the communities served; and develop potential volunteering opportunities alongside and within policing. The Board themed this year's Annual Volunteer Conference, held to coincide with International Volunteers Day in December 2019, around volunteering in policing. Keynote speakers were: the National lead for Citizens in Policing (CiP) who gave an overview of the current landscape of UK volunteering in policing and a high level overview of the work of CiP; the Chief Constable of PSNI who spoke about the Northern Ireland context of volunteering in policing, the importance of ICVs and ICOs and visions for future opportunities; and the National CiP Co-ordinator who touched on the research conducted to evidence the volunteer programmes along with an interactive session allowing our volunteers to get involved. The Conference provided the opportunity to discuss the issues; gain clarification on current policy; explore the importance of citizen engagement; and



the role of volunteers alongside and within policing. The Board is now taking this work forward in partnership with PSNI and other stakeholders.

### TRAINING AND RECOGNITION

We celebrated National Volunteers Week in June 2019 with our informal Volunteer Recognition Event held in Waterside Tower, where we benefitted from some networking, light refreshments and which offered the Board's Chairperson the opportunity to thank our volunteers (both Independent Custody Visitors and Independent Community Observers) for the dedication and commitment they bring to the roles they undertake and how they are key to the Board ensuring we carry out our statutory role of independent oversight of policing.

To ensure ICVs remain confident and capable in their roles, we aim to deliver two training sessions each year. In September 2019, a PACE refresher course was provided along with participation in a Criminal Justice Inspection Northern Ireland (CJINI) focus group as part of an inspection being carried out of police detention. A Resilience Training course to build on our volunteers understanding of the causes of stress and provide tools on how to manage this; skills which can be applied to both their personal and volunteer lives; was delivered regionally in February/March 2020, unfortunately, the third session for the North West Team had to be postponed due to the COVID lockdown, but this will be re-arranged for a future date.

### RECRUITMENT

Half our ICVs have come to the end of their tenure so we have been working on a Recruitment Campaign to bring new ICVs into the Scheme, which has been both challenging and rewarding, losing a wealth of experience and very highly thought of volunteers has proven difficult, but this change will bring fresh enthusiasm and ideas to the Scheme.

Targeted engagement to promote the Recruitment Campaign included exhibition stands at events such as the Fresher's Fair at Queens University and Ulster University; a presentation to Postgraduate Students and a presentation to a Criminal Justice class at Queens University; a social media campaign which included a flyer sent to identified stakeholders and PCSPs with a request to share with their stakeholders. Fourteen new ICVs were due to be inducted in March 2020, however, with the COVID pandemic this has had to be postponed with the hope it will take place later in 2020. Work is underway on an update of the ICV Handbook to be launched at the Induction of the new ICVs.

## EXTERNAL ENGAGEMENT

The information provided by ICVs is essential to the Board's reporting to the key stakeholders aligned to Custody Visiting:

- The Independent Custody Visiting Association (ICVA) who promote and support the effective provision of Custody Visiting in police forces in the UK;
- The National Expert Forum (NEF) which brings together ICV Scheme Managers from all regions to share good practice and networking;
- The Terrorism Act (TACT) Network which shares practice, learning and expertise, and discusses contemporary issues on TACT custody visiting, most notably for the Independent Reviewer of Terrorism Legislation (IRTL). We continue to share reports with the IRTL from our visits to the SCS and there have been no serious issues of concern raised in this reporting year; and
- The UK National Preventive Mechanism (NPM) who strengthen the protection of people in detention through independent monitoring and adherence to Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) in order to prevent torture and other ill-treatment, as required by OPCAT; with the Board hosting NPM's Business Meeting in March 2020 to continue to develop the relationship and the role of the NPM in Northern Ireland.

Our Office Holder ICVs and the Scheme Administrator were due to attend the Independent Custody Visiting Association (ICVA) Volunteer conference in March which had to be cancelled due to COVID.

## CUSTODY PATHFINDER PROGRAMME

Following inspections of Police Custody in Northern Ireland by CJINI and the Regulation and Quality Improvement Authority (RQIA), PSNI Custody Healthcare in Northern Ireland is undergoing a transformation with a shift towards a principally Nurse-led service, the Custody Pathfinder Programme. The first phase was implemented at Musgrave Station in October 2018, with specially trained Custody Nurse Practitioners (CNPs) working as part of the Custody Team and Mental Health Nurses also being recruited. Full implementation to PSNI's other 8 custody suites will be completed by September 2020. The Public Health Agency have been

reviewing the Custody Pathfinder Programme and our ICVs have actively participated in developing the review methodology and been involved as a key stakeholder on the group.

### IMPACT OF THE COVID PANDEMIC

The Board made the decision to suspend the Custody Visiting Scheme on 19th March<sup>2</sup> due to the worldwide COVID pandemic. This decision took into consideration the safety of our volunteers, detainees and Custody Staff; the essential oversight the Scheme provides; and the request of the Chief Constable to reduce immediate pressures in custody at an extremely challenging time. Due to the timing this did not impact hugely on the number of custody visits carried out in this reporting year, however, it remains to be seen how this will impact the ICV Scheme and our volunteers as we move into the 2020 - 2021 reporting year.

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<sup>2</sup> The Board took the decision at the 7<sup>th</sup> May 2020 meeting to reinstate the Scheme for face to face visits

## 5. ANALYSIS OF DATA

This section outlines the data collected on the Custody Visiting Scheme. Information is predominantly present in table format and covers the three main areas of treatment, effectiveness and the SCS.

### PACE and TACT visits

When ICVs visit a custody suite the majority of detainees will be held under the Police and Criminal Evidence Act (1984) known as a PACE arrest. However, ICVs are also required to visit the SCS in Musgrave Police Station and visit detainees arrested under the Terrorism Act (2000) known as a TACT detainee. During this year ICVs carried out 503 valid visits to designated custody suites across Northern Ireland of which 49 were to detainees held under TACT.

### VISITS (Valid/Invalid)

ICVs made 528 total visits during April 2019 - March 2020 of which 25 visits were not completed (Table 1) so deemed invalid, hence there were 503 valid visits. Table 2 shows the breakdown of invalid visits across stations with Table 3 highlighting the reasons for the visit being deemed invalid.

**TABLE 1**  
Invalid Visits by Team

Team	Total Visits	Invalid Visits	% of Invalid Visits
SE	273	17	6
NW	145	2	1
TyFer	110	6	6
<b>TOTAL VISITS</b>	<b>528</b>	<b>25</b>	<b>5</b>

**TABLE 2**  
Breakdown of **Invalid** Visits by Station

Team	Station	Invalid Visits
SE	Musgrave	5
	Antrim	3
	Banbridge	1
	Lurgan	4
	Musgrave SCS Unannounced	2
	Musgrave SCS Announced	2
	<b>Sub-total</b>	<b>17</b>
NW	Coleraine	1
	Strand Road	1
	Strabane	0
	<b>Sub-total</b>	<b>2</b>
TyFer	Dungannon	2
	Enniskillen	0
	Omagh	4
	<b>Sub-total</b>	<b>6</b>
<b>TOTAL INVALID VISITS: 25</b>		

As Table 3 below shows, 5 the 25 invalid visits were due to an ICV being unable to make an arranged visit when their team member was already in the reception area of the station. This is an improvement from 8 occurrences in the 2018 – 2019 report. Of the 25 invalid visits 13 were due to the custody suite being too busy to send a staff member to escort the ICVs from the reception area, which is an increase when compared to 7 occasions in the 2018 – 2019 report. There were 6 occasions when the custody suite was closed with no notification from PSNI, this is an increase from the 3 occasions that this occurred in 2018 – 2019; and 1 occurrence of the lift being out of order so wheelchair access was unavailable which one of our ICVs requires. The out of order lift issue was an ongoing matter for several months, but as detailed under ‘Outcomes ‘in the Key Achievements section above, this was escalated and has been resolved satisfactorily.

**TABLE 3**  
Reasons for **Invalid** Visits

Date	Custody Suite	Reason
5 April 2019	Lurgan	1 ICV unable to make visit
20 April 2019	Musgrave SCS Unannounced	1 ICV unable to make visit
25 April 2019	Lurgan	Visit did not occur - lift broken so no wheelchair access which 1 ICV requires
25 April 2019	Banbridge	Visit aborted - suite extremely busy with all the cells full
14 May 2019	Musgrave	Visit did not occur - no response from custody suite. Waited 15 minutes
29 May 2019	Musgrave	Visit did not occur – suite was very busy
14 July 2019	Musgrave	Visit did not occur - no-one came to provide access to the custody suite
11 August 2019	Dungannon	Visit did not occur - no-one came to provide access to the custody suite
11 August 2019	Lurgan	1 ICV unable to make visit
20 August 2019	Lurgan	Visit did not occur - no-one came to provide access to the custody suite
24 August 2019	Musgrave	Visit did not occur – suite was very busy
25 August 2019	Musgrave SCS Announced	Visit did not occur – no-one came to provide access to the custody suite
28 August 2019	Dungannon	Custody suite closed
5 September 2019	Omagh	Visit did not occur - no-one came to provide access to the custody suite
10 September 2019	Antrim	Custody suite closed for audit purposes
18 September 2019	Omagh	Visit did not occur - no-one came to provide access to the custody suite
22 October 2019	Strand Road	Custody suite closed
23 October 2019	Antrim	Custody suite closed due to plumbing work being carried out
5 November 2019	Omagh	Visit did not occur – suite was very busy
17 November 2019	Antrim	1 ICV unable to make visit
11 December 2019	Omagh	Visit did not occur - no-one came to provide access to the custody suite. Waited 30 minutes
16 December 2019	Musgrave SCS Announced	Visit did not occur – custody suite was very busy
17 January 2020	Coleraine	Custody suite closed
31 January 2020	Musgrave	Custody suite closed due to sprinkler issue
12 March 2020	Musgrave SCS Unannounced	1 ICV unable to make visit
<b>TOTAL VISITS NOT CARRIED OUT: 25</b>		

As highlighted in Table 4 which follows, 452 out of the 503 valid visits (90%) were classed as satisfactory, in comparison 83% of visits in April 2018 - March 2019 were classified as satisfactory. The North West Team recorded the highest level of satisfactory visits at 95%, with the South East Team recording the highest rate of unsatisfactory visits at 13%.

Overall unsatisfactory visits account for just 10% of visits in this reporting year. In the 2018 – 2019 report unsatisfactory visits accounted for 18% of visits. This can be attributed to a better method of capturing and reporting on issues raised around visits, where minor issues for e.g. a detainee requesting a drink of water via the ICVs is no longer being captured as an unsatisfactory visit as this is a minor issue that can be resolved at the time of the visit.

**TABLE 4**  
Number of visits Satisfactory/Unsatisfactory by Station and Team

Team	Station	Satisfactory Visits	Unsatisfactory Visits	Valid Visits
South East (SE)	Musgrave	86	7	93
	Antrim	47	5	52
	Banbridge	37	1	38
	Lurgan	25	6	31
	Musgrave SCS Unannounced	5	2	7
	Musgrave SCS Announced	29	13	42
	<b>Sub-total</b>		<b>229</b>	<b>34</b>
North West (NW)	Coleraine	63	4	67
	Strand Road	56	3	59
	Strabane	10	0	10
	<b>Sub-total</b>	<b>129</b>	<b>7</b>	<b>136</b>
Tyrone/Fermanagh (TyFer)	Dungannon	52	2	54
	Enniskillen	0	0	0
	Omagh	42	8	50
	<b>Sub-total</b>	<b>94</b>	<b>10</b>	<b>104</b>
<b>TOTAL VALID VISITS</b>		<b>452</b>	<b>51</b>	<b>503</b>

*Note: Totals for the SE and NW Teams appear different when compared to Table 1. This is due to the NW Team carrying out visits to Antrim when Coleraine was closed. Tables throughout this report which are broken down into stations will capture visits to Antrim against Antrim under the SE Team's section, whereas Tables only depicting data against Teams will capture the Antrim visits against both the SE and NW Teams as applicable*

## REASONS FOR CONCERN

There can be a number of reasons why a valid visit can be classified as unsatisfactory, including the treatment, rights and health and wellbeing of detainees, issues with conditions of detention or other reasons recorded by ICVs. The following Tables 5 - 8 provide a breakdown of all recorded during the year. Whilst the 'Other' reasons appear high, these are minor issues that can normally be resolved during the visit, such as the detainee requesting to speak to a member of the custody team.

**TABLE 5**

Reasons for concern regarding the **treatment, rights and health and wellbeing** of detainees

Reason		SE	NW	TyFer	OVERALL TOTAL
Treatment/Rights of Detainees	Code of Practice	0	0	0	0
	Being told their rights	1	1	0	1
	Informing somebody	0	2	4	6
	Legal advice	0	0	0	0
	Checks on detainees carried out	0	1	0	1
	Requiring an appropriate adult	3	5	2	10
	Requiring Interpreter	6	1	1	8
	Review of detention	0	0	0	0
	<b>Sub-total</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>27</b>
Health and Well Being	Adequate bedding	1	1	0	2
	Adequate food and drink	1	4	2	7
	Dietary needs	0	0	0	0
	Access to loo/washing	0	0	0	0
	Replacement clothing	0	0	0	0
	Medical attention	6	8	4	18
	8 Hours rest in 24	0	0	0	0
	Exercise	0	1	0	1
	Oxygen checks	0	0	0	0
	<b>Sub-total</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>28</b>
<b>Other</b>	<b>30</b>	<b>40</b>	<b>9</b>	<b>79</b>	
<b>TOTAL</b>	<b>48</b>	<b>64</b>	<b>22</b>	<b>134</b>	



**TABLE 6**

Relevant minor issues and outcomes captured as ‘Other’ - regarding the **treatment, rights and health and wellbeing** of detainees

Team	ICV Comments	Outcomes
South East	Clothes were removed because detained was aggressive on arrest	Area Commander – Noted
	Detainee raised issues with claims of police harassment and asked for Policing Board details and custody visitors names	Response received from PSNI advising that they matter had been resolved
	Detainee became verbally abusive during ICV interview so ICVs ended the interview and left. Detainee was under the influence of alcohol and drugs. Detainee also complained about being abused in courthouse	Area Commander – Noted
TyFer	Red Thai chicken out of date along with 6 Nutri grain bars	Area commander – Noted and items removed
North West	Cuffs being used on detained whilst in custody because of self-harm concerns. Limb restraints were used in custody to prevent injury to custody staff	No action required. Followed up with PSNI who confirmed that this is in line with good practice. Matter resolved
	Detainee was restrained whilst in custody as he was head butting the cell wall so to prevent injury	Area Commander – Noted
	Doctor to see detained on pre-release. Detainee remained cuffed while being booked into custody as posed a potential danger to custody staff due to mental health issues	Area Commander – No comments made

**TABLE 7**

The reasons for concern regarding the **conditions of detention** of detainees

Conditions	SE	NW	TyFer	TOTAL
Heating	1	0	2	3
Lighting	4	0	0	4
Ventilation	0	0	0	0
Alarm	0	0	0	0
Cleanliness	2	2	2	6
Safety/Security Hazards	2	0	0	2
Sanitation	0	0	0	0
Faulty Equipment	10	1	7	18
Other	28	0	4	32
<b>TOTAL</b>	<b>47</b>	<b>3</b>	<b>15</b>	<b>65</b>

**TABLE 8**  
Relevant minor issues and outcomes captured as ‘Other’ - regarding the **conditions of detention** of detainees

Team	ICV Comments	Outcomes
<b>South East</b>	Interview Room E6 (SCS) reported out of order on 17 visits from April 2019 to January 2020	Area Commander - Noted. Sufficient interview rooms available with no impact on running of suite
	Cell 10 mattress could do with changing. Comparison has been made to like laying on concrete base	Area Commander – Noted
	Ligature point in shower room	PSNI comment - The shower fitting is for disabled users and is in compliance of safer custody
	Interview room 3 out of order	Area Commander – Interview room 3 operational again
<b>TyFer</b>	Interview room 3 out of order	Area Commander - No comment provided
<b>North West</b>	Detainee a wheelchair user and custody suite not suitable for wheelchair user with regards to no accessible toilet facilities etc. <sup>3</sup>	Area Commander – No issues that need addressed

<sup>3</sup> This issue was raised as a question with the Chief Constable. A decision can be taken by Call Management if they are made aware that a detainee is a wheelchair user, Call Management can contact the custody suite to identify if they have suitable facilities. Alternatively, a Custody Sergeant can refuse to accept a detainee if they feel that the specific custody suite cannot provide them with facilities to suit their needs. This issue will be resolved when the new custody estates are built as they will be fully compliant with up to date accessible facilities

## 6. MONITORING THE EFFECTIVENESS OF THE SCHEME

### VISITS MADE

ICVs made 528 visits (valid and invalid) during April 2019 - March 2020. Table 9 shows a contrast of the number of actual visits made to each station compared to the number of guideline visits as set by the Board which is based on the footfall of detainees through each station and agreed budgets to operate the Scheme.

**TABLE 9**  
Comparison of guideline visits against actual visits carried out

Team	Station	Guideline Number of Visits <sup>4</sup>	Actual Number of Visits
SE	Musgrave	108	98
	Antrim	60	55
	Banbridge	36	39
	Lurgan	36	35
	Musgrave SCS Unannounced	12	9
	Musgrave SCS Announced	48	44
	<b>Sub-total</b>	<b>300</b>	<b>280</b>
NW	Coleraine	72	68
	Strand Road	72	60
	Strabane <sup>5</sup>	0	10
	<b>Sub-total</b>	<b>144</b>	<b>138</b>
TyFer	Dungannon	60	56
	Enniskillen <sup>6</sup>	0	0
	Omagh	60	54
	<b>Sub-total</b>	<b>120</b>	<b>110</b>
<b>TOTAL VISITS</b>		<b>564</b>	<b>528</b>

<sup>4</sup> Guideline Number takes into account any station closures

<sup>5</sup> Strabane is used as a contingency suite so there are no guideline visits set

<sup>6</sup> Enniskillen closed on 19 March 2018 for commencement of works and is still to re-open

There is a requirement for 10% of visits to be undertaken during unsociable hours (outside of 09:00-18:00). During the reporting period, April 2019 - March 2020 ICVs undertook 167 (32%) of visits during unsociable hours, as outlined in Table 10 which follows. There were 7 completed forms which failed to state the times of the visit.

**TABLE 10**  
Visits carried out by time of day

Time	SE	NW	TyFer	Number of visits	%
00.00 - 9am	6	0	6	12	2
9am - noon	26	33	16	75	14
noon - 3pm	64	53	10	127	24
3pm - 6pm	71	31	50	152	29
6pm - 9pm	92	26	28	146	28
9pm - 00.00	8	1	0	9	2
Not stated	6	1	0	7	1
<b>TOTAL</b>	<b>273</b>	<b>145</b>	<b>110</b>	<b>528</b>	<b>100</b>

\*Percentages may not sum due to rounding

As highlighted in Table 11 below, the majority of visits (18%) were carried out on Thursdays and Fridays; with the fewest visits (9%) carried out on Saturdays.

**TABLE 11**  
Days on which visits were carried out

Day	SE	NW	TyFer	Number of visits	%*
Monday	22	26	24	72	14
Tuesday	35	21	18	74	14
Wednesday	42	22	25	89	17
Thursday	53	21	21	95	18
Friday	55	26	13	94	18
Saturday	26	16	7	49	9
Sunday	40	13	2	55	10
<b>TOTAL</b>	<b>273</b>	<b>145</b>	<b>110</b>	<b>528</b>	<b>100</b>

\*Percentages may not sum due to rounding

## DETAINEES SEEN BY ICVs

Table 12 below highlights that there were 1,139 detainees held at the time of the 503 valid visits, of which ICVs saw 482 detainees (42%). In comparison during April 2018 - March 2019 ICVs saw 2% fewer detainees (40%) equating to 413 out of the 1,031 held.

**TABLE 12**  
Details of detainees interviewed/not interviewed

Team	Valid Visits	Detainees Held	Detainees Seen	Detainees Refused	Detainees Not Seen - Other Reason
SE	256	633	277	28	328
NW	143	350	120	2	228
TyFer	104	156	85	2	69
<b>TOTAL</b>	<b>503</b>	<b>1139</b>	<b>482<sup>7</sup></b>	<b>32</b>	<b>625</b>

Only 3% of detainees refused to be seen, the same as in 2018 - 2019. There were 625 detainees not seen for other reasons as outlined in Table 13 below, in comparison to 585 in the previous year.

**TABLE 13**  
Reasons for detainees not being seen

Reason	SE	NW	TyFer	TOTAL
Being interviewed	51	37	21	109
Being processed	11	3	1	15
Asleep	166	130	34	330
Intoxicated/drugs	4	1	0	5
Abusive/dangerous	15	8	0	23
With solicitor/GP/ Appropriate Adult	37	13	7	57
Attending Hospital/Court	8	18	0	26
Being discharged	1	3	2	6
Other/Unknown	35	15	4	54
<b>TOTAL</b>	<b>328</b>	<b>228</b>	<b>69</b>	<b>625</b>

<sup>7</sup> more than 1 detainee may be seen during a visit

### DETAINEE REFUSAL RATE

As highlighted in Table 14, 3% (32) of detainees refused to be seen/interviewed, the same as the 2018 - 2019 reporting year. Table 14 provides a breakdown of the 32 detainees across stations with the highest refusal (4%) in the South East area which can be explained due to the higher refusal rates in the SCS.

**TABLE 14**  
Refusal rate by station

Team	Station	Valid Visits	Detainees Held	Detainees Refused to be interviewed	% Refusal Rate
South East	Musgrave	93	328	6	2
	Antrim	52	103	2	2
	Banbridge	38	79	1	1
	Lurgan	31	59	2	3
	Musgrave SCS Unannounced	7	8	3	38
	Musgrave SCS Announced	42	56	14	25
	<b>Sub-total</b>		<b>263</b>	<b>633</b>	<b>28</b>
North West	Coleraine	67	142	0	0
	Strand Road	59	175	2	1
	Strabane	10	33	0	0
	<b>Sub-total</b>		<b>136</b>	<b>350</b>	<b>2</b>
Tyrone / Fermanagh	Dungannon	54	84	2	2
	Enniskillen	0	0	0	0
	Omagh	50	72	0	0
	<b>Sub-total</b>		<b>104</b>	<b>156</b>	<b>2</b>
<b>TOTAL</b>		<b>503</b>	<b>1139</b>	<b>32</b>	<b>3</b>

### CUSTODY RECORDS CHECKED

Custody records are checked to ensure that detainee's rights and entitlements have been adhered to for e.g. detention review times. Of the 1,139 detainees, 814 (72%) gave permission for their custody records to be checked by the ICVs. ICVs checked 746 custody records in the 2018 - 2019 reporting year, whilst in comparison this is lower in volume, based on the number of detainees held it also equates to 72% of records checked. The percentage of custody records checked in this reporting year is consistent with the previous four years reporting figures. Table 15 below refers.

**TABLE 15**  
Custody Records Checked

Team	Valid Visits	Detainees Held	Custody Records Checked	% Checked
SE	256	633	438	69
NW	143	350	243	69
TyFer	104	156	133	85
<b>TOTAL</b>	<b>503</b>	<b>1139</b>	<b>814</b>	<b>72</b>

### DELAY TO VALID VISITS

On occasion ICVs can be delayed entry to a custody suite. If the delay is greater than 10 minutes, but upon waiting the ICVs do gain access and carry out a visit, the visit is classed as a valid visit and also recorded against our statistics as a delayed visit.

Of the 503 valid visits made there was 2 occasions when ICVs were delayed entry to a custody suite, compared to 8 visits with delayed entry in the previous reporting year. The longest recorded delay was 25 minutes, which is greater than in the previous reporting year, which was 20 minutes. Table 16 provides an overview of any delays and Table 17 outlines the reason/s and the time delay/s.

**TABLE 16**  
Delays to visits by Team and Station

Team	Station	Total Number of Delays Greater than 10 mins
SE	Musgrave	1
	Antrim	0
	Banbridge	0
	Lurgan	0
	Armagh	0
	Musgrave SCS Unannounced	0
	Musgrave SCS Announced	1
NW	Coleraine	0
	Strand Road	0
	Strabane	0
TyFer	Dungannon	0
	Enniskillen	0
	Omagh	0
<b>TOTAL valid visits (which were delayed): 2</b>		

**TABLE 17**  
Time delay details and reason/s

<b>Date</b>	<b>Custody Suite</b>	<b>Time Delay (mins)</b>	<b>Reason for Delay</b>
29 May 2019	Musgrave	25	Suite too busy
3 Jan 2020	Musgrave SCS Announced	20	Detainee being processed



## 7. MONITORING THE SERIOUS CRIME SUITE (SCS)

This section provides a breakdown of statistics captured in relation to those detainees held in the SCS in Musgrave Police Station. As highlighted in Table 19 below, 49 valid visits to the SCS were recorded across the reporting year with 64 detainees. ICVs interviewed 23% of detainees (15), which is similar to 2018 – 2019 when 20% of detainees (9) were interviewed, but equates to an actual increase of 6 detainees; whilst 32% (20) detainees were interviewed in the 2017 – 2018 reporting year.

Following the commencement of self-introduction within the SCS in March 2018, the refusal rate for detainees reduced from 34% in 2017 – 2018; to 20% in 2018 – 2019. The refusal rate for the 2019 – 2020 reporting year has increased to 27% (17 detainees out of 64 held at the time of the visits refused an interview with ICVs). The positive trend marked initially by self-introduction has not been sustained.

44% (28) of detainees were not seen for other reasons,<sup>8</sup> which as a percentage is lower than the 47% (26) not seen in the last reporting year, but when comparing the number of detainees this equates to 2 more, but the number of detainees held in TACT was lower in the last reporting year at 45 compared to 64 in 2019 - 2020. The higher number of detainees in TACT may also have contributed to the higher refusal rate this year.

**TABLE 19**  
Details of detainees interviewed/not interviewed in the SCS

Team	Valid Visits	Detainees Held	Detainees Seen	Detainees Refused	Detainees Not Seen - Other Reason
SCS	49	64	15	17	28

<sup>8</sup> the main reasons for detainees not being interviewed by ICVs were - 11 being interviewed and 10 with their solicitor

## OBSERVATION OF CCTV INTERVIEWS

7 CCTV Interviews were observed by ICVs as shown in the table below.

**TABLE 20**  
Observation of CCTV Interviews

Station	Valid Visits	Detainees Held	CCTV Interviews Observed	% Observed
Musgrave SCS Unannounced	7	8	1	13
Musgrave SCS Announced	42	56	6	11
<b>Total</b>	<b>49</b>	<b>64</b>	<b>7</b>	<b>11</b>

## **8. CONCLUSION**

The Board is committed to ensuring that the human rights of those detained in custody is maintained to the highest standard by the PSNI. It is apparent from the data analysed that improvements have been made in terms of both the preservation of human rights and the conditions of custody suites compared to previous reporting years.

In addition, it is evident through the data provided in the ICV reports that there is a high standard and high volume of monitoring taking place by very committed volunteers. The Board are also committed to supporting and enhancing the role of ICVs through ongoing training and recognition events.

Specifically with regards to the SCS refusal rates, it is recognised that there needs to be additional work in this area, in particular in relation to the legal sector and the cultural practice of clients being advised not to talk with ICVs and we look forward to working in partnership with the Board's Human Rights Team and the Independent Reviewer of Terrorism Legislation (IRTL) to progress this.



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