

Annual Custody Visitors Statistics 2016/2017

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Summary

Please note:

- Lurgan closed between August 2016 and May 2017
- Musgrave SCS - There is a current reduction in ground floor capacity by 10 cells.
- Bangor closed as of 5 December 2016. It will be available as a contingency suite for Musgrave and other planned works in the South East.
- Antrim - Ground floor reopened on 5 December 2016. First floor is scheduled to be completed in January.
- Armagh – temporary contingency reopening
- Enniskillen - Two cells are currently closed. Planned works are planned to commence in May 2017 – December 2017, with all 8 cells reopening. Works beginning will coincide with Lurgan re-opening.
- Dungannon - Planned works are currently on hold.
- Strabane reopened in March 2017

Satisfactory/Unsatisfactory visits (pages 3 to 6)

- There were a total of 661 visits made between April 2016 to March 2017.
- 28 visits were not completed, thus there were 633 valid visits.
- Based on the valid visits the Tyrone/Fermanagh team recorded the highest level of satisfaction (90%).
- 85 visits were classified as unsatisfactory (13%) and 548 visits were classified as satisfactory (87%).
- 19% of the visits by the South East team were recorded as unsatisfactory.
- The main reason for unsatisfactory visits was sanitation (26).

Visits made (pages 6 to 7)

- Almost a fifth of visits were made on Saturdays (129, 20%).
- More than two in five visits were made between 6 p.m. and 9 p.m. (222, 41%).
- 27 visits (4%) were carried out between 12 o'clock and 9 a.m.
- Visits ranged from less than a minute to 135 minutes.
- The average length of time spent on each visit was 25 minutes.

Detainees (pages 8 to 9)

- Of the 1180 detainees held during this period, Custody Visitors saw 517, 68 detainees refused to be seen and 595 were not seen for other reasons.
- The most common reasons for detainees not being seen were being asleep (319) and being interviewed (121).
- The overall refusal rate for April 2016 to March 2017 was 6% (68 refused).
- There were a total of 831 (70%) custody records checked by Custody Visitors.

Delays (pages 10 and 11)

- There were 19 occasions when Custody Visitors were delayed for more than ten minutes.

Musgrave Serious Crime (page 12)

- During the period April 2016 to March 2017, 32 valid visits were made to Musgrave Serious Crime Suite, 12 of which were announced. From the 20 unannounced visits, 27 detainees were held. Seven detainees were seen, seven refused to be seen and 13 detainees were not seen for other reasons. From the 12 announced visits, 28 detainees were held. Five detainees were seen, 11 refused to be seen and 12 detainees were not seen for other reasons.

- **Part One – Monitoring the treatment of detainees in line with PACE, Human Rights provisions and Code of Ethics**

Satisfactory/Unsatisfactory visits

Custody Visitors made 661 visits during April 2016 to March 2017, 27% more than the number of visits carried out in January to March 2016 (483). Of these, 28 visits were not completed (Table 2) and were deemed invalid, hence there were 633 valid visits.

Custody Visitors classified 548 out of the 633 valid visits (83%) as satisfactory. The Tyrone/Fermanagh team recorded the highest level of satisfaction (90%). The highest rate of unsatisfactory visits (18%) was recorded by the South East team.

Table 1: Satisfactory/Unsatisfactory visits by Station and Team, April 2016 to March 2017¹

Team	Station	Satisfactory Visits	Unsatisfactory Visits	Valid Visits
South East	Musgrave	61	18	79
	Bangor ²	31	12	43
	Antrim ³	14	11	25
	Banbridge ⁴	60	5	65
	Lurgan	14	0	14
	Armagh	44	8	52
	Musgrave SCS	18	2	20
	Musgrave SCS Announced	8	4	12
	Sub-total		250	60
North-West	Coleraine	57	5	62
	Strand Road ⁵	81	7	88
	Strabane	5	1	6
	Sub-total	143	13	156
Tyrone/Fermanagh (Ty/Fer)	Dungannon	44	5	49
	Enniskillen	52	4	56
	Omagh	59	3	62
	Sub-total	155	12	167
Valid visits		548	85	633

¹ These figures exclude the 28 incomplete visits.

² Bangor closed from 13 April to 3 August 2015.

³ Antrim closed in September 2015 for approximately 6 months. Serious Crime Suite moved permanently from Antrim to Musgrave when this occurred.

⁴ Banbridge closed since 13 April 2015.

⁵ Strand Road closed 7-11 December 2015.

The reasons for the 28 incomplete visits is recorded below (Table 2).

Table 2: Reasons for Incomplete visits by Custody Suite, April 2016 to March 2017

Date	Custody	Reason
12 May 2016	Musgrave	Visit aborted 19:20 - Suite busy.
30 Jun 2016	Musgrave	No access to Custody, phoned twice no one came up. No visit
9 Aug 2016	Banbridge	Visit aborted - busy booking in
11 Aug 2016	Dungannon	Custody Suite closed - due to ongoing work should be open tomorrow
14 Aug 2016	Bangor	Visit aborted as CV's were informed that 2 CV's had already visited this morning.
7 Sep 2016	Musgrave	Waited until 19.23, decided to abort visit. No CO's came to reception to collect us.
14 Sep 2016	Armagh	Armagh Custody Suite closes at 20.00. Informed at time of visit.
15 Sep 2016	Bangor	Unable to complete visit as fellow ICV was unable to attend. The visit was aborted.
16 Sep 2016	Musgrave	Visit aborted. An ICV forgot their pass.
2 Oct 2016	Armagh	One ICV did not turn up
5 Nov 2016	Musgrave	Visit aborted. Another CV team had mistakenly undertaken visit 2 hours previously.
13 Nov 2016	Musgrave	No access to suite, very busy. Visit aborted.
15 Nov 2016	Enniskillen	Visit not done. Advised by front office staff that ICV's had been in less than 2 hours before us & had completed a visit.
19 Nov 2016	Bangor	Visit abandoned at 20.31 as an ICV did not attend and could not be contacted by phone and no response to text message.
4 Dec 2016	Musgrave	Visit aborted as ICV did not turn up
11 Dec 2016	Strand Rd	No entrance due to diesel spill
18 Dec 2016	Musgrave	Visit aborted, waited 15 minutes.
19 Dec 2016	Omagh	Access denied - Custody Suite closed - No explanation given
2 Jan 2017	Coleraine	Informed at reception, policy has changed and ICV's need to be escorted up to Custody Suite. Visit Aborted
11 Jan 2017	Coleraine	Visit aborted
12 Jan 2017	Antrim	Suite busy, handover and booking in. Visit aborted.
17 Jan 2017	Banbridge	No visit took place. Nobody from Custody came to collect ICV's.
25 Jan 2017	Antrim	Visit aborted, ICV did not appear
31 Jan 2017	Omagh	Closed 30th and 31st Jan - All DP's going to Enniskillen.
31 Jan 2017	Musgrave	Custody Suite Busy - Visit aborted
16 Feb 2017	Musgrave	Visit aborted. ICV stuck in traffic
4 Mar 2017	Banbridge	Visit was called off. ICV had an accident at home.
14 Mar 2017	Enniskillen	Custody Suite closed until 17:00 for work
Total visits not carried out: 28		

Table 3: Incomplete Visits by Team, April 2016 to March 2017

Team	Total Visits	Incomplete Visits	% of Visits Incomplete
South East	310	20	6
North-West	159	3	2
Ty/Fer	172	5	3
Total Visits	661	28	4

Reasons for concern

A full list of reasons for concern regarding the treatment of detainees is given at Table 4.

Table 4: Reasons for concern regarding treatment of detainees by Team: April 2016 to March 2017

Reason		South East	North-West	Ty/Fer	Total
Treatment/Rights of Detainees	Code of Practice	0	0	0	0
	Being told their rights	0	0	0	0
	Informing somebody	0	0	0	0
	Legal advice	0	0	0	0
	Checks on detainees carried out	0	0	0	0
	Requiring an appropriate adult	0	0	0	0
	Requiring Interpreter	0	0	0	0
	Review of detention	0	0	0	0
	Other	0	0	0	0
	Total	0	0	0	0
Health and Well Being	Adequate bedding	0	0	0	0
	Adequate food and drink	1	0	5	6
	Dietary needs	0	0	0	0
	Access to loo/washing	0	0	0	0
	Replacement clothing	0	0	0	0
	Medical attention	0	0	1	1
	8 Hours rest in 24	0	0	0	0
	Exercise	1	0	0	1
	Oxygen checks	0	0	0	0
	Other	0	0	0	0
	Total	1	0	6	7

A full list of reasons for concern regarding the conditions of detention of detainees is given at Table 5.

Table 5: Reasons for concern regarding conditions of detention: April 2016 to March 2017

Conditions	South East	North-West	Ty/Fer	Total
Heating	0	1	1	2
Lighting	3	3	0	6
Ventilation	0	0	0	0
Alarm	0	0	0	0
Cleanliness	1	6	0	7
Safety/Security Hazards	22	0	3	25
Sanitation	24	1	1	26
Faulty Equipment	20	1	1	22
Other	1	0	0	1
Total	71	12	6	89

Part Two - Monitoring the effectiveness of the scheme

Visits made

Custody Visitors made 661 visits during the period April 2016 to March 2017, 178 more than in the period April 2015 to March 2016 (483).

A comparison of the number of visits made to each station during January to March 2017, with the number of guideline visits in provided at Table 6. Active stations for which the monthly number of guideline visits was not met are indicated in italics, as are those teams that did not meet the monthly target number of visits for all stations in their area.

Table 6: Comparison of Visits made to each Station with Guideline Visits, April 2016 to March 2017

Team	Station	Guideline Number of Visits ⁶	Actual Number of Visits
South East	<i>Musgrave</i>	96	89
	Bangor	36	46
	Antrim	16	27
	Banbridge	36	68
	<i>Lurgan</i>	28	14
	Armagh	48	54
	<i>Musgrave SCS</i>	36	20
	<i>Musgrave SCS Announced</i>	24	12
	Sub-total	324	330
North-West	Coleraine	48	64
	Strand Road	72	89
	<i>Strabane</i>	14	6
	Sub-total	134	159
Tyrone/Fermanagh	Dungannon	36	50
	Enniskillen	36	58
	Omagh	48	64
	Sub-total	120	172
Total visits		578	661

- *Lurgan closed between August 2016 and May 2017*
- *Musgrave SCS - There is a current reduction in ground floor capacity by 10 cells.*
- *Bangor closed as of 5 December. It will be available as a contingency suite for Musgrave and other planned works in the South East.*
- *Antrim - Ground floor reopened on 5 December 2016. First floor is scheduled to be completed in January.*
- *Armagh – temporary contingency reopening*
- *Enniskillen - Two cells are currently closed. Planned works are planned to commence in May 2017 – December 2017, with all 8 cells reopening. Works beginning will coincide with Lurgan re-opening.*
- *Dungannon - Planned works are currently on hold.*
- *Strabane reopened in March 2017*

⁶ Guideline Number takes into account any station closures.

- Of the 661 visits, around a fifth was carried out on Saturdays (20%, 129 visits). Fewest amount of visits was carried out on Mondays (10%, 66 visits).

Table 7: Days on which visits were carried out, April 2016 to March 2017

Day	South East	North-West	Ty/Fer	Number of visits	%*
Monday	33	14	19	66	10
Tuesday	23	19	35	77	12
Wednesday	57	24	29	110	17
Thursday	48	26	22	96	15
Friday	38	17	18	73	11
Saturday	60	34	35	129	20
Sunday	71	25	14	110	17
Total	330	159	172	661	100

*Percentages may not sum due to rounding

A large majority of visits (90%, 607 visits) were made in the 12 hour period between 9 a.m. to 9 p.m.

41% of all visits (270 visits) were carried out between 6 p.m. and 9 p.m. 27 visits (4%) were carried out between midnight and 9 a.m.

The shortest visit took less than one minute, while the longest visit took 135 minutes. The average length of a Custody Visit in 2016-17 was 25 minutes.

Table 8: Visits carried out by time of day, April 2016 to March 2017

Time*	South East	North-West	Ty/Fer	Number of visits	%
0.00 – 9 a.m.	14	1	12	27	4
9 a.m. – noon	39	38	33	110	17
Noon – 3 p.m.	43	27	18	88	13
3 p.m. – 6 p.m.	40	47	42	129	20
6 p.m. – 9 p.m.	174	38	58	270	41
9 p.m. – 24.00	20	8	9	37	6
Total	330	159	172	661	100

*There is a requirement for 10% of custody visits to be undertaken during unsociable hours. To avoid disturbing detainees during their 8 hour rest period (PACE requirement), the ICV will view them through the cell door hatch.

Detainees seen by Custody Visitors

There were 1180 detainees held at the time of these visits, of which visitors saw 517, 68 detainees refused to be seen, and 595 detainees were not seen for other reasons.

Table 9: Detainees seen, by team, April 2016 to March 2017

Team	Valid Visits	Detainees Held	Detainees Seen	Detainees Refused	Detainees Not Seen – Other Reason
South East	310	689	309	41	339
North-West	156	356	123	19	214
Ty/Fer	167	85	85	8	42
Total	633	1180	517	68	595

Reasons for not seeing detainees

Table 10 shows a full list of the reasons why detainees were unable to see visitors.

Table 10: Reasons for detainees not seeing Visitors, April 2016 to March 2017

Reason	South East	North-West	Ty/Fer	Total
Refusal	41	19	8	68
Being interviewed	75	35	11	121
Being processed	29	8	1	38
Being discharged	0	1	0	1
Asleep	176	119	24	319
Intoxicated/drugs	3	5	1	9
Abusive/dangerous	16	8	1	25
With solicitor/GP/ Appropriate Adult	19	16	3	38
Attending Hospital/Court	11	20	1	32
Other/Unknown	10	2	0	12
Total	380	233	50	663

Refusal rates

Table 11 shows the refusal rate by custody suite (calculated as the number of detainees who refused to be seen as a percentage of the number that were held in custody at the time of the visit).

The overall refusal rate for April 2016 to March 2017 was 6%, a decrease when compared with April 2015 to March 2016 (7%: 937 held, 61 refused).

The refusal rate was lowest for the North-West team (5%, 356 held, 19 refused). The South East and Tyrone/Fermanagh teams matched the overall refusal rate of 6%.

Table 11: Refusal rate by Station, April 2016 to March 2017

Team	Station	Valid Visits	Detainees Held	Detainees Refused	% Refusal Rate
South East	Musgrave	79	283	13	5
	Bangor	43	72	1	1
	Antrim	25	49	2	4
	Banbridge	65	119	4	3
	Lurgan	14	32	0	0
	Armagh	52	79	3	4
	Musgrave SCS	20	27	7	26
	Musgrave SCS Announced	12	28	11	39
	Sub-total		310	689	41
North-West	Coleraine	62	126	4	3
	Strand Road	88	218	15	7
	Strabane	6	12	0	0
	Sub-total		156	356	19
Tyrone/Fermanagh	Dungannon	49	64	4	6
	Enniskillen	56	40	2	5
	Omagh	62	31	2	3
	Sub-total		167	135	8
Total		633	1180	68	6

Custody records checked

There were a total of 831 custody records checked by visitors - almost three quarters of the custody records of detainees held (70%).

Table 12: Custody Records Checked, April 2016 to March 2017

Team	Valid Visits	Detainees Held	Custody Records Checked	% Checked
South East	310	689	477	69
North-West	156	356	246	69
Ty/Fer	167	135	108	80
Total	633	1180	831	70

Delay to visits

Of the 633 valid visits made during the period April 2016 to March 2017, there were 19 (3%) occasions when Custody Visitors were delayed by more than 10 minutes (Tables 13 and 14). The reason for delay is taken from the CV2 forms.

Table 13: Delays to visits by Team and Station, April 2016 to March 2017

Team	Station	Total Number of Delays Greater than 10 mins
South East	Musgrave	6
	Bangor	2
	Banbridge	2
	Antrim	3
North-West	Coleraine	2
	Strabane	1
Ty/Fer	Omagh	2
	Dungannon	1
Total valid visits (which were delayed): 19		

Table 14: Reason for delays to visits, April 2016 to March 2017

Date	Custody Suite	Time Delay (mins)	Reason for Delay
1 May 2016	Strabane	11	Booking detainee in
2 May 2016	Omagh	12	ICV's had to wait outside station due to enquiry office being closed.
4 May 2016	Musgrave	25	Changeover staff
25 May 2016	Musgrave	15	Custody Suite and Staff extremely busy.
9 June 2016	Musgrave	11	Custody staff on phone.
15 June 2016	Dungannon	25	DP making phone calls to legal reps.
30 June 2016	Musgrave	20	No access to Custody, phoned twice no one came up. No visit took place.
3 Sep 2016	Bangor	35	Cell 3 - bed frame broken & detached. The suite was extremely busy on arrival.
8 Sep 2016	Coleraine	20	Charging Detainees
2 Oct 2016	Musgrave	13	Staff change over
25 Oct 2016	Banbridge	12	Booking one in and fingerprinting another
22 Nov 2016	Banbridge	23	Delay due to processing detained person
30 Nov 2016	Bangor	15	Booking a detainee in
22 Dec 2016	Antrim	11	Sanger could not phone custody
29 Jan 2017	Musgrave	13	The Custody Suite had to be phoned twice to inform them that the Custody Visitors were waiting.
18 Feb 2017	Antrim	15	Cell 2 - water running continually in sink. Suite was very busy
27 Feb 2017	Antrim	15	Shift change over
15 Mar 2017	Omagh	13	No reason given.
23 Mar 2017	Coleraine	16	No reason given.

Musgrave Serious Crime Suite

During the period April 2016 to March 2017, 32 valid visits were made to Musgrave Serious Crime Suite, 12 of which were announced. From the 20 unannounced visits, 27 detainees were held. Seven detainees were seen, seven refused to be seen and 13 detainees were not seen for other reasons. From the 12 announced visits, 28 detainees were held. Five detainees were seen, 11 refused to be seen and 12 detainees were not seen for other reasons.