

— David Lloyd —
**Police and Crime
Commissioner**
for Hertfordshire



**INDEPENDENT CUSTODY VISITORS SCHEME
ANNUAL REPORT
2019 – 2020**



Foreword by David Lloyd, Police and Crime Commissioner for Hertfordshire

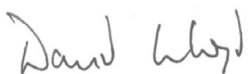
I am pleased to present this Annual Report highlighting the vital work our Independent Custody Visitors (ICVs) in Hertfordshire undertook during 2019-20.

Police custody remains a challenging and dynamic environment with many of the most vulnerable passing through its doors. The public rightly expect officers to act with integrity and impartiality and treat detainees fairly, professionally and according to their needs. This is why it is vital that we have independent visitors who are able to ensure that the high standard of detainee welfare in Hertfordshire's custody suites is maintained.

I am encouraged to see in the report that we have an increased the number of volunteers visiting custody suites unannounced during the evenings and overnight, enabling that important oversight of detainees' welfare and conditions in custody throughout a 24-hour period. I am also pleased to see that all of the 131 issues reported by Hertfordshire's 34 ICVs this year were dealt with swiftly and positively. Over the years, the learning and feedback captured on the ICV visits has resulted in a number of positive changes being adopted by Hertfordshire custody staff and my office including revisions to the ICV reporting form which captures both quantitative and qualitative information and improvements to the availability of feminine hygiene products. With the support of custody staff, these changes have quickly become embedded in custody procedures.

Most recently, the COVID-19 outbreak has caused us all to rethink how we can use alternate forms of monitoring to ensure that the rights, entitlements and welfare needs of detainees are being met while ensuring the protection of our volunteers, detainees, staff and officers. It is a tribute to the hard work and creativity of my office, custody officers and volunteers that throughout this period, the monitoring of custody has been maintained. Initially though the use of dip sampling of custody records, and latterly the setting up of 'virtual visiting' on a weekly basis in each of the custody suites. I am grateful to the volunteers for rising to the challenges in these unprecedented times.

I would like to thank all the ICVs for their continued time, dedication and perseverance to the scheme, providing that vital independent oversight of detainees' welfare and conditions in custody. I look forward to seeing how the scheme develops over the coming year and working collaboratively for an even safer Hertfordshire.



David Lloyd
Hertfordshire Police and Crime Commissioner



Comments from the Chief Inspector of Hertfordshire Constabulary's Custody Units

Police Custody is a fundamental element of policing and it remains of significant national interest. Recent developments in the service's approach to topics such as mental health and children in custody have served to maintain the high-profile nature of this essential activity.

Custody remains one of the highest risk and most challenging areas of policing - with significant risk and expectations being placed upon Custody Officers, Detention Officers and PACE Inspectors on a daily basis.

We are charged with the responsibility of looking after arguably our most chaotic, unpredictable and vulnerable individuals in society. Our aim is to deliver a consistent and transparent custody operation that is safe, effective and efficient.

The ICV volunteers' role is to ensure the Constabulary is delivering upon that aim and thereby reinforcing the already strong public confidence in its local police force.

There is much to reflect on over the last 12 months, which has seen significant change affecting Hertfordshire Custody.

I previously reported building on work that had taken place where custody cells across Bedfordshire, Cambridgeshire and Hertfordshire had been fitted with video screens to facilitate remote Inspector reviews via Skype. This innovative and creative project is the first of its kind in the country following successful securing of funding from the Police Transformation Fund. Following initial technical challenges, the system is now live in our suites. Following post implementation review, further work will continue to explore adding other features such as remote interpreter's services, legal consultation and Appropriate Adult (AA) services.

This year has seen the replacement of the cell 'call system and intercom' at Hatfield Custody Suite. This was a significant 4 week rolling building project, carefully managed whilst maintaining the operational effectiveness of the suite. The cell call system and intercom at our second Custody Suite – Stevenage is scheduled later this year. Another example of future proofing our Custody estate with the latest technology.

Significant preparation took place this year in readiness for the introduction of NHS commissioned Liaison and Diversion Services (L&D) to be embedded within Hertfordshire Custody. L&D is a process whereby people of all ages passing through the criminal justice system are assessed and those with mental health concerns, learning disabilities, substance misuse problems and other vulnerabilities are identified as soon as possible in the justice pathway.

Professionals embedded 7 days per week in our Custody Suites will identify, support and provide access to appropriate services including, but not limited to, mental and physical health care, social care, substance misuse treatment and safeguarding. Where individuals are already accessing such

services, L&D services will facilitate cross-service communications to ensure any additional needs are identified and services are working together to address the needs of individuals. This service will enhance further our current liaison and diversion services.

I am pleased to confirm that Hertfordshire Constabulary have again this year eliminated the use of police cells for Mental Health Act detentions.

With the outbreak of Covid-19, Hertfordshire Custody has had to quickly adapt. Minimising the risk of infection has been paramount with the decision to temporarily suspend the ICV scheme. These are unprecedented times with the Government implementing emergency legislation effectively requiring the vast majority of the population to remain in their homes. As a result, generally, crime reduced as did the level of suspects arrested nationally. Subsequently levels of arrests have since largely returned to normal.

The work of the ICVs is highly important and I have worked closely with the Police and Crime Commissioner's Office this year to help promote further the status and impact of the Independent Custody Visitors Scheme in Hertfordshire. I welcome and value the work of the ICV volunteers; independently visiting Stevenage and Hatfield Custody suites to check on the treatment of detainees and the conditions in which they are held and that their rights and entitlements are being observed.

The inspections and subsequent feedback - more important than ever following change, helps inform and reassure me that we remain effective, efficient and legitimate. We continue to focus on HMICFRS Custody Inspections across the country, identifying best practice and together will further look to target ICV visits in the future to support strategy and deliver improvements to custody services.

I would like to thank all of the ICV Volunteers for their outstanding effort again last year.

Mike Todd, Chief Inspector
Hertfordshire Constabulary

Overview of the scheme

Under the Police Reform Act 2002, all police force areas are required to have a custody visiting scheme in place. The scheme gives the public reassurance that detainees are being treated fairly by carrying out independent checks to ensure their legal rights and entitlements¹ are given as well as checking their welfare and dignity are being maintained. For detainees this is a time when they may be feeling vulnerable or confused. ICVs also review the custody suites for issues around cleanliness and maintenance.

Following the introduction of Police and Crime Commissioners (PCC) under the Police Reform and Social Responsibility Act (2011), David Lloyd was elected as PCC for Hertfordshire and took on responsibility for the operation of the Independent Custody Visiting Scheme in Hertfordshire. The Police and Crime Commissioner's Office (OPCC) manages and supports the smooth running of the scheme including the day to day enquiries, recruitment of the volunteers and ensuring improvements and development of the scheme.

ICVs are unpaid volunteers who live, work or study in Hertfordshire. Currently there are 34 ICVs from across the county, visiting the custody suites at Hatfield and Stevenage. All visits are unannounced and take place throughout the 24 hour period 7 days a week. The ICVs are trained to introduce themselves to people in custody and ask questions to ensure that their treatment is fair and that they have access to their rights and entitlements. At the beginning of each visit, ICVs are informed of the number of detainees in custody at the suite being visited. These detainees are then introduced to the ICVs and seen by them subject to the detainees availability and consent.

During each visit, ICVs complete a report form summarising their visit to individual detainees. This is forwarded to the Volunteers Administrator at the OPCC and the hard copy left with custody staff. Concerns raised by ICVs are reported to the Custody Inspector or escorting officer at the time of the visit, and to the Volunteers Administrator via the report form. The Volunteers Administrator highlights any concerns to the Custody Chief Inspector via email, telephone or during regular meetings depending on the urgency. The ICVs also have an opportunity to raise general concerns and matters arising from visits at their regular half yearly meetings. In August 2019, a new Volunteer Administrator was appointed and some changes have been implemented to ensure the scheme's continued effectiveness.

Although the role of an Independent Custody Visitor is an unpaid voluntary role, all ICVs are encouraged to complete an expenses form to allow any costs associated with visiting to be reimbursed. The Commissioner incurs other related costs for running the scheme including training, printing, catering for panel meetings, conference booking fees, and office membership of the Independent Custody Visiting Association (ICVA). ICVA leads, supports and represents Police and Crime Commissioners and Police Authorities with the Independent Custody Visiting schemes in the United Kingdom helping to shape the schemes aims and equip scheme managers to deliver effective schemes and ensure they are kept informed of legislative changes and reforms.

¹ An extensive list of these legal rights are listed in Table 3 Rights of Detainees.

Profile of the Independent Custody Visitors

There are 34 Independent Custody Visitors who live, work or study in Hertfordshire. 65 per cent are male volunteers and 35 per cent female volunteers. The demographics of our ICVs show that they are broadly representative of the Hertfordshire population with regards to ethnicity (Figure 1²) but they are not in terms of age (Figure 2³), this along with the gender imbalance will be an area of focus for recruitment in the coming year. Of the 34 ICVs, most have volunteered in that capacity for several years, including one for 30 years.

When comparing Hertfordshire to other forces, it is evident that length of service varies between the schemes, with some having fixed term positions in order to maintain independence and a fresh perspective on scrutiny⁴.

Figure 1: Ethnicity profile of the Independent Custody Visitors

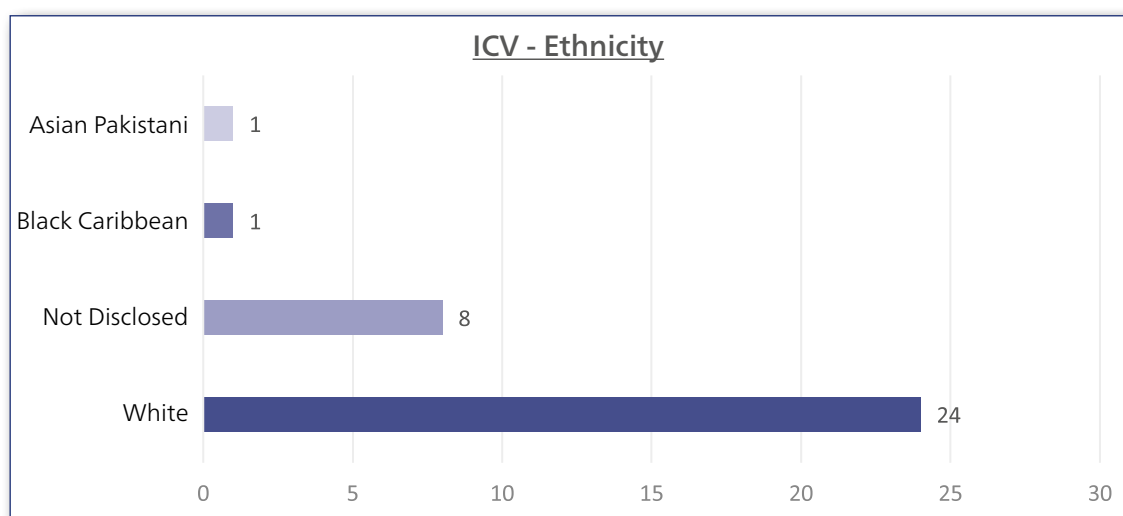
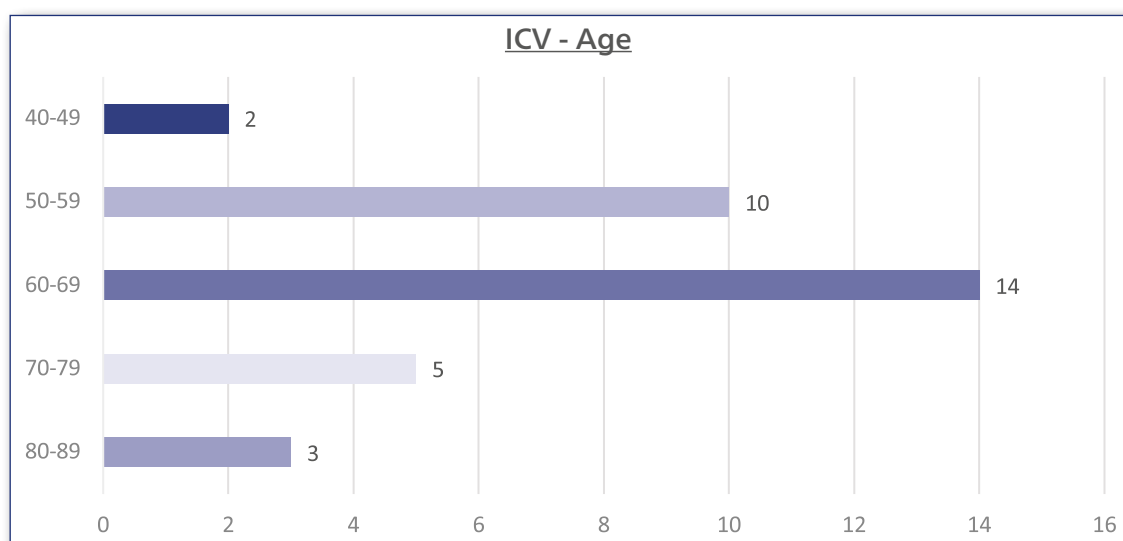


Figure 2: Age profile of the Independent Custody Visitors



² According to the Office for National Statistics 2011 Census Hertfordshire ethnicity is represented by White 87.6%, Asian/Asian British 6.5%, Black/African/Caribbean/Black British 2.8%, Mixed/multiple ethnic groups 2.5%, other ethnic groups 0.6%.

³ According to the Office for National Statistics 2011 Census the comparable age range in Hertfordshire was represented by 22% aged 30-44, 20% aged 45-59, 6% aged 60-64, 8% aged 65-74 and 5% aged 75-84.

⁴ Within Hertfordshire there is no fixed term of service for ICVs. ICVs are vetted every three years, terms and length of service are reassessed when the vetting comes up for renewal.

Key Findings

During the reporting period (1 April 2019 to 31 March 2020), 13,792 detainees passed through both custody suites, 8,035 at Hatfield and 5,757 in Stevenage. This compares to a total of 14,667 detainees in 2018-2019, a decrease of 6 per cent.

This decrease is reflected across the Eastern Region of Police Forces and is indicative of the positive impact of changes including Out of Court disposals such as Drug Warnings or Cautions being given, negating the need to take some individuals to be formally processed through custody, thereby reducing the custody throughput.

Over that time period, ICVs made a total of 129 custody visits seeing a total of 555 detainees from a possible 675 who were available to visit. 120 detainees did not consent to be visited by an ICV (see Table 1).

ICVs are not always able to see detainees for a variety of reasons. This includes those who are unavailable or unable to consent to have a visit. This is often due to detainees being asleep, intoxicated, deemed too violent by custody staff, being interviewed, in Court, with a health care professional or providing a DNA sample.

It should also be noted that due to COVID-19, ICV visits were suspended on 16 March 2020 and therefore most of the planned March visits did not take place while other options to maintain monitoring were being considered and developed.

Table 1: Breakdown of the visits for the period 1 April 2019 to 31 March 2020

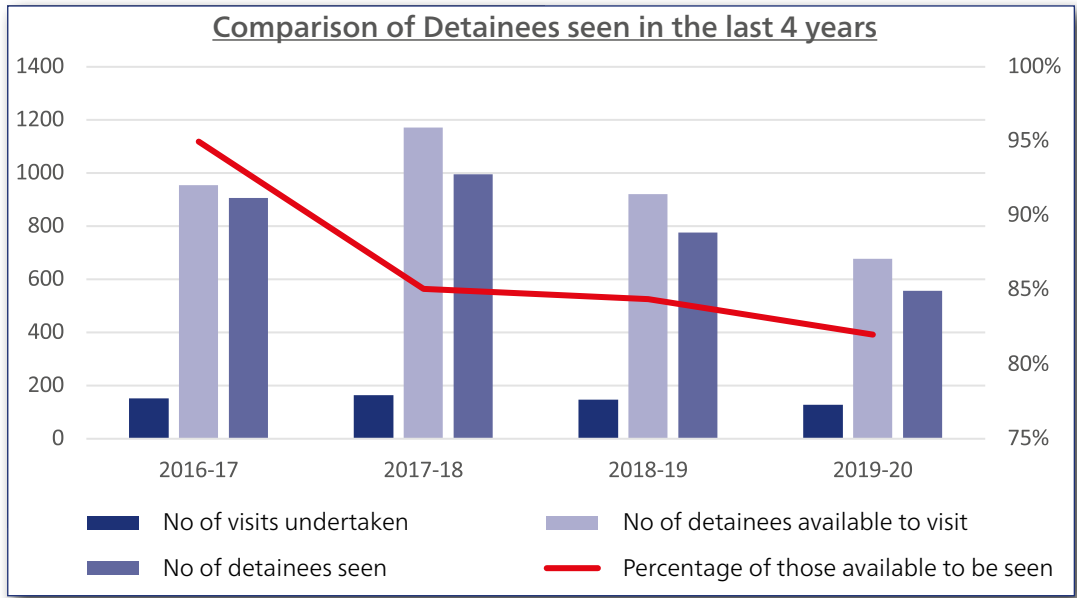
Custody Suite Visited	No. of visits undertaken	No. of detained persons held	No. of detainees available to visit	No. of detained persons visited	% of detainees visited (of those available)
Hatfield	67	900	451	372	82%
Stevenage	62	552	224	182	81%
TOTAL	129	1452	675	554	82%

The number of persons detained at the time of ICV visits is 20 per cent lower than in the previous year. The percentage of those visited in relation to those available to be visited i.e. not asleep, in interview, seeing a solicitor or medical professional has reduced to 82 per cent from 84 per cent. One of the reasons for this is because of the frequency of anti-social hours visiting where many detainees have entered their rest periods. In addition, as already stated, overall throughput in custody has reduced due to Out of Court disposals not requiring individuals to be processed through custody.

Further due to COVID-19, a number of planned visits at the end of the financial year did not take place. The annual figures above also show a drop, though less marked, in those taken into custody throughout the whole year.

The volunteers have also been encouraged to vary their visit times with more of the evening visits now occurring in the later part of the evening which may also result in more detainees being asleep and therefore unable to be visited. There is still a high percentage that are visited however, and this is consistent with previous years' reports and illustrated in Figure 3.

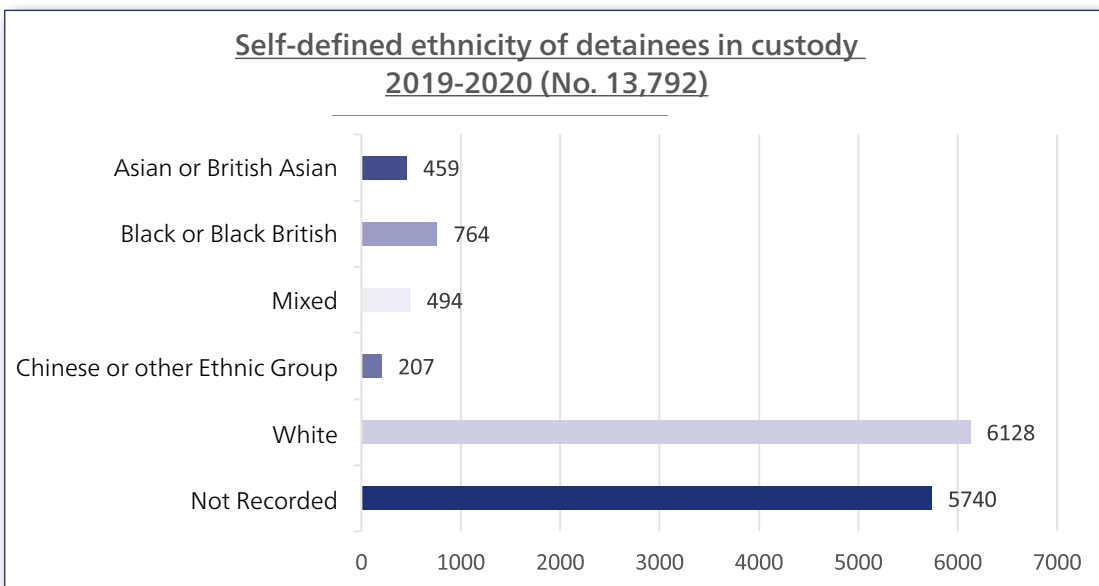
Figure 3: Comparison of detainees seen between 2016/17 and 2019/20



Ethnicity of detainees in custody 2019/20

It is not currently mandatory on Athena⁵ for officers to ask detainees to state their ethnicity when being booked into custody if they are already known on the police management system and will be left as 'Not Recorded'⁶ unless specifically asked during the booking in process. As a result, 41 per cent (5740) of 'self-defined' ethnicity records during 2019/20 were listed as 'Not Recorded' (see Figure 4) and therefore it makes and trends difficult to identify. However, using 'officer defined' ethnicity enables a greater proportion of the 'Not Recorded' to be categorised as evident in Figure 5.

Figure 4: Self-defined Ethnicity of detainees 2019-2020

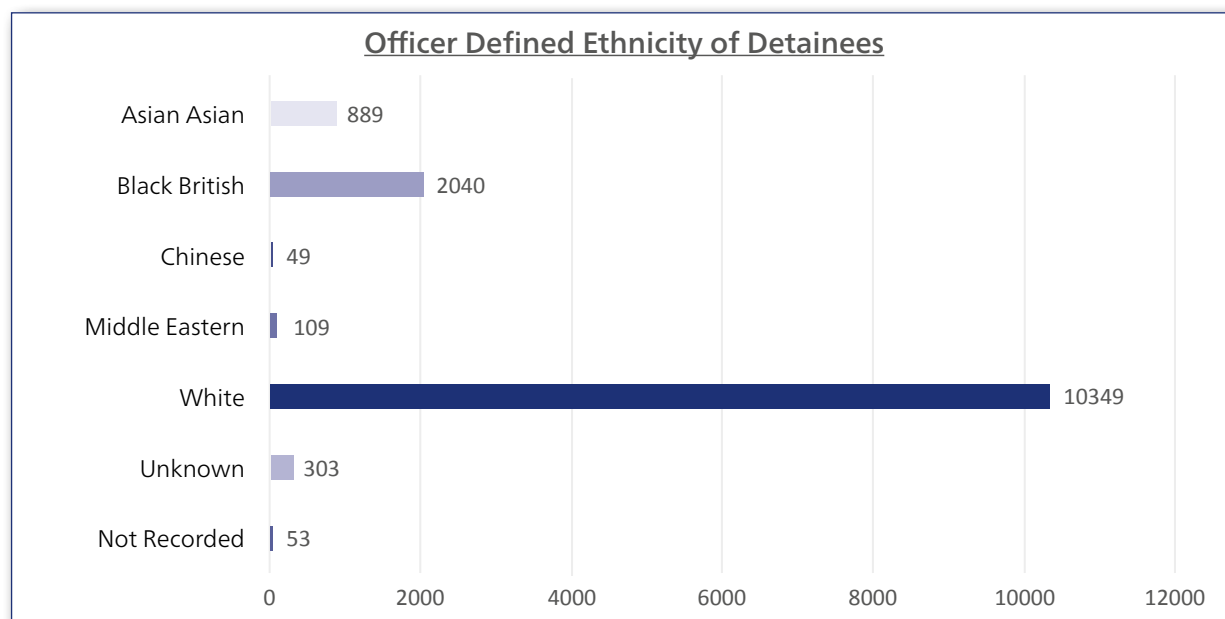


⁵ Athena is a police intelligence and case management system used by nine forces – Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Kent, Norfolk, Suffolk, Warwickshire and West Mercia

⁶ Not recorded are those records where the data is blank. 'Unknown' is where the officer has specifically chosen 'unknown' on the list of categories.

Figure 5 shows that the highest proportion of people coming through custody are from a White background representing 75 per cent of the total number of detainees. Those categorised as Black accounted for 14 per cent and Asian accounted for 6.4 per cent. When comparing these figures to the ethnic breakdown of Hertfordshire, it shows that the White and Asian ethnicities are broadly representative, but the Black category is over represented⁷.

Figure 5: Officer-defined ethnicity of detainees 2019/2020 (No. 13,792)



Matters arising from custody visits

Hertfordshire Custody Visitors plan to make three visits per week to Hertfordshire's two custody suites on a rota system of two visits to one suite and one visit to the other, then the reverse the following week. This is a revision of the previous booking system which enables the better management of visitor availability while maintaining the statutory requirements. The visits take place to provide coverage over a 24 hour period, but are scheduled to ensure that both suites are not visited at exactly the same time in order to minimise operational disruption.

During 2019/2020 of the 555 detainees visited, issues were noted from 59 (11 per cent) detainees. In total 131 issues⁸ were reviewed (see Table 2). Positively, 89 per cent of detainees did not raise any issues regarding their welfare whilst in custody, a percentage increase over the previous reporting period. 16 (3 per cent) detainees gave positive comments that were recorded by the visitors surrounding their detention, focused primarily on how they had been treated by custody staff.

Positive comments and other feedback are discussed in monthly meetings between the scheme administrator and the custody Chief Inspector who will pass on and discuss with the custody inspectors where any learning is needed.

⁷ According to the Office for National Statistics Census 2011, Hertfordshire ethnic breakdown is White 87.6%, Asian/Asian British 6.5%, Black/African/Caribbean/Black British 2.8%, Mixed/multiple ethnic groups 2.5%, other ethnic groups 0.6%.

⁸ More than one issue may have been reported by each detainee or may have been expressed by an ICV and exclude the positive comments.

Table 2: Categories of issues raised by ICVs

	Categories of issues raised	Number of issues raised	% of total
1	Rights of Detainee	52	40%
2	ICV Staff Issues	10	8%
3	Access to Amenities	8	6%
4	Food/Drink/Reading	8	6%
5	Vulnerable Detainees	7	5%
6	Cleaning	6	5%
7	Detention Issues PACE	2	2%
8	Maintenance	1	1%
9	Services Available	0	0%
	Positive feedback	37	28%
	Total concerns/comments noted	131	

1. Rights of Detainee

Of the 11 per cent of the detainees that raised issues, the majority related to the Rights of Detainee where a total of 52 issues were raised (see Table 3). Table 4 breaks down the Rights of Detainee by self-defined ethnicity. From those ethnicities that are known, there does not appear to be any identifiable trends or issues of note.

Table 3: Sub-categories of issues relating to the Rights of Detainee

Rights of Detainee	Number of Issues raised	% of total
Access to medical help	17	33%
Phone Call	11	21%
Access to drink	8	15%
Access to free legal advice	7	13%
Access to food	5	10%
Someone informed of their location	2	4%
Not given rights	1	2%
Contact Embassy	1	2%
Privacy while receiving legal advice	0	0%
Access to "Codes of Practice"	0	0%
Can see written notice of rights	0	0%
Access to interpreter/language cards	0	0%
Access to complaints procedure	0	0%
Total issues noted	52	

Table 4: Rights of Detainee by self-defined ethnicity

	Rights of Detainee	Vulnerable Detainee	Access to Amenities	Services Available	Cleaning	Maintenance	Food/Drink/Reading	Detention Issues PACE	ICV Staff Issues	Positive Feedback
White British	11%	1%	2%				1%		1%	4%
White Irish	1%						1%			
Any Other White										1%
White and Black Caribbean										1%
White and Black African	1%						1%			
Mixed White and Asian										
Any Other Mixed										
Asian/British Indian										
Asian British Pakistani	1%									
Asian/British Bangladesh										
Any Other Asian										
Black/British Caribbean										
Black/British African	1%									
Any Other Black	2%		1%							1%
Chinese	2%									
Any Other Ethnic Group	2%									
Refused/Not stated	10%	2%	4%		1%		2%	1%	3%	5%
Not Recorded by ICV	11%	3%			4%	1%	2%	1%	4%	18%

Within the Rights of Detainees, access to medical help accounted for the most issues raised by detainees at 33 per cent. Of the 17 issues raised 7 detainees requested to see a Health Care Practitioner (HCP) relating to physical health issues, 10 wanted medication and one person was waiting to attend hospital. Where the HCP was required either custody staff had already made contact and were waiting for the HCP to attend or made the request, it was generally that the detainee was waiting although the request was in hand. The need for medication was addressed and was either being taken to custody by a family member or appropriate alternative medication was prescribed by the HCP. In one instance police attended the detainee's address to retrieve medication. Table 5 shows the breakdown in regards to medical help required broken down by self-defined ethnicity. Due to the high proportion of those detainees whose self-defined ethnicity was 'refused/not stated' group, it is difficult to ascertain whether there are any trends or areas for concern.

Table 5: Access to Medical Help concern raised by self-defined ethnicity

Ethnicity	% of total
White British	29%
Chinese	6%
Any Other Ethnic Group	6%
Refused/Not stated	41%
Not Recorded by ICV ⁹	18%

⁹ Not recorded by an ICV relates to the entry on the ICV report form that was not completed. Refused/Not Stated means the detainee did not provide the requested information when being booked into custody.

Issues relating to rights to telephone calls were generally initiated in conversation with ICVs. These were instances where there had been operational reasons for the delay or the detainee had changed their mind after initial arrival procedure or where a family member was seriously ill and they wished to speak to them.

Food and drink are frequently refused initially by a detainee and then requested when ICVs are present, particularly those unfamiliar with the process of being taken into custody. This remains an ongoing factor from previous reporting and was the third highest reported category. However when reported and passed on by the ICVs the requests are actioned promptly with food or drink often being brought while the ICVs are still in attendance.

2. Issues raised by the Independent Custody Visitors

ICV staff issues were the second highest reported issues this year. These primarily related to issues raised by the ICVs regarding the custody staff and how the ICVs are treated in the course of undertaking their functions. It was noted that these related to reports of occasional long waiting times for ICVs to access custody. Access for ICVs should be prompt but due to pressures in the custody suites sometimes access is delayed. When this occurs reasons behind the delays are investigated and addressed.

3. Access to Amenities

Comments were also noted with regards to accessing amenities. Access to having a shower or exercising was good, the main issues were requests for toilet paper being relayed to custody staff. In each instance this was addressed promptly.

4. Food, Drink and Reading material

With specific reference to food, drink and reading category, these were requests for one or more of these items made directly to the ICVs. Either they had not been offered these recently or had previously declined and then requested it from the ICVs rather than waiting for the next observation check. All matters raised in this regard were addressed promptly (see Table 6).

Table 6: Issues raised relating to Food, Drink or Reading

Issues relating to Food, Drink or Reading	Totals	% of total
Detainee has Access to Reading Materials	7	13%
Religious items - storage/condition/availability	1	2%
Correct Storage of Food	0	0%
Food in Date	0	0%
Dietary / Religious Requirements Catered for	0	0%
Guidance to staff available and visible	0	0%
Total issues noted	8	

5. Vulnerable Detainees¹⁰

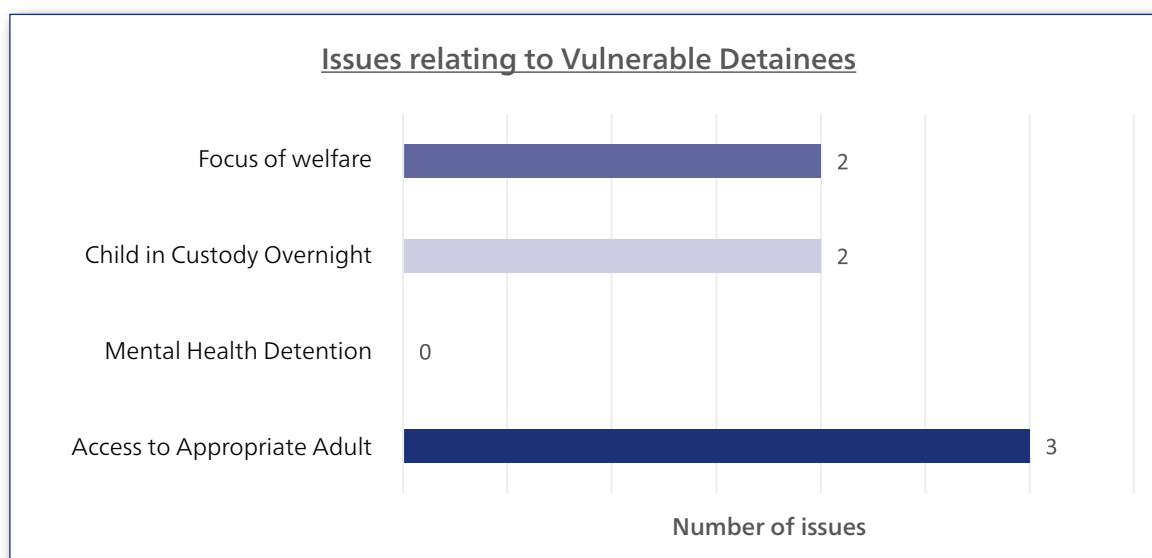
ICVs have identified seven concerns specifically relating to vulnerable detainees in custody and these equate to four concerning children and three to adults.

The lower number of concerns raised would seem to indicate that work put in place around recruitment of Appropriate Adults by the Local Authority to increase the number of volunteers available has started to address issues raised in the period 2018/19.

Work is still on-going in this area with a focus on reducing the occasions where children are in custody overnight without seeing an Appropriate Adult.¹¹

Figure 6 shows that for the fifth year running, the Constabulary have not held anyone in a custody suite who has been detained under Section 136 of the Mental Health Act 1983, they are instead taken to a designated medical facility as a place of safety.

Figure 6: Issues raised by Independent Custody Visitors relating to vulnerable detainees



6. Cleanliness

Cleanliness issues have dropped from the second highest recorded issue during 2018/19 to sixth during 2019/20. Most of the six comments relate to cells or exercise yard awaiting cups and plates being removed, two related to the cleaning of the microwave in the kitchen as shown in Table 7. Showers and kitchen areas were consistently reported as being clean by the ICVs.

¹⁰ For a definition of vulnerability, see Appendix 1.

¹¹ During the period April 2019 to March 2020 a total of 324 young people were brought into custody between the hours of 11pm and 8am, outside the operating hours of the local authority voluntary Appropriate Adult scheme, with 311 having their detention authorised and requiring an AA overnight.

Table 7: Issues relating to cleanliness across both custody suites

	Totals	% of total
Individual Cell	3	50%
Kitchen	2	33%
Exercise Yard	1	17%
Showers	0	0%
Interview Room	0	0%
Reception	0	0%
Corridor	0	0%
Prayer Room	0	0%
Total issues noted	6	

7. Issues relating to Detention or PACE

Two suggestions of detention or PACE issues, relating to their length of stay, were investigated and found to be perception issues by the detainee. ICVs checked custody records confirming that the detention was lawful.

8. Maintenance

Just one maintenance issue was recorded related to cell temperature.

9. Services Available

There were no recorded issues relating to Services available for the current year.

Positive Feedback

ICVs also recorded a number of positive comments by detainees regarding their welfare in custody. Of the 37 positive comments, 16 detainees (3 per cent of those visited) chose to comment specifically about their welfare saying they had been well treated. In 111 cases (86 per cent of visits made) ICVs commented specifically that the facilities were clean and generally supplies of equipment and food were good. ICVs also said that police staff were helpful and professional when dealing with detainees. This is an extremely positive result and custody staff should be commended for maintaining the facilities to a high standard.

Areas of focus this year

Covid-19

As the year drew to a close, the effects of the Covid-19 pandemic resulted in a temporary suspension of ICV visits to maintain the welfare of both volunteers, staff and officers. To meet the Commissioner's statutory responsibility a Home Office approved method of dip sampling custody records to check that rights, entitlements and welfare needs were being met was initially undertaken. Phase two saw ICVs involved in discussions to expand the process to a conference call into custody and speaking to detained persons via mobile telephone link within their cells. This has proven to be very successful and allowed the ICVs to undertake visits remotely in pairs while further work will continue to enable them to return to physical visits at the earliest opportunity and when safe to do so.

Appropriate Adults

Following some issues with the provision of suitable appropriate adults and delays in attendance at certain times, the way the service is provided is under review by the Constabulary to seek improvements. In liaison with the Chief Inspector of Custody this will be monitored to ensure there is suitable provision and allocation of an appropriate adult when needed.

Supplies

Following issues with the supply of blankets in the previous year there have been improvements in stock control which have contributed to maintaining a good supply. While this is one of the key areas monitored by ICVs there have been few reports of these being low in supply, even at busy times.

IT Systems

The Constabulary's intelligence and case management system, Athena, provides ICVs with a bespoke "snapshot" of those in custody when they arrive. There are still occasional outages causing timeliness issues with obtaining the data, but this is an improving picture.

Quality Assurance Framework

The Quality Assurance Framework was introduced by the Independent Custody Visiting Association (ICVA) in April 2018. It enables schemes to reflect on how they comply with the Code of Practice, the legislation which underpins custody visiting. It seeks to encourage schemes to celebrate areas of strength, promote custody visiting and the achievements schemes have made, drive performance and increase sharing of good practice.

Hertfordshire achieved the Silver Award standard in 2019, showing a good standard of custody visiting and volunteer management. We will aim to build on this achievement and the great work of our dedicated custody visitors in seeking to achieve the Gold Award in the next round of reassessments which is anticipated to be in 2021/2022.

Going Forward

In the coming year ICV reports will continue to be carefully reviewed to ensure all detainees continue to receive their rights and entitlements and are treated with dignity and respect.

There is a new force custody lead who we will continue to work in collaboration with while looking into ways of further improving the scheme and quality of reporting. The appropriate adult provision will continue to be monitored to both children and vulnerable people to ensure sufficient Appropriate Adult services. This is currently being reviewed by the Constabulary.

ICVA monitor issues raised by the scheme managers across the country in order to review and monitor national trends and cascade details of legislative changes and reforms. The Hertfordshire scheme will look to use the findings from those trends to inform the scheme's development.

Hertfordshire OPCC will be actively recruiting more volunteers to ensure, where possible, that the volunteers reflect the demographics of the county. We will be particularly interested to hear from younger age groups and those from Black, Asian and Minority Ethnic (BAME) communities.

If you would like to find out more about the scheme or are interested in becoming an ICV, please contact:

**Independent Custody Visiting Scheme Administrator
Office of the Police and Crime Commissioner for Hertfordshire
15 Vaughan Road
Harpenden
AL5 4GZ**

Telephone: 01707 806100

Email: pccadmin@herts.pcc.pnn.gov.uk

For more information regarding the role of ICVs and that of the Police and Crime Commissioner for Hertfordshire, please visit: www.hertscommissioner.org

For more information on the role of the Independent Custody Visiting Association (ICVA), please visit: www.icva.org.uk

Appendix 1

The term vulnerable¹² applies to any person who, because of a mental health condition or mental disorder:

- (i) may have difficulty understanding or communicating effectively about the full implications for them of any procedures and processes connected with:
 - their arrest and detention; or (as the case may be)
 - their voluntary attendance at a police station or their presence elsewhere, for the purpose of a voluntary interview; and
 - the exercise of their rights and entitlements.
- (ii) does not appear to understand the significance of what they are told, of questions they are asked or of their replies:
- (iii) appears to be particularly prone to:
 - becoming confused and unclear about their position;
 - providing unreliable, misleading or incriminating information without knowing or wishing to do so;
 - accepting or acting on suggestions from others without consciously knowing or wishing to do so; or
 - readily agreeing to suggestions or proposals without any protest or question.