The Scottish Institute
for **Policing Research**

An Analysis of Independent
Custody Visiting in Scotland

Janine Hunter
Nicholas Fyfe
Martin Elvins

Scottish Institute for Policing Research
and University of Dundee

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1. Introduction

1.1   Background to the Report

The Scottish Institute for Policing Research was commissioned by the Independent Custody Visiting Association (ICVA) in March 2010 to complete an evaluation of independent custody visiting in Scotland. Independent custody visiting (ICV) involves appointed members of the public (custody visitors) making unannounced visits to police detention facilities in order to establish that detainees are treated humanely and that the detention environment is adequate. ICV also provides an opportunity to scrutinise police practice and procedures in custody facilities and therefore provides a mechanism of accountability and reassurance to the public.

The aims of this report are to:

1. Review the infrastructure for supporting independent custody visiting in Scotland at a national and local level
2. Provide an audit of the current operation of independent custody visiting in Scotland and identify any significant changes over time or differences of approach between police force areas
3. Carry out a case study analysis of the operation of independent custody visiting in one police force area
4. Provide a summary of main findings and recommendations for future development

1.2   The Origins of Independent Custody Visiting in Scotland

1.2.1   The Scarman Report and custody visiting in England and Wales

In April 1981 serious disorders in Brixton, London, led to the UK government commissioning an urgent inquiry. The inquiry's findings, The Scarman Report[1], was published in November 1981 and made several recommendations to improve community–police relations, including the introduction of lay visiting to police detention facilities. Similar recommendations had recently been mooted during the Bennett Committee into Police Interrogation Procedures in Northern Ireland, to the Home Affairs Committee of the House of Commons in its Report on Deaths in Police Custody, and in the Royal Commission on Criminal Procedure.[1, 2] Lord Scarman stated:

> "that a system comparable to the Boards of visitors of HM Prisons might be established…I suggest that if it were known that members of police committees…had the right to visit police stations at any time and the duty to report upon what they observed, the effect would be salutary."[1]

Although Lord Scarman recommended "a statutory system of independent inspection and supervision of interrogation procedures and detention in police stations"[1] the Police and Criminal Evidence Act 1984 (PACE)[3] took some steps towards increased community involvement but did not specify lay visiting to police stations.

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1.   SCARMAN, Lord (1981): The Brixton Disorder April 10-12 1981, London: HMSO.
2.   Dickson B and O'Loan, N (1994): Visiting Police Stations in Northern Ireland. Northern Ireland Legal Quarterly, Vol. 45, Issue 2 (Summer 1994), pp. 210-218. Includes and introductory section, 'The Origins of the Scheme' which provides useful content information.
3.   Police and Criminal Evidence Act 1984 (PACE) (http://www.opsi.gov.uk/acts/acts2002/ukpga_20020030_en_6#pt4-ch2-pb3-l1g51, Accessed 23 June 2010) and Accompanying Codes of Practice http://www.homeoffice.gov.uk/publications/police/790604/pace-codes, Accessed 23 June 2010).

Nevertheless the first pilot lay visiting schemes were set up in England in 1983,[4] and a Home Office Circular (12/86) formally recommended the implementation of lay visiting schemes in 1986. The National Association of Lay Visiting (NALV) was established in 1993, later to become the ICVA following Home Office Circular (15/2001) which re-named lay visiting as custody visiting.

Custody visiting only became a statutory requirement in England and Wales under Section 51 of the Police Reform Act 2002, which entered force on 1 April 2003, following uneven implementation of the post-1983 arrangements across police forces.[5]

1.2.2   The situation in Scotland post-Scarman

In Scotland in the 1980s the view of the Scottish Office, in consultation with the Association of Chief Police Officers in Scotland (ACPOS) and the Convention of Scottish Local Authorities (COSLA) was not to implement lay visiting on the grounds that "there was no real need or demand because members of the various Police Authorities already had an open invitation from Chief Constables to visit police stations on the basis of prior appointments…"[6] However, this position changed and by the mid-1990s the introduction of lay visiting was being discussed.

1.2.3   Establishing schemes in Scotland

The first pilot schemes (in Fife and Northern) were established in principle in 1997 with the support of the then Chief Constables. Her Majesty's Chief Inspector of Constabulary assessed the schemes and recommended that similar systems be introduced in every area.[7] As shown in Figure I, by 2000 independent custody visiting schemes were established, or in the process of being established in all eight police forces although this is not on a statutory basis.

Figure I: Dates ICV schemes established in Scotland

Police Force	ICV Scheme Established
Central Scotland	June 2001
Dumfries & Galloway	June 2002
Fife	June 1999 (pilot) December 1999 (full scheme)
Grampian	Approved in principle 2002 No operational scheme to date
Lothian and Borders	February 2002 (pilot) August 2002 (full scheme)
Northern	June 2000 (Inverness) October 2000 (Dingwall, Alness) February 2002 (Aviemore) March 2002 (Nairn)
Strathclyde	April 2003
Tayside	May 2003

4.   Brogden M, Jefferson T and Walklate S (1988). After Scarman: Monitoring, Effectiveness and Public Justice. In: Introducing Police Work. London: Unwin, pp.173-196.

5.   Police Reform Act 2002, Section 51 (http://www.opsi.gov.uk/acts/acts2002/ukpga_20020030_en_6#pt4-ch2-pb3-l1g51, Accessed 23 June 2010). Simply states: "Persons in police detention: 51. Independent custody visitors for places of detention (1) Every police authority shall— (a) make arrangements for detainees to be visited by persons appointed under the arrangements ("independent custody visitors"); and (b) keep those arrangements under review and from time to time revise them as they think fit.

6.   Study: The Impact of External Visiting of Police Stations on Prevention of Torture and Ill-Treatment. Geneva: Association for the Prevention of Torture (1999), p. 23.

7.   Scotland's Independent Custody Visiting Scheme Progress Report 2002-03, p. 12

1.2.4 Grampian

As Fig 1 shows, in seven of the eight police force areas active Custody Visiting schemes have been established, the exception being Grampian. The following excerpt from a Grampian Joint Police Board meeting held on 27 June 2008 gives some indication as to why the scheme has never become operational in Grampian:

> "The Clerk introduced the report and advised that current heavy workload within the office of the Clerk has prevented the Independent Custody Visiting Scheme from being progressed since the previous Co-ordinator left post. There have been difficulties in recruiting to this role due to the small number of hours it offers and it is of concern that Grampian remains the only Force in Scotland without a Custody Visiting Scheme in place.
>
>   The report recommended that the Clerk submit a further report to the next meeting of the Board setting out detailed proposals for the engagement of a scheme co-ordinator and an action plan to progress the establishment of an Independent Custody Visiting Scheme in the Grampian Area." [8]

Grampian is therefore not included in some parts of this report due to the absence of an active scheme and relevant data.

1.2.5 ICVA in Scotland

The Scottish branch of ICVA, ICVA Scotland (ICVS) was established in October 2003 held its first annual meeting in 2004. Initially ICVA delivered training for all administrators and Visitors, though ongoing training is now largely delivered by the Scottish representative of the ICVA Executive and by the administrators themselves. ICVA also holds two annual conferences normally in England; one for both administrators and Visitors, which Visitors take turns to attend due to budget constraints; and one for administrators only. ICVA Scotland hosts an annual Scottish conference for both visitors and administrators.

1.2.6 The Scottish Government National Standards

Following the introduction of schemes, in July 2004 The Scottish Government Justice Department produced Independent Custody Visiting National Standards[9] and identified the roots of custody visiting as: "arising from the implementation of the Human Rights Act 1998 and the associated provisions of the Scotland Act 1998 and the incorporation of the European Convention on Human Rights into Scots law". The rationale for Custody Visiting in Scotland is set out the National Standards[9] as:

> "an essential aspect of the scrutiny of police practice and procedures. As well as the protection it offers to those held at police stations, it draws on the concerned commitment of volunteers and helps to build partnerships between the police and the communities they serve. It is strongly supported by the police and the overwhelming majority of officers welcome independent custody visiting as a necessary and normal part of the arrangements for securing the accountability of the police… the treatment of those in police custody is one key indicator of the extent to which we are embracing the culture of rights, which these legal changes are intended to reinforce."

The National Standards also clearly set out the responsibilities of the police authority or joint boards (hereafter referred to as police boards) within the following areas:

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8.   Minute of Meeting of Grampian Joint Police Board, 27th June 2008.
     (http://www.grampian.police.uk/Pdf/Advice%20Centre/FOI/27%20June%202008.pdf Accessed 18 June 2010).
9.   Scottish Government Justice Department, Police Division (Issued: 21 July 2004). Independent Custody Visiting National Standards, Circular 14.
     http://www.scotland.gov.uk

1. **Process** – The National Standards provide a brief description of what every custody visiting scheme should deliver: "Volunteers from the community are trained and approved by the police authority/joint board and suitably organised to visit police stations within the force area. Unannounced visits are made at varying times of the day and night, with volunteers having immediate access to the custody area. The conditions of detention and the treatment of individual detainees are checked. As part of that process there will usually be discussion with custody staff and detainees who are required to give their consent before being spoken to. Independent custody visitors may raise issues needing immediate attention by the police. After every visit they will produce a written report of their findings. Arrangements will be in place for output from visits to be discussed by groups of visitors and communicated to the police at local, area and force level. There will also be regular feedback to the police authority/joint board and a commitment to publicising the work and, where appropriate, the findings of independent custody visitors".

2. **Organisation and Infrastructure** – Police boards should establish and maintain schemes via "robust and effective" procedures, publicising schemes, monitoring frequency of visits and facilitating meetings with Visitors: "Effective organisation and administration are very important to retaining and boosting the commitment of those involved in independent custody visiting on a voluntary basis. Visitors who feel properly supported and valued are more likely to continue with the work and to carry out their duties in a positive and enthusiastic manner."

3. **Recruitment** – Police boards should ensure adequate numbers of Visitors must be maintained through forward planning, and should reflect the local community in age, gender and ethnicity.

4. **Training** – Initial and ongoing training to reflect changing practice or legal requirements; and evaluation of training should be carried out by police boards.

5. **Frequency and coverage** – Each police board should liaise with their respective Chief Constable/s about visiting frequency. However; "Visits must be sufficiently regular to support the effectiveness of the system, but not so frequent as to interfere unreasonably with the work of the police… Establishing and maintaining a programme of frequent visits is fundamental to the effectiveness of the system. Infrequent visiting is unsatisfactory in terms of community reassurance, building appropriate relationships with police staff and developing independent custody visitors' relevant skills. Busy stations with a steady throughput of detainees will generally warrant visits at least once a week. In the busiest areas or where there are special considerations in terms of police/community relations or other factors, there may be a case to visit more than weekly."

6. **Working arrangements** – visits should be conducted in pairs.

7. **Visiting procedures at stations** – The National Standards set out the expectations of access and behaviour from the police and the responsibilities of Visitors regarding detainees and facilities.

8. ***Feedback and making a difference*** – ensuring Visiting is effective through feedback to and action by the police, allowing Visitors to share their experiences and concerns, overall review of performance of the scheme by the police authority or board and publicising the scheme, as: "An essential purpose of independent custody visiting is to strengthen public confidence in procedures at police stations and that implies the need for publicity. Raising awareness is also vital to supporting effective recruitment."

1.2.7   The Optional Protocol to the UN Convention against Torture (OPCAT)

In addition to the Scottish Government's guidelines, the UK government at Westminster ratified on 10 December 2003 the Optional Protocol to the UN Convention against Torture (OPCAT), which came into force internationally on 22 June 2006. The OPCAT is: "the first international instrument which seeks to prevent torture and other forms of ill-treatment through the establishment of a system of regular visits to places of detention carried out by independent international and national bodies."[10] The OPCAT established a "double pillar" for the prevention of torture, consisting of the UN Subcommittee on Prevention of Torture together with National Preventive Mechanisms (NPMs).

1.2.8   UK National Preventive Mechanisms

In March 2009 the UK government appointed eighteen "oversight bodies", the national visiting bodies which form the UK NPMs, which include ICVA in England and Wales and the Northern Ireland Policing Board Independent Custody Visiting Scheme. Due to an oversight in the drafting of the NPM, ICV in Scotland was not specifically named but is included as part of ICVA. This oversight will be rectified in future.

1.3   Administration of ICV Schemes in Scotland

1.3.1   ICV scheme administrators

Each police board appoints an administrator to manage the scheme. One scheme employs a full-time administrator (Strathclyde); in another the scheme is administrated by one of the Visitors (Dumfries & Galloway), and in the remaining five the police board appoints a local authority employee to administer the scheme.

1.3.2   Diversity of contexts between schemes

The work of these scheme administrators in recruiting Visitors and organising Visits has seen the number of Visitors grow from 62 in 2002 to 162 in 2008-09 and the number of visits carried out increase from 528 to 1224 (see Figure II). However, underlying their achievements, some schemes face a range of challenges and operate in diverse contexts. Feedback to the police board on the outcome of custody visiting is arranged ad hoc with no uniform national structure. For example, some schemes have a part-time or full-time Force Liaison officer, while others do not. The time which the scheme administrator and the force liaison officer have to dedicate to custody visiting varies. There are also great differences between schemes in the geographical areas they cover, in the number of custody facilities (from three to fourteen), and the number of local authorities involved (from one to twelve). However, despite resource difficulties in some cases and diversity of contexts, the seven active schemes have been consistent in delivering custody visiting since they were established.

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10.   The Association for the Prevention of Torture website. http://www.apt.ch/content/view/33/58/lang,en/ (Accessed 1 July 2010).

Figure II: Number of custody visitors and visits, 2002-2009
(Selected years where complete data available)
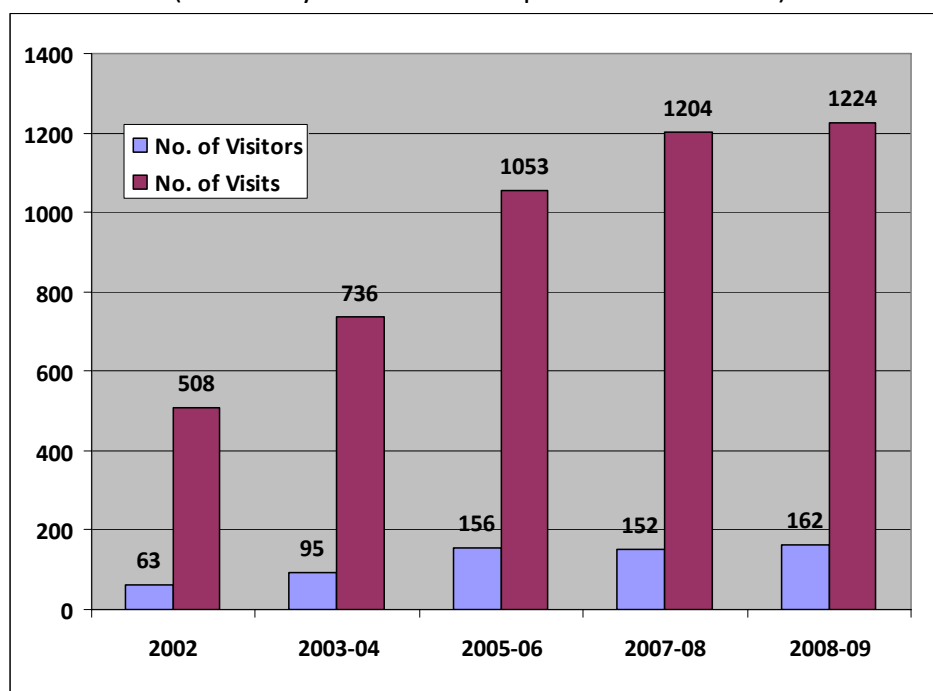
1.4   Research methodology

The research for this report is based on an analysis of published documentary sources (including local and national custody visiting scheme annual reports and police board minutes), a questionnaire sent to all scheme administrators and interviews with custody visitors, a scheme administrator and a police representatives in one case study area.

1.4.1   Scheme and national annual reports
The administrators of the seven active schemes were asked to send any reports, particularly annual reports produced for the Police Board, from the scheme's inception in their area to the most recent data available (2009). In addition, the Scottish ICVA annual reports proved useful sources of information, and were the only sources of information in some cases as not all schemes produce an annual report every year. (The first national report was produced for 2002-03; there were no reports for 2004-05 and 2006-07. See **Appendix 1 Figure A1. I.** for a full list of reports on which this study is based). Reports were used as a basis for comparisons both year-on-year and across schemes; to assess the target number of Visits, the number of visits made, the number of detainees seen, and the number of detainees who refused, etc.

1.4.2   Police board minutes
A review of Scottish Police Board minutes (over an 18 month period from May 2007 to December 2008) show that Custody Visiting was discussed but predominantly in the form of reports from sub-committees regarding the appointment of custody visitors with little discussion regarding the scheme itself.

1.4.3   Literature review
Very little has been written about ICV in the UK, and as far as we are aware, no academic or policy review of ICV in Scotland has been published at all. See the **References** and **Annotated Bibliography** for

a list of published articles. This indicates a lack of external analysis, scrutiny and accountability on the effectiveness of the scheme in the absence of statutory requirement.

1.4.4   Questionnaire

A questionnaire was sent out in May 2010 to all eight scheme administrators asking about the organisation of custody visiting in their areas and the interactions between scheme administrators, custody visitors, the police, and police boards. Seven replies were received and this data is analysed in Section 3.

1.4.5   Case study

One police force area was selected and interviews conducted with the scheme administrator, police representative and several custody visitors. The case study is discussed in Section 4.

Key summary points

- Independent custody visiting is when volunteers make unannounced visits in pairs to check on the welfare of detainees in police custody and the condition of the detention environment;
- Independent custody visiting, previously known as lay visiting, has been taking place in England since 1983, where it became a statutory requirement in 2003, and in Scotland since 1999 but is not a statutory requirement here;
- There are active "schemes" in seven out of eight police forces in Scotland, the exception being Grampian;
- The Scottish Government issued National Standards in 2004 for Independent Custody Visiting in Scotland;
- Independent custody visiting is a National Preventive Mechanism (NPM) under the Optional Protocol to the UN Convention against Torture (OPCAT);
- Independent custody visiting in Scotland schemes are largely administered by local authority employees as part of a portfolio of duties;
- There are 162 custody visitors, seven scheme administrators, and around 100 visits to police cells taking place every month across Scotland.

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2. The Operation of Custody Visiting in Scotland: a statistical overview

This section of the report draws on information from a range of documentary sources and from the questionnaire sent to scheme administrators to provide an overview of the operation of custody visiting in Scotland.

2.1   Custody facilities in Scotland

2.1.1   Custody facilities within independent custody visiting schemes
Figure III shows that there are 97 police stations in Scotland, which are "designated" to hold detainees for more than six hours; temporary holding cells, where detainees can be held up to six hours, are not included in independent custody visiting. Of these 97 designated stations:

- 25 are defined as "primary" or "main" custody facilities; "i.e. likely to have people in custody at all times"[9]
- 23 are defined as "secondary" custody facilities, which: "have prisoners in at weekends and, less frequently, on other days"[9]
- 81 lie within police force areas covered by active independent custody visiting schemes
- 49 of the 97 (51%) are not Visited:
    - 16 are within Grampian and therefore unvisited as they are not part of an active scheme
    - The Northern and Strathclyde schemes do not visit 12 out of 17 and 21 out of 35 of the designations stations within their force area respectively

Figure III: Number of primary, secondary and unvisited custody facilities by police force

Force/Custody Facilities	No. of All Designated Stations	Visited Stations: Primary	Visited Stations: Secondary	Total Visited	Unvisited Designated Stations
Central	3	2	1	3	0
Dumfries & Galloway	10	2	8	10	0
Fife	5	3	2	5	0
Grampian	16	(4)	(12)	0	16
Lothian & Borders	8	4	4	8	0
Northern	17	1	4	5	12
Strathclyde	35	8	6*	14	21
Tayside	3	3	0	3	0
	97	25	23	48	49

*Source: SIPR Questionnaire survey and Grampian Police website * Two of these are visited weekly.*

2.1.2   Unvisited custody facilities: Northern and Strathclyde
See **Figure A1. II: Map of Scotland by police force area, showing all custody facilities**. Geographical remoteness can clearly be seen as the primary reason that not all designated stations are visited in the case of Northern, as was acknowledged not long after the scheme's launch:

> "The force would be keen to see the scheme rolled out to the principal detention centres in the other 5 command areas. However, in an area comprising one third of Scotland's land mass, logistical issues of geographical spread and population sparsity clearly require to be addressed, particularly in terms of recruiting and supporting multiple viable teams of visitors. The issues are the subject of ongoing discussion."[7]

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11. Northern Constabulary and Northern Joint Police Board Best Value Audit and Inspection. HM Inspectorate of Constabulary for Scotland and Audit Scotland. Edinburgh, April 2010. http://www.audit-scotland.gov.uk/docs/local/2010/bv_100407_northern_police_board.pdf (Accessed 5 July 2010)

Northern Constabulary and Northern Joint Police Board was the subject of an Audit Scotland Best Value Audit and Inspection in 2010 which stated: "The board is required to ensure that the Northern Joint Police ICVS covers all the custody facilities within the force area" while acknowledging that: "there are practical difficulties for the board in undertaking truly independent custody visits to prisoners from within small population groups."[11]

In the case of Strathclyde, five of the unvisited designated stations are within twenty miles of Glasgow city centre and could reasonably be expected to be brought into the scheme in the future unless there is a substantive reason not to do so.

2.2 Custody visitors: variations in gender, age, ethnicity and length of service

The questionnaire responses indicate that there are a total of 162 custody visitors in Scotland. 153 are active, with two visitors inactive due to ill health. A further seven have been recruited and are undergoing background checks; they are scheduled to begin visiting in June 2010. The number of custody visitors per scheme varies from seven to 70.

2.2.1   Gender
Across Scotland, there are slightly more female visitors (51%) than male (see **Figure IV**).

Figure IV: Numbers and gender of independent custody visitors
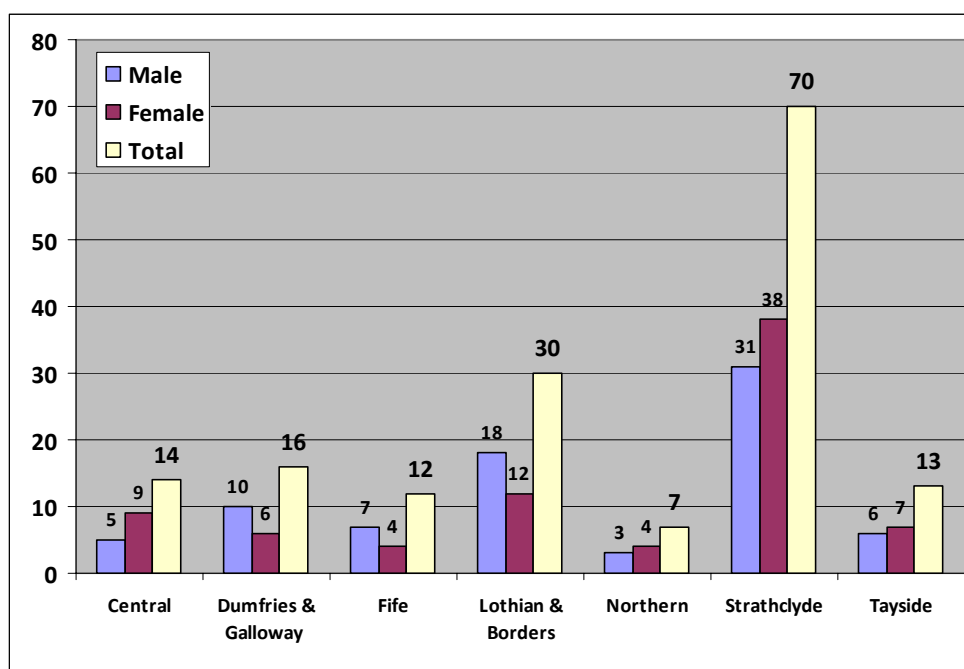
Source: SIPR Questionnaire survey

2.2.2   Age
The largest group of visitors (33%) are aged between 60-69 years, followed by those aged 50-59 years (27%). Only 9% are over 70. Those below the statutory retirement age (18 to 59 years) accounted for the majority (59%). There were only two visitors in the youngest age group (see **Figure V)**.

Figure V: Age range of custody visitors
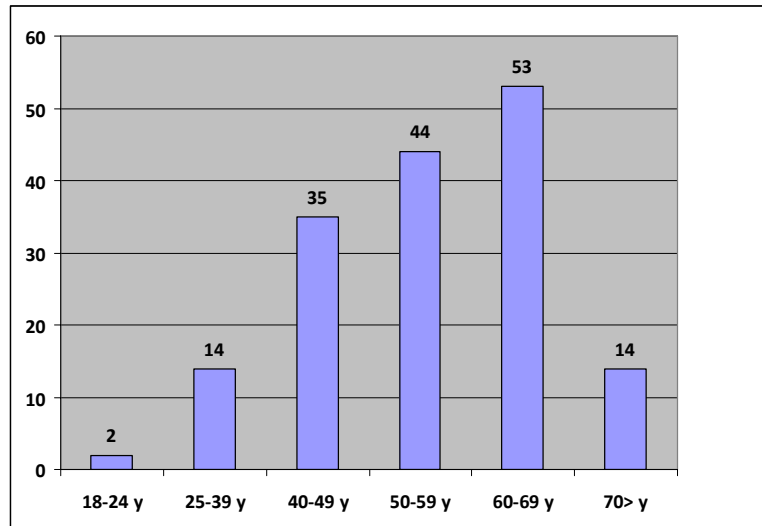
Source: SIPR Questionnaire survey

2.2.3   Ethnic background

From the questionnaire responses it is clear that the vast majority of visitors (86%) are white, with the only known minority represented being British Asian (the ethnic background of 10% of visitors was not stated in the questionnaire responses). The National Standards set out that the ethnic make up of custody visitors within a scheme, along with their age and gender, should reflect their local communities.

2.2.4   Length of service

As **Figure VI** shows, the length of service of Scotland's custody visitors is relatively evenly split between those who have been visiting for more than five years, including those who were recruited when the schemes were first established, those who have been visiting for two to five years, and those who are relatively new (including those recently recruited who have not yet visited). Nationally this shows a healthy balance between newly recruited visitors and experienced volunteers. However, locally there are distinct differences across each scheme. In two schemes the majority of the visitors were recruited when the schemes were first established; in another, the majority have been recruited within the past two years.

Figure VI: Custody visitors' length of service
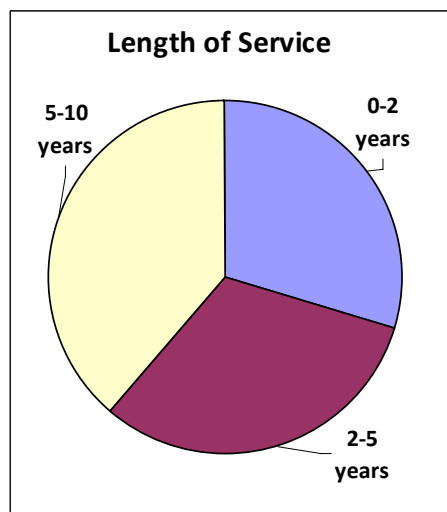
Source: SIPR Questionnaire survey

2.2.5   Tenure

There is no strict limit to the period of time a custody visitor can serve; visitors are appointed for a three year period, after which "full reviews of suitability must take place at regular intervals but no longer than three years apart."[9] This is in contrast to Northern Ireland where length of service is capped at six years, which may encourage regular recruitment of new visitors.

2.3   Frequency of visits: target and actual

2.3.1   Police board targets

As outlined in the National Standards (see 1.2.7) each Police Board or Authority, in liaison with their Chief Constables, set parameters for the frequency of visits for each custody facility when their scheme was launched; normally once a week for primary facilities and once or twice a month for secondary facilities. The target number of visits as set by police boards, and the actual number of visits made, were taken from scheme and national reports for all available years: 2002-03, 2003-04, 2005-06, 2007-08 and 2008-09 and these are shown in full in **Appendix A2.I – V**.

2.3.2   Visit report forms

There is no agreed uniform version of the Visit Report Forms used by custody visitors across schemes (**see Appendix A3. I – VII for some examples of different forms used**), therefore the data gathered by visitors and presented to Police Boards by scheme administrators varies, making a full comparison across schemes and years difficult. For example, some schemes collect data on the number of detainees who refused a visit but some do not.

2.3.3   Differences between target and actual visit numbers

As **Appendix 2** shows, within some schemes there was a substantial gap between the target number of visits and the actual number, which may indicate that targets are not realistic, have been set arbitrarily, or that the scheme is not running as effectively as it could. Despite the National Standards stating: "the frequency of visits must be monitored against expectations and reported to the police authority/joint board at regular intervals"[9] there does not seem to be any evidence (via a review of Scottish Police Board minutes of May 2007 to December 2008) of questioning by police boards when schemes do not reach their target.

2.3.4   Targets and actual visits in 2008-09

Looking at Scotland as a whole, for the period 1 April 2008 to 31 March 2009 the overall target number of visits was 1450; 121 every month. The actual number of custody visits made was 1210, approximately 100 every month and 77% of the national target (see **Figure VII).** In interpreting these figures, however, it's important to acknowledge that in some cases targets were not achievable because of, for example, the temporary closure of custody facilities for refurbishment.

Figure VII: Target number of visits set by the police board and actual visit number, 2008-09
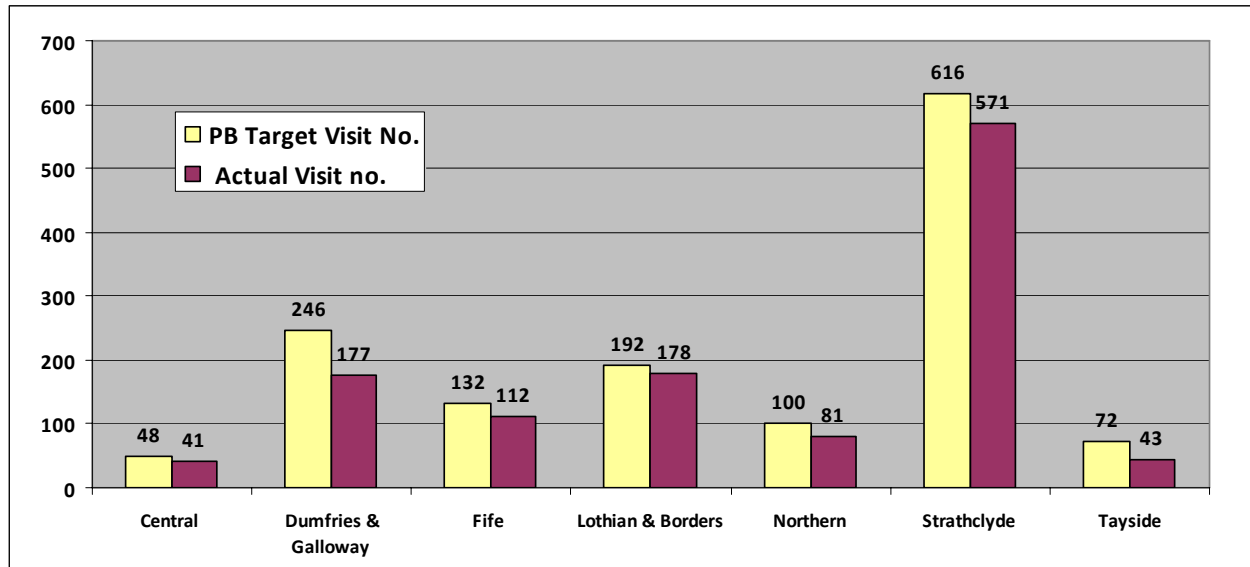
Source: Scheme and national reports, 2008-09

2.3.5 % of targets met 2005-06, 2007-08 and 2008-09

We compared the three most recent years for which there is data; in 2005-06, 87% of target visits were made; in 2007-08 and 2008-09 it was 80%. There is great variation across schemes and across years, as shown in **Figure VIII** and, as indicated above, in some cases targets might not be achievable.

Figure VIII: Visit Targets met by %, comparing 2005-06, 2007-08 and 2008-09
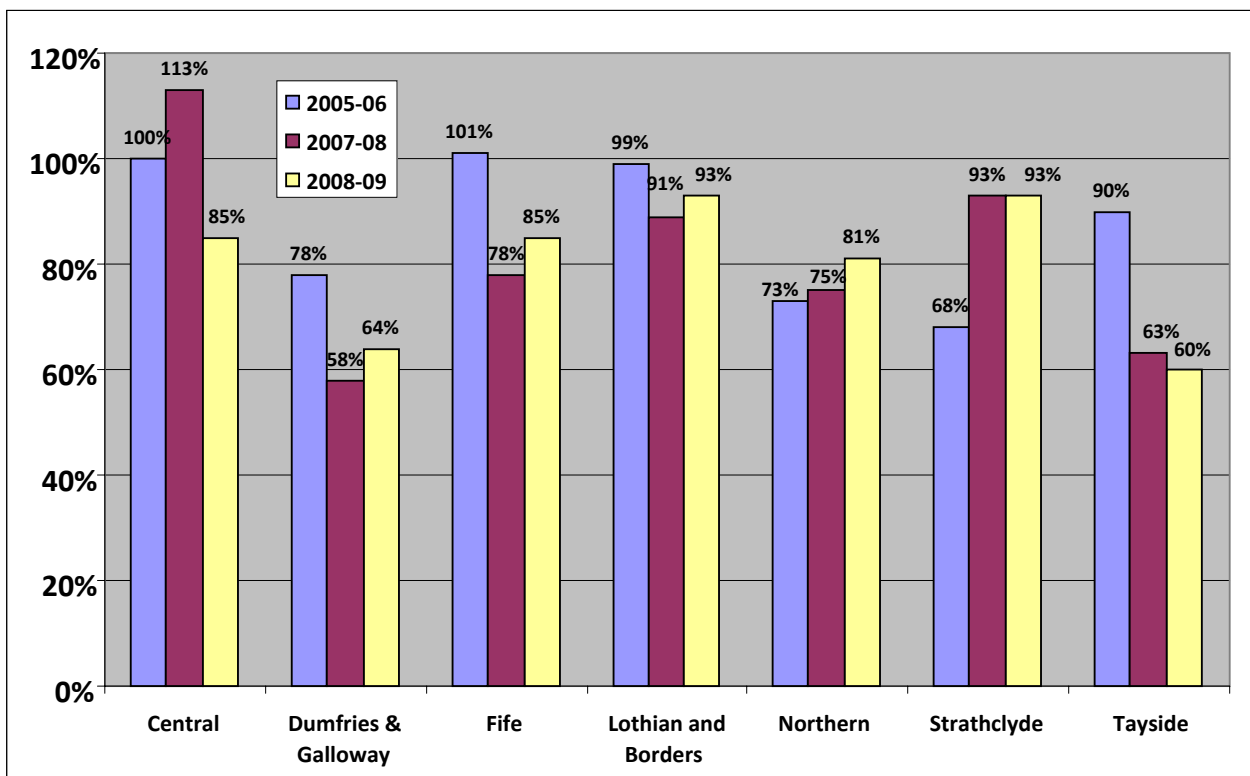
Source: Scheme and national reports, 2008-09

2.3.6 Number of visits made by visitors 2008-09

Figure IX shows the number of custody visitors, visits, and detainees visited in 2008-09. Proportionally the number of detainees is far higher in Strathclyde, which has the largest population and number of custody facilities. It is clear that there are also differences in the number of visits being made by visitors.

Figure IX: Number of custody visitors, visits, and visited, 2008-09
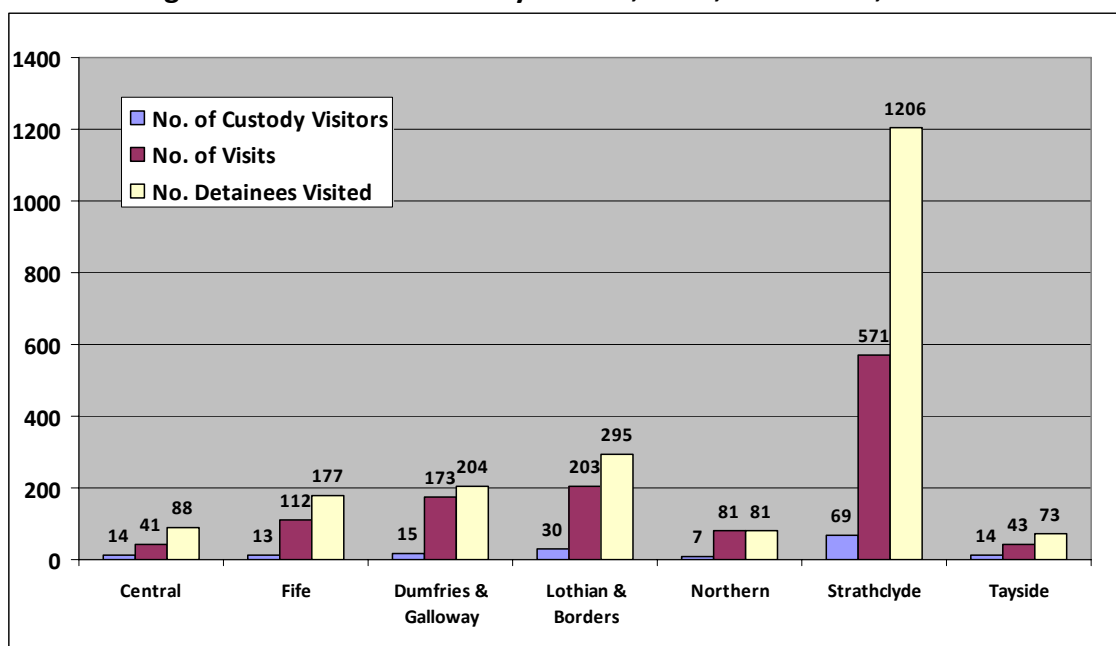
Source: Scheme and national reports, 2008-09

Using the same data as in **Figure IX** but using averages, (**Figure X**) shows some interesting and important variations between schemes, the reasons for which are not explained in the national reports or local reports to police boards. For example, Northern has the highest average number of visits by visitors, but this is because it has the lowest number of visitors making a high number of visits. Some Police Boards limit the number of visits per Visitor to 12 per year; it can be seen that some are well below this number.

Figure X: Average number of visits made by visitors; visits per month by visitors and schemes; and the number of detainees visited

2008-09	Visitors	Visits	Average no. of visits by visitors*	Average no. of visits per month (total)	No. of detainees visited	Average no. of detainees visited per visit
Central	14	41	5.9	3.4	88	2.1
Fife	13	112	17.2	9.3	177	1.6
Dumfries & Galloway	15	173	23.1	14.4	204	1.2
Lothian & Borders	30	203	13.5	16.9	295	1.5
Northern	7	81	23.1	6.8	81	1.0
Strathclyde	70	571	16.3	47.6	1206	2.1
Tayside	14	43	6.1	3.6	73	1.7

*Source: Scheme and national reports, 2008-09. *Two visitors make each visit.*

2.3.7   Detainees who refuse a visit

The number of detainees who refuse a visit may be an indicator of how custody visitors are introduced by custody officers (see 4.1.6), and this may have an affect on take up of visits by detainees. Comparing data across schemes or time periods may highlight variations in practice and success and may indicate best practice or identify where there is a problem. At present a full comparison is not possible because this data is not gathered nationally due to differences in Visit Report Forms. As can be seen in **Figure XI**, there is no data for Fife, Northern and Tayside.

Figure XI: Number of detainees at time of visit; those offered a visit, refused and visited, 2008-09
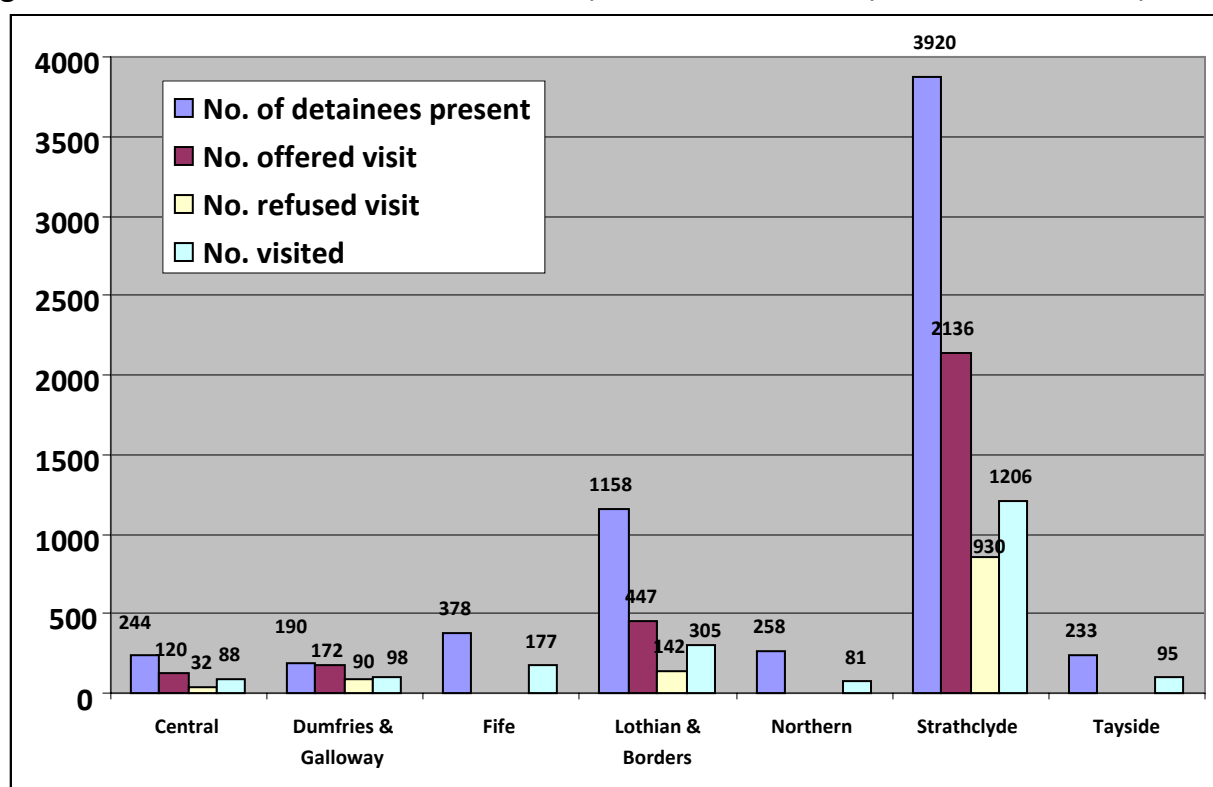
Source: Scheme and national reports, 2008-09. All available data shown.

2.3.8   % of detainees seen

There will always be a proportion of detainees who refuse custody visits – **Figure XII** shows the % of detainees who accepted an offered visit, 2008-09. The number of detainees per custody facility is not readily available to show what proportions of detainees per year are visited.

Figure XII: % Detainees who accepted offered custody visit, 2008-09
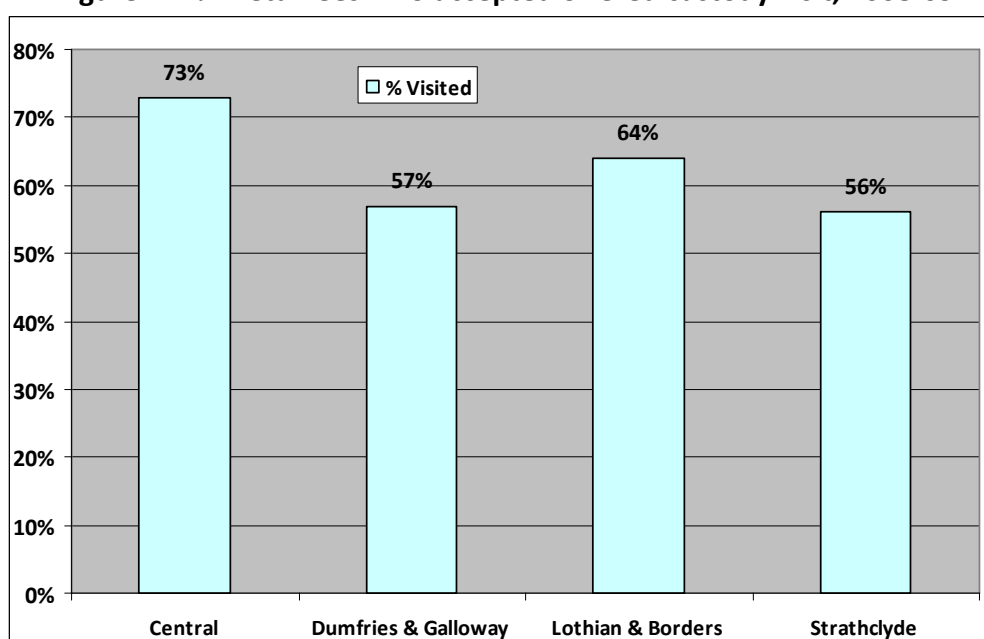
Source: Scheme and national reports, 2008-09.
Fife, Northern and Tayside excluded as only record no. of detainees present but not no. offered a visit.

Key summary points

- Scotland has 97 designated stations, just over half of which are not visited;
- Most custody visitors are aged between 18 to 59 years;
- There is an even balance between the sexes and between new and relatively new, medium term and long serving visitors but with variation between schemes across Scotland;
- 80% of target visits were made in 2008-09;
- There is some variation in the information collected on the Visit Report Forms used by different schemes making performance comparisons across all schemes impossible;
- There is some variation in the average number of visits made per month and the average number of visits per visitor across the different schemes;
- Two out of three detainees offered a visit accept it.

3. Perspectives from Scheme Administrators: findings from a questionnaire survey

A questionnaire was sent to all the eight scheme administrators giving them an opportunity to provide information about:

- Their role and training
- Their interaction with visitors
- Recruitment and training of visitors
- Relationships between schemes and the Police Board.

Seven out of the eight schemes responded and the information obtained is reported anonymously.

3.1   Scheme administrator training

3.1.1   Length of service
Five out of the seven scheme administrators had been administering their custody visiting schemes since they were established. Two scheme administrators were relatively new, having been in the role for less than two years.

3.1.2   Initial training
Three out of the seven administrators state that they had no training in preparation for taking on the role. For example:

> "This was one of the first two schemes in Scotland… I was in a short-staffed situation and not at all clear what I should do!! I learned initially myself from the information session and induction training delivered by the Chief Executive of ICVA (then NALV)."

3.1.3   Learning from others
Of the two administrators who have been in the role for less than two years, one assisted the previous post holder before taking on the full role, the other received Scheme Administrator training. Generally, those administering schemes established later benefited from the prior experience of others:

> "I made enquiries with other Police Authorities. I obtained styles of forms already used by other[s] in their Recruitment process e.g. adverts, application forms."

3.1.4   Ongoing training
In terms of ongoing training, all administrators mentioned attending the UK ICVA conference for scheme administrators and the Scottish conference. Three specifically mentioned other ICVA training but noted some of the practical difficulties of attending training events.

> "In recent years [I] have attended ICVA training courses for Scottish Scheme Administrators. Previously attended 1-2 UK Administrators' conferences/training, but they are usually too far away and too awkward and expensive to get to. Otherwise, [I] used to make individual pleas for advice, as arose, to ICVA. Now [I am] as likely to discuss with Scottish colleagues and attend the Scottish Administrators' meetings when I can. Again, time and distance an issue."

3.1.5   Key roles and responsibilities
All respondents identified their key roles and responsibilities as:

- Communication with visitors regarding training and national developments in custody visiting,
- Recruiting sufficient numbers of visitors to ensure the effectiveness of the scheme

- Resolving any issues raised by the visitors.

Only one administrator mentioned "managing the scheme" as being a priority. Another explained their priorities as being:

> "Ensuring that the custody visiting scheme runs smoothly and that visits to police stations are regularly undertaken. Maintaining good relations with the Police Service and [Force] Liaison Officers and ensuring that any issues raised by visitors are successfully resolved. Ensuring that the custody visitors are kept informed of any issues that may be relevant to them whilst undertaking their work."

3.2 Interaction with custody visitors

3.2.1 Frequency of meetings and other communications
The frequency and types of meeting between the scheme administrators and their visitors varied:
- All attended Scottish conferences with visitors
- Five attended UK-wide events with visitors
- Two Administrators met with their visitors individually; either every three months or annually.
- All Administrators met with their visitors as a group:
    - Eight times a year (1)
    - Every two months (1)
    - Every three months (4)
    - Twice a year (1)
- Six stated they contacted their visitors via email or phone but the frequency varied:
    - Monthly (2)
    - 'frequently' (1)
    - 'as required' (1)
    - Twice a year (1)

Some schemes have meeting attendance requirements for visitors where they must attend, e.g. five out of eight scheme meetings per year; others have not imposed this.

3.2.2 Purpose of meetings and other communications
The interaction between the administrators and their visitors cover significant areas relating to the operation of the schemes, such as concerns raised by detainees, as well as housekeeping points, such as visiting rotas:

> "To take decisions on and receive input on aspects of running of scheme, e.g. frequency of visits. To provide information to visitors on the running of scheme, custody visiting issues in general."

> "To discuss the issues/concerns raised by detainees to visitors. Advising of any action that has been taken to rectify any issues. Address good practice; continue working relationship with visitors and force. Meetings – address any training issues. Other communication – e-mail/tel/letters – invites to events, advise of attendance. Issue Rotas, tel calls – advise of changes to Rota."

3.2.3 Recruitment of visitors: methods
The approach to recruitment of visitors is variable across schemes. Four administrators identified word of mouth as a key method of recruitment, and in one, the only method. More commonly, word of

mouth was used along with other approaches such as leaflets in libraries and police stations. Two specified wider advertising techniques, for example:

> "Public advertisement – newspaper/Radio/word of mouth. Posters – public halls. Web pages of constituent Local Authorities. Also volunteer website."

3.2.5   Recruitment of visitors: procedure
One respondent gave details on the full procedure used by their scheme for recruitment:

> "We report to the Police Board to seek approval to commence a recruitment campaign. Adverts are placed in the local media, letters sent to Community Councils and information placed on the Police Board website. We hold an information morning for potential candidates to come along and find out a bit more about custody visiting. Once applications are received we invite potential candidates to a training day and interviews are held after this. The panel includes a member of the Police Board. The recommendations of the interview panel are then reported to the Police Board for approval."

3.2.5   Recruitment of visitors: ease or difficulty
When asked how easy it is to recruit visitors, three administrators stated that the response to any recruitment campaign was sufficient to fill the vacancies, for example:

> "Usually the required numbers are met following the Recruitment Campaign, however advertising is very expensive. If your budget is limited it would be difficult to recruit."

Two administrators reported that there were always more applicants than were required:

> "We have recently just completed a recruitment campaign and have recruited seven new visitors. We also have a reserve candidate list which has five potential visitors on it. Depending on the number of visitors we are looking to recruit in my experience it has not been to difficult however it can sometimes be difficult trying to recruit visitors from minority backgrounds and those who are slightly younger."

However, one found recruitment difficult:
> "Not easy. Acknowledged lack of proactive recruitment. Leaflets in number of locations. (Last time newspaper advert for general information session, minimal response. Nil response to a local radio interview.) Limited capacity in Clerk's office to mount recruitment campaign."

3.2.6   Recruitment of visitors: challenges
There are clearly resource issues (including an appropriate budget allocated to cover recruitment by Police Boards) which make recruitment challenging in some cases. The reliance on word of mouth to recruit new visitors, while understandable and potentially useful to a degree, should only be used in conjunction with other recruitment methods as it is unlikely to result in visiting teams which reflect the wider local community. The lack of regular recruitment campaigns is hampering the development and sustainability of some schemes.

3.2.7   Training
The administrators organise ongoing training for custody visitors or deliver it themselves, and while some feel their training is inadequate it remains a priority. Examples of the type of training provided are contained in this response by one administrator:

"Prospective visitors attend an Induction day which takes place before interview and forms part of the Selection process. This training day provides a flavour of custody visiting. The trainers will be an ICVA rep or SA [scheme administrator] together with a Police Officer. Following appointment a training day is held at the Force Training/Recruitment centre. Topics included are: Detention process, restraint procedure, mock visits, Scheme administration, completion of visit report form. The training is provided by Police, SA and Deputy Chief Executive of PA [Police Authority]. Ongoing training – scenario exercises – takes place at police office and is provided by SA/Deputy Chief Executive and Police. Cultural Awareness and Diversity – all visitors invited to attend – training provided by training facilitator. Various presentations – trainer will depend on subject matter. E.g. Police Casualty Surgeon – presentation made by PCS."

3.3   Interaction with Police Board

3.3.1   Visit Report Form

The Visit Report Form (**see Statistical Overview 2.3.2 and Appendix A3.I-VII for examples of different forms**) is the most important feedback mechanism, immediately alerting day-to-day concerns to the Custody Officer on duty, as well as via copies to the scheme administrator and Force Liaison Officer. It is the scheme administrator's responsibility to summarise annually any issues raised for the Police Board and also raise issues directly with the Police if necessary. The following quote clearly explains the process of feedback:

"[Visitors] can raise issues with the escorting officer during their visit. The report form they fill in during visits is also returned to me and the Police Force Liaison officer who will see any concerns raised by visitors. They can raise issues at the regular custody visitor meeting. If there is no meeting due to take place they can contact me either by email or on the phone to raise any issues which I will then pass on to the Police Force Liaison officer."

3.3.2   Police Board liaison

Three out of seven schemes have a member of the Police Board with specific responsibility for custody visiting. In one scheme, members of the Board meet regularly with the visitors, but this appears exceptional. For most custody visiting is discussed "at full meeting just when annual report made… usually little or no discussion."

Key summary points

- Most administrators have been managing their schemes since they were established;
- All have received ICVA training and share information with other administrators;
- Communication with visitors is variable in terms of frequency and mode;
- The lack of regular recruitment is hampering the development and sustainability of some schemes;
- While communication with and recruitment of visitors are mentioned as key roles by the administrators, there is much less emphasis on the role of the administrator in terms of managing the schemes;
- Police Boards have an obligation to monitor their ICV scheme but in most areas there does not appear to active scrutiny and the information available to boards is variable because of differences in the Visit Report Forms used in different police force areas.

4. Perspectives from Custody Visitors, Police, and Scheme Administrator: findings from a local case study

This section of the report focuses on the findings from a case study analysis of one police force area where interviews were carried out with custody visitors, the police and the local scheme administrator.

4.1   Custody visitors' perspectives

4.1.1   Introduction
All custody visitors within the case study area were contacted by email or letter inviting them to be interviewed as part of the research. Nine visitors volunteered, of which it was possible to arrange interviews with six, all of whom had been visiting since their local scheme began. Of these six:
- Four were women
- One was from an ethnic minority
- Two were retired
- Three had full-time jobs
- One a part-time job

4.1.2   Motivations for becoming a custody visitor and perceptions of the role
There was no single motivation for becoming a custody visitor among those interviewed. Rather a range of reasons emerged from those aligned with the broader aims of custody visiting (such as human rights and detainee welfare) to curiosity about what happens in police custody areas. The following quotes capture some of the diversity of motivations:

> "Well, the initial interest is obviously in going into the police cells and actually partaking in an environment that I've never worked in before. I'd finished study and I was working full time, and I wanted to make sure I had another string to my bow by doing volunteer work at the same time."

> "It's about trying to protect – until they are proven guilty – at least their basic human rights. I feel as if I make a difference, and that's what's important to me. Any little chip away and making sure that people are cared for with dignity has to be good."

> "Personally I am there to improve things for the sake of humanity. That is my basic job."

> "I thought 'I wonder what really does go on?' And that was the reason that drew me to the advert itself. It wasn't a large advert, but it hit the point."

The issue of the welfare of children in detention was mentioned as a key motivation by four of the six visitors. They felt a sense of reassurance from knowing that people like themselves check up on the welfare of young detainees:

> "I've got two sons and one daughter; and I would like to think that if they were ever in trouble that there was someone like me who comes around to check on their welfare."

Several of the visitors also emphasised the sense that they are "making a difference" as key reason for their continuing motivation to be a visitor:

"Because you've left someone who probably would never have seen anyone except for the police before they went to court and you have made a difference. You do come out saying: 'that was a good visit.'"

4.1.3   Views on the timing of visits

All the visitors highlighted a variety of factors that influenced the timing of their visits, ranging from their own commitments to concerns that detainees would either not be keen to see them (if the visitors arrived very early in the morning), or would not be in a fit state to see them (if they were under the influence of alcohol or drugs).

"We don't tend to go after ten o'clock at night, and we don't tend to go before six in the morning, because I don't think I would appreciate you coming to visit me between those hours!"

"Oh, we vary it; we were there at half past five in the middle of the week last week, and on Saturday we're going at twelve noon, because usually there's someone in over the weekend. It's quite a good time to catch them – if they have been drunk or under the influence of drugs then by twelve o'clock on Saturday they're maybe more able to talk to you and communicate with you."

"If somebody woke me up and said: 'I've got two custody visitors; do you want to see them?' I know what I'd be saying! And even the ones that have been lifted off the street for drunk and disorderly and put in a cell, are either going to be violent, which means you're not going to be able to conduct an interview with them, or they're not going to listen to what you're saying, or they won't understand what you're saying... In the ideal world, it would be nice to go in and speak to someone at eleven o'clock at night, but I don't think many would want to talk, even if they're not there under the influence of alcohol or drugs."

In terms of taking into consideration police concerns over timing of visits, some visitors were more sympathetic than others to this issue:

"The police sometimes moan about "Oh, don't do it on the cross over time" – I personally don't give two hoots. I should be able to walk in at any time... There's sense in giving them a bit of leeway for change of the staff, but if that's the only time that I can factor in my week, then that's the time I'm going to turn up, and I'm willing to wait."

"I was out with a girl … [and] she wants to go and see *everyone*. You have to understand, this means the custody sergeant's time is being taken up while we are doing that. If you go during the time when there is shift change, then the sergeant cannot come, and it could take half an hour or even one hour – and the stipulation suggests that they should see you within 15 minutes. So when you have the new recruits you have to explain – going by the statistics – that 'don't go at these times, these are the best times, the weekends are the best times.'"

"Changeover shift time is never a good time and that is a time I would avoid. So I would tend to avoid round about two or three in the afternoon, and first thing in the morning when folks are going out to court."

4.1.4   Interaction with detainees during visits

In terms of interactions with the detainees, the interviews with visitors highlighted several key issues. First, they noted the difference between types of detainees they encounter, particularly those who have been in police cells before and those for whom this is their first time and are therefore quite anxious:

"If you've got the ones [detainees] that have been in there before, they're quite perky actually, 'oh yeah, everything's fine' – they know how to deal with the system and relax into it. It's the people that this has never happened to before; young girls are when I find it really difficult; they're the hardest ones to visit, to be honest, because you can see it in their faces that they're shell shocked that they're in there. They're scared to go and get showers, because they're worried that they're not going to get privacy in the shower, who's going to give them a shower. And we just have to talk them through it… So you just have to explain that to them and it's not so terrifying. Young boys just tend to be drunk and sleep it all off; they're not that fussed. Older people – they are the second worst. It's a complete shock for them."

Second, visitors noted that there are a typical range of the complaints made by detainees, most of which relate to issues of food or warmth or the wait to see a doctor or solicitor:

"[the most common complaints are] that they're freezing cold, or they're hungry, or they complain about the state of the food, they've not had enough to drink, or they've not seen a doctor – but you have to check their notes because some of them forget that they've got a visit booked or they've asked for the doctor, or they've seen the doctor. The same with solicitors; I think the hardest thing is the wait that they've got for a solicitor. That I think they all find hard unless they're particularly used to the system."

However, on some occasions detainees complain to visitors that they have been mistreated by the police:

"Yes, they do say that [the police have mistreated them]; but you tend to find that they're the ones that are usually drunk out of their heads, or incapacitated in some way, not being fully aware; and the violence, or what they perceive as violence, is actually control – to try to get them in to where they need to be. It's really hard, in that situation I would just mark down that they are bruised, and this is what the police have said and this is what they have said."

"I've heard one of them saying 'the officer hit me.' 'When did that happen?' 'Oh, when I was getting in the van.' And the officer will say: 'yeah, he did resist arrest, he was hurt coming in, but we've written it in the report'. So I've never actually had anyone who I thought was physically abused by the police."

Third, several of the visitors highlighted the challenge of having to balance their safety when speaking with a detainee and the need for privacy in terms of not being within hearing distance of a police officer:

"we're not supposed to see the detainee whilst they [the custody officer] are asking, but I should be able to see the policeman's face in order to check that he's not threatening to say: 'Don't you dare say yes'; but when you have authorisation to come in, if you're standing at the door of the cell, we're allowed to stand just inside the door but within eyesight of the police, so that if they get up off their bed, they could come in, pull us back, and get the door shut. We are *not* to be in ear shot – which is very difficult concerning the logistics of some of the cell areas. We always go in, and the first thing we do is say 'sit down, you're alright where you are' – we don't want them to stand up – as soon as they stand up its closer…We will stand just inside the door, so that there's at least two, three steps that they have to take in order to reach us. The door is ajar. The police have to see us."

While most interaction with detainees visited by visitors is uneventful, one visitor recounted a rare negative experience:

"I've been spat at. That was at the very beginning when they were doing the cells up, they held them in cages; it was like going to the zoo, it was. We had one gentleman who said he would see us; we spoke to him, he was ok, we said goodbye to him and went to the next one… And then the first one we'd spoke to started shouting: 'Don't talk to them! It's all lies what they say, they're not independent!' And all this, and as we walked past he just spat at me. But that's one – one out of many you've seen."

Fourth, visitors emphasised the need to select a sample of detainees so that the focus of visits is on the quality of the interaction with particular detainees, not the total number of detainees visited:

"At the beginning of the scheme, they would have like thirty or forty prisoners, and they would probably try and do thirty; that's too much. If we had twenty, and I might say 'OK, let's just do half a dozen, you pick three, I'll pick three'; because it's down to quality of the visit and not the quantity. It would be all very well if everyone in the cells wanted to see you – that would be great – but then the quality of the visit can go down, if you're trying to rush. Cos you've got to think of the custody sergeant – you're tying him up as well. You don't want them saying: 'those bloody custody visitors, I was with them for over an hour.' I'm not saying they would say that, but you've got to think, if the place was full it could take a long time, even if it's just five minutes a cell. So if there was twelve, I would say, do six; randomly pick six. Go for half."

4.1.6   Interaction with and perceptions of the police

Several issues emerged from the interviews with custody visitors concerning their interaction with and perceptions of the police, ranging from the need to talk the police through the visit process because the officers may only have limited experience of custody visiting, through to the generally very positive views held by visitors of how the police manage and interact with detainees.

The visitor's first interaction with the police is when they request entry into the custody suite. Three visitors said it was not uncommon to have to guide the police officer on duty as to how custody visiting works, particularly when relief custody sergeants are on duty:

"when you've got like different station changes going on that they're unsure of who you are and you have to kind of guide them through it….for them although it happens every month it may not have happened on their shift for quite a long time, or, they've had the training but they've never had to put it into practice. So they know the elements that go with it they just don't necessarily know how to put it altogether. So they could get the report out and you're looking at it thinking 'Look, I don't need this just now, can you just take me through', and they're going 'Oh, do you want to do this report?', 'No, will you guide me through' and they'll footer around or something and you'll go: 'Will you take me through now, and just explain to me who's in.'"

"Even now after seven years, we go into some stations and show and tell the custody sergeant what they should be doing. Because it won't always be the same custody sergeants, it could be one they've pulled off the street, and they've heard of the scheme but the don't know how it operates, so we talk them through it and they take that all on board."

"Well, some of the sergeants don't have a clue what we are supposed to do, they have not been given the induction, and some of them have said: 'look, lads, I haven't got a bloody clue what to do with you lot and well, I have to learn from you'. Maybe somebody's covering, the induction process hasn't been given, somebody's been suspended or off on leave, say… And custody visiting, to me, is their least priority."

Several visitors also highlighted the key role which the custody officer may have in influencing whether detainees will accept or decline a visit:

> "You tend to find your success rate at being seen, is how the officer introduces us. They should have a card which tells them exactly what to say, so they don't deviate between one person and another. But you tend to find that the personality of the officer might come over, and with some you're not as successful as others. I don't know how you get over that… [Flat tone:] 'Do you want to see them or not?' [Rising tone:] 'Do you want to see them?' It's how the detainee responds to the officer as well."

Visitors also emphasised the importance of professionalism in their interactions with the police officers. Five out of the six visitors said that they found the behaviour of the police during their interactions with them as positive, using words such as "courteous", "polite", "pleasant"; and one Visitor commented that "I see them as being more professional than I did before, very much so." However, some visitors also mentioned the importance of not being over-friendly:

> "I think there's got to be a line somewhere between being friendly and over-friendly. You've got to think to yourself: 'you're going in there; you're going in to do a job, let's try and stay off first names, if possible, until after the visit, maybe' – because you don't want to be seen to be too chummy."

Despite their positive interactions with the police, several visitors also felt that their presence wasn't necessarily welcomed:

> "[They] just see us as a pain in the arse, really; upsetting their routine, they want to keep things running smoothly….They run that area, they know that area and they're competent at what they're doing; so when you have someone who's not as qualified as them who hasn't got their depth of experience, it possibly would put your nose out of joint if you were just looking over everywhere and searching through their kitchen…It can be a nuisance. I mean they have to try and make sure that they have their own behaviour in check, and making sure that they have to follow the process – it is a nuisance. Especially if you turn up at night time and they're really tired, it's getting close to the end of their shift, and you can see that look on their face: 'Oh, I almost got away'. And it's just like… 'It's what I'm here to do,' and you just think: 'I'm not going to let it get to me.'"

> "I think they think we're a pain in the neck. Depends on who's on and what's going on I suppose at the time."

Nevertheless, in observing the police interaction with the detainees, most visitors emphasised the very positive and caring nature of police behaviour:

> "If they [the detainee] are very distressed, the door's closed and the sergeant will say: 'do you want me to bring you a glass of water?' So I have to say I've always found it quite caring. I've never thought 'jings, I'm awful glad one of mine's is not here.' And the other staff within the custody area, are always very pleasant, they're always pleasant to us."

> "I can't honestly say that I've ever seen or heard a police man not being reasonable with any of the detainees, when we've been around. As I say, nobody's complained, and they always say they've been read their rights, and everything's been done to the book."

> "Sometimes, if they [the detainee] are saying 'I'm really cold, I need a blanket,' I'll look out and say to the police man: 'can they have another blanket?' They'll say 'yes, certainly' and he goes away and gets it. Or if they're saying that he's never heard from the doctor, again, I'll say to whoever's standing there, and they'll usually say something like 'well, I'll check that out as soon as I get back to the office.' And sometimes they'll come round and say to the detainee: 'Joe, I've done so-and-so and I'm just waiting for a reply. Is that OK with you?'

The main exception to this positive assessment, however, related to the use of 'turnkeys'. One visitor observed: "there are people called turnkeys now – they are employees of the police but they don't get the [training]… the detainee is very much at the mercy of these people, the turnkey."

Finally all the visitors saw their visits as having potential to benefit the police as well as the detainees:

> "It's a two-way thing, because you're going in there looking after the person, but at the same time, once you've looked at the people, the human aspect of it, you then look at the environment. And if the environment is good, it makes the police's life a lot easier. So there is to a certain extent, you say to them at the end of the visit, once you've seen all the people, 'Is there anything that you would like to bring to my attention about the environment, is there anything that you've been having problems with?' And sometimes they'll say that they don't have enough rips suits, or, 'we're running out of blankets and we've been requesting them over and over again and we're not getting anywhere' – and it just gives it a little nudge…. We'll put that on the report."

> "It's another guarantee that they're doing the job correctly."

> "I think from a police perspective we've made a difference too; there's probably more structure to the way they deal with people based on the feedback and things that we're giving them. They've actually looked positively at some of the feedback and changed procedures to incorporate new things….The sergeant in the custody cells; it's always someone who has been trained these days."

4.1.6   Interaction with the scheme administrator and other visitors

The visitors interviewed were generally positive about the role played by the scheme administrator in managing custody visiting but also recognised that the administrator's other responsibilities meant that some things – such as regular meetings between the administrator and the visitors – did not happen as frequently as they (the visitors) would like:

> "Oh, the last one [custody visitors meeting] we had was a month ago, but prior to that it was about eight months ago. We're lucky if we get one a year. I think we should have one…at least one a quarter minimum."

> "We would welcome more frequent meetings. Even just an hour and half to talk about any problems we may have, any concerns we may have, listening to other custody visitors about any issues that they've come across and how they dealt with it, because that could happen to us. It [scheme administration] needs at least one day a week"

Several visitors felt that there was a lack of feedback about what changes had been made as a result of their visits and had a perception that any suggestions for improvements to the custody environment took a long time to achieve or in some cases appeared to be ignored. The lack of regular meetings with the administrator where feedback could be obtained combined with a lack of direct contact with those

in the police with responsibility for making improvements, contributed to a perception among some visitors that their efforts to improve the custody environment were limited:

> "The only gripe I've got about custody visiting at the moment is we put things forward and nothing seems to happen. It goes through on the paperwork – we put it on the Visit Reports, spoken to [administrator] about it…So I put on my reports eighteen months ago plus that it would be an advantage to have these covers put on [on cell door spy holes], and about three months after that [scheme administrator] got back to me saying: 'oh, there's no funding at the moment for these to be fitted' and it was only at the last meeting a month ago [scheme administrator] goes: 'oh, they've put it out now to tender.' But I mentioned it at the time to several sergeants, 'what do you think? Would covers be an advantage?' 'Oh yeah, they would, they'd be a helluva improvement.' So that's one thing we've put forward and nothing's ever happened, and that's really frustrating; where they're asking us for feedback, we're giving them feedback on what we think would be a good idea, and the police themselves have said that they would like it. You put things forward like that and nothing ever… and you think 'God, is it worth it?'"

> "But what happens after the report I don't know….supposedly it goes to the Superintendent and he looks at it. So you feel you may remark on these things and you don't know what's happened. Something may have happened…But you don't know."

This lack of feedback on what changes or improvements have been made was perceived as having significant consequences for visitor motivation and in some cases resulted in visitors resigning:

> "There have been people who were very, very dedicated, and they were disappointed and they left. Disappointment is because they see this is a cosmetic exercise rather than actually things happening."

Two other issues relevant to the administration of custody visiting mentioned by visitors during interviews were rotas and recruitment. In terms of rotas, several visitors felt that the scheme would run more smoothly if rotas were published well in advance. In terms of recruitment some visitors felt that there was a need to be more proactive and that improved recruitment would help in terms of frequency of visits:

> "I think if there were more volunteers it would certainly be easier to do more visits, but it was a *huge* recruitment drive when I started – the schools were all leafleted, all the local council buildings... you know, so… it managed to come up with only a few people. Volunteering is not high on people's agendas."

In terms of opportunities for interaction with other custody visitors at Scottish and UK levels, several visitors mentioned the importance of the annual ICVA UK conference (held in England) and the Scottish conference for custody visitors. Perceptions of the value of these events were mixed. On the one hand, some found them very useful both in terms of the formal programme and the opportunities to talk with other visitors about their experiences:

> "That last one [ICVA UK] that we went to actually was brilliant, the speakers there were absolutely fantastic. There was one guy in particular…he just gave fantastic insight on regulations."

> "I think both conferences are useful from the point of view of speaking to other people. Not so much the content of the conference, but speaking to other people, listening to their experiences, just picking up on the subtleties of differences between different areas – that's useful."

On the other hand, there was feeling that the national (UK) conference often dealt with issues that weren't relevant to Scotland:

> "When we go to the national one they don't talk about Scotland; at the national it's always England. [Northern] Ireland might get a bit of a say, but it's as if it we're not there. If it's going to be a national conference, then put things in it that involves Wales, Ireland, and Scotland."

> "There's a conference every year, both UK and here in Scotland, I try and go to those. I find, usually the national one quite frustrating to be honest and I often come away thinking to myself that most of it doesn't apply to us up in Scotland. That is a *huge* frustration to me."

> "I mean we go to conferences and national conferences, and you'll get visitors stand up and given an experience, and I'll say to [a colleague] 'are these people real? That doesn't go on, surely to God.' We don't see it, and it's the same scheme, it's supposed to be the same training. Its things like [puts on slow voice]: 'well, we turned up at the desk to start a visit and we had to wait for three quarters of an hour.' I wouldn't wait that long. After ten minutes I'd be at the desk saying: 'when are we going to be seen? Give us the book and we'll make out a report now that we weren't seen, and what was the reason that we weren't seen.' They'll come up with things like that and say 'what should we do in that instance?' 'Well, you shouldn't wait that bloody long!' You know… obviously that's a training issue for their coordinator. Its funny (laughs)… but though the schemes are supposed to be the same it's different; probably different in England than it is in Scotland, the way they do things."

4.2 Police perspectives

In order to gain a police perspective on custody visiting in the case study area, an interview was conducted with a senior officer with responsibility for custody across the force area. Three important themes emerged from this interview which are discussed here: changing force perceptions of custody and custody visiting; the views of custody officers; and shared concerns with visitors about the need for improvements in the physical environment of custody facilities.

4.2.1 Changing force perceptions of custody and custody visiting
Within police organisations, working in custody has in the past been viewed as a necessary but relatively low status activity:

> "Custody's one of these areas that has been kind of sidelined in the police; it's where bad people are looked after, it doesn't take a lot of maintenance, people just get on with it and make it happen."

This is now changing with more emphasis being placed on training and on developing the skills of custody officers and on recognising that they work in a high risk environment. This changing view of the work of custody officers parallels changes in the way custody visiting is perceived within the force. Initially the attitude appeared to be one of reluctance at allowing visitors into this police domain but now there is much greater acceptance at a force level of the need for this kind of independent scrutiny:

"Initially when the scheme started it was seen as an: 'oh dear, let's think up an excuse not to let them in, or have them sitting and hopefully they'll go away.' But I think the Force has changed and the point has been made that 'we support this, we think this is a good idea, they *will* be given access unless there are extenuating circumstances.' The feedback in the reports I've seen from…the visitors is quite positive, very rarely do they not get access when they ask for it, and the sergeants bend over backwards to accommodate because they know that the feedback comes back through, that is goes to the Executive office and filters down. So they're aware of the consequences, shall we say. It's a case of most of them just accept it and get on with it. They know that the Force supports it, that the policy is quite clear that the visitors will be given access, unless there are extenuating circumstances not to."

4.2.2   Officer perceptions of custody visiting

While at a force level custody visiting is welcomed, it is acknowledged that there remains a degree of scepticism among some custody officers about the rationale for custody visiting. In part this reflects a questioning of why people would want to be custody visitors given the environment they are going into:

"The motivation for doing it is always a question that my staff asks. Why do these people want to come in and go into dungeons – almost – to see people who are incarcerated over weekends and ask them if they're enjoying their stay and things like that? It just doesn't fit well with the police mentality…. Unpaid, unrewarded; other than doing your citizenship or their duty towards the public. It's difficult for officers to understand that."

More generally, there was a sense that some custody officers now viewed visiting as "a necessary evil", partly because it was seen as another layer of inspection of their work, partly because visiting could place an extra burden on officers at busy times, and partly because it raised issues of risk and responsibility in relation to visitor safety:

"It's seen as almost an inspection, rather than the spirit of the lay visitor coming in to check on the welfare of the prisoner. I think the Sergeants probably see it as a form of inspection of their work, just to check to make sure that they've done everything. Like any inspection they would expect to be picked up on perhaps something….That's the police mentality I think. If you go on an inspection it's very rarely that you pick up on positive things – you always pick up on the negatives."

"The majority of custody sergeants, if given the choice, 'do you want visitors or do you not?' would probably say 'no,' because of the increased risk because of bringing individuals like that… The other aspect is that – anecdotally – most sergeants would say, 'well, they turn up at the weekends, on a Friday night, or a Saturday night, or usually a Sunday night – traditionally Sundays are busy days for us, because we're holding prisoners from Friday, Saturday, into Sunday. Here, for example, will routinely put 45 to 60 prisoners through to court on a Monday morning. You know, Sunday afternoons, Sunday night, are busy times for us, staff are probably working to capacity, and then throw into the mix two custody visitors turn up unannounced to see some prisoners – it just upsets the routine."

"No disrespect, but if they've got two lay visitors who are wearing tweed jackets and quite well-to-do people – which most of them seem to be – then there's always this protection aspect of not wanting any harm to come to them… The sergeants know that it's their responsibility that the visitors come in in one piece and leave in one piece."

4.2.3   Responding to recommendations for improvements

In terms of the main recommendations made by visitors for improvements to custody processes and facilities, the police feel that many of the issues are ones they are already aware of but are frustrated in their ability to respond by the wider bureaucratic and budgetary environments within which they are located:

> "Every visitor that comes here – the flaking paint – we're well aware of that and we've got a plan to try and solve it, there's nothing much more I can do other than flag it up to Division again and say: 'visitors have been in and picked it up.' …the custody visitors report would be flagged up to Divisional Command to say: 'the visitors have been in, they've identified paint flaking off your cells, over to you to manage it.' And that's kind of where the process falls down. Because we have another section, Property Services, or estate management that look after, at the behest of the Divisional Commanders; they've got limited budgets, programmes of work, etc, etc. So, for example, the paint flaking off the walls will probably take three years to fix. It was first flagged up three years ago, so we're almost at the process of repainting and finding a solution. Again, it's not just a case of the paint is old and flaking off, it's a case that the place is damp, and therefore that's the underlying reason for the facilities being the state that they are."

In terms of more general issues of prisoner welfare, the police feel that many of the concerns visitors might have had before they became a custody visitor have proved unfounded:

> "I think maybe initially the visitors would have expected to come in and er… heard about prisoners being denied their rights, or not given food, or given inappropriate food. And quite clearly – touch wood – that's just not the way our systems…The guidance we have for our custody staff is that any request from the prisoner, unless it's absolutely off the moon, any reasonable request will be adequately provided for."

4.3 Interview with the Scheme Administrator

There were four main issues which the interview the scheme administrator highlighted: the workload of the administrator, how this impacts on recruitment of new custody visitors, the frequency of visits, and the feedback of visits to the police.

4.3.1   Issues of administrator workload and visitor recruitment

In the case study site the scheme is administered by a council employee who is the Assistant Clerk for the Police Board and its several sub-committees, in addition to another council committee and its sub-committees. When asked how much time the administrator was able to spend on custody visiting, the administrator replied "not a lot" and reflected:

> "I don't think I'm unique in the workload thing, I can confidently say that most of us do it off the side of our desks along with our real jobs which is committee servicing, sadly. I would love to just do police board, and have the time to dedicate to do the job properly."

A key part of the administrator's duties is recruiting new visitors, but the administrator states: "I haven't recruited custody visitors in seven, eight years – since our first recruitment drive. I've not had the time to put together everything that's needed for a recruitment drive for custody visitors." The original recruitment campaign, described below, indicates the range of activity required to appoint visitors:

"You placed and advert in the paper, the application packs, we had an open day at police head quarters – and that was just giving them a feel of what it was, a trip round the cells and a chat from the Chief Constable, a chat from the Clerk, and then if they were still interested you would then interview, appoint; from appointment you had to have them all disclosed; once they were disclosed and that came through OK we then went on and we had two training days – on a Saturday. And then in the evening – because our custody visitors have jobs, you have to meet in an evening, and you have to interview on a Saturday, and have your open day on a Saturday… So it's all Saturdays and evening type work, so it takes up – probably over a six week period six clear Saturdays, to do your open day to your recruitment. So it's quite a lot of personal commitment to work a Saturday, and all these evenings, to get your visitors."

As the schemed administrator emphasised, open days are an important way for potential visitors to find out if custody visiting is for them:

"You could do an advert in the paper but you would still have to do an Open Day to inform them what's involved. Obviously you can read an advert in the paper and think 'Oh, I'd quite like to do that!' But the reality is: 'here are the cells, this is what you're being put into; this is the situation that you may be put into.' You have to be comfortable with that before you actually say 'Oh, I'd like to do that, to be a custody visitor.' You know, there wasn't many…There were a few people who had application packs and came along to the open day and thought 'no, this is not for me,' and there were others who said: 'this is absolutely what I want to do – in terms of volunteering, this is what I want to do.'"

Recruitment is therefore locally time-consuming and resource intensive but there are two ways which the administrator highlighted that can ease the burden of recruitment. The first is through greater collaboration nationally, as has recently happened with recruitment posters:

"In the custody visiting administrators meetings we have talked about a national campaign drive. [Another scheme administrator] has put together posters and adverts because [they have] just done a recruitment, so we're all going to tap into that, so that's kind of done."

As well as sharing material, a national campaign could lead to a consistent approach nationally:

"I personally think there should be [a national recruitment campaign]. In the same way they have a national campaign for Children's Panel; there should be a national campaign for custody visitors; with TV adverts…because then everyone would be required to recruit at the same time, each year, and if it's a statutory timescale, and the Scottish government are saying: 'custody visitors will be recruited every year in September' then in August, the posters, the campaign will commence, then there will be an open day…which is what happens with Children's Panel."

However, the administrator felt that such a campaign would require government commitment and this was unlikely to be forthcoming:

"It would require the Scottish government to put money into it; it would require them to say 'that's a good idea; let's do it.' And because custody visiting is not a statutory function I doubt that we'll ever get it. Because all the police forces in Scotland had custody visiting on their books there was no need to make it a statutory function so what the government did was they put in a code of practice rather than a statutory instrument saying 'each police authority will have…' which Grampian still don't have. I think it's purely down to administrative resources – they do not have the staff to do it."

A second approach to recruitment relies on 'word-of-mouth' which is less time-consuming and resource intensive than more formal approaches to recruitment, but this relies on the established visitors helping with training:

> "Custody visitors say: 'Oh, my friend wants to be a custody visitor' and I've dealt with it through that. There's been a trip round the cells, prior to them agreeing, there's been one-to-ones with me; but there's not been a whole Saturday or a day's training, or anything like that. I personally think you can train from a manual, but your actual training begins…it's like learning to drive – you don't learn to drive until you get behind that wheel on your own; and it's kind of the same with custody visiting; the minute you get in that cell on your own, well with another custody visitor, that's when the real training, and the real scenarios start to happen. I mean I'm sure ICVA wouldn't agree with me; they would say 'you still need to do your training day'. But when [the scheme began it] didn't have any experienced visitors, so they were all as new, so the whole day training was good from that point of view. When I've been taking on visitors in dribs and drabs it's just been a one-to-one with me, going over what could happen, and then their training really starts because you put them on with visitors who have got the experience."

At present the scheme appears to be operating with relatively low numbers of visitors and visits. Some visitors would like to give up but feel unable to because there are no new visitors to take their place. The administrator acknowledges this:

> "As I say my visitors are wonderful, but I'm sure there's some of them are probably at the stage when they would like to give up, but they don't because they know I haven't done a recruitment drive. I think if I did a recruitment drive some of them might say: 'you've got new visitors now; it's time for me to go.' So I probably do need more visitors."

4.3.2   Frequency of visits

If the number of visitors increased, theoretically so could the number of visits. However, when the visitors were asked if more visits would take place if there were more volunteers, they were very clear that this would not be the case. They believed that more visitors would result in the same number of visits but with a greater gap between visits for each visitor; resulting in a loss of experience. The administrator reflected this view:

> "No [it would not help to have ten more visitors]. Because the visitors are very keen, and if you've spoken to some of them you'll know that, some would only do a visit every four months. Some people are happy with that and others want more. At the moment they're on every couple of months. If I had [more] once every five months they would be on, and I don't think that would be enough for some of them. [More frequent visits are not possible because] our code says 'a maximum of twelve visits a year' [per visitor]. That's the equivalent of one a month, so if you're on six times in a year it's only two visits to get your visits."

The administrator is working within local guidelines that cap the number of visits which can be made by visitors and the National Standards that state that "busy" stations should be visited once a week. Statistically, as we have seen, there is no scheme in Scotland exceeding any locally set limits on the number of visits per visitor or nationally per facility, and in this scheme weekly visits were seen negatively:

> "The Scottish guidelines that were launched by the Scottish Government in 2004 – up until that point every authority had their own guidelines tailored for each individual scheme. When ours

were written, between ourselves and the police, we felt that if the force were getting visited in [large custody facility] twice a month then that was a good check. If they were four times a month – that's like once a week – it becomes a predictable pattern, the police officer will know 'right, we've not had a custody visitor, it's a Friday night; we'll have somebody in.' It's supposed to be a spot check, so twice a month, any time."

The scheme administrator acknowledges that the number of visits may not be optimum:

"When it was written at twelve visits per year, and we thought that averages out that each custody area should be visited once a week with the amount of visitors we have. In practice it hasn't, but for the first couple of years it did work out like that. Now, we need to revisit it…But the police are always accommodating. But I think if we were to become a nuisance [by visiting more regularly], then I think they might say so."

4.3.3 Feedback on issues raised by visitors

Visitors were concerned that issues they raised regarding custody facilities were not prioritised by the police. The scheme administrator is the main interface between the visitors and the police and reports back to them on progress of individual issues.

"The record of the visit [the Visit Report Form] is where they write out any concerns. Say in X, there's an issue with the keyhole covers, they would write: 'no key hole covers, bit disconcerting' and the officer should write a response. The copy of the form that goes to the Police Liaison Officer, he'll pick up that there's an issue with the keyhole covers and investigate further…I understand that they put that onto a database and they progress it through that database. That only started happening at the tail end of last year…When something has been progressed to completion, I would forward that to the custody visitors who have raised the concerns; the concerns over the peep hole covers still goes on [and] they will just remain on that list for as long as they are identified [by visitors]. And I keep saying to visitors: 'as long as you keep recording it, they'll get fed up hearing it' and say 'we really must do something about that'; hopefully."

Key summary points

- Individuals who become custody visitors are motivated by a range of factors, including interest in issues of human rights and prisoner welfare to curiosity about what happen in police custody areas;
- In their interaction with detainees, the most common complaints received by visitors relate to food, warmth and the wait to see a doctor or solicitor;
- In their interaction with the police, it was not uncommon for visitors to have to guide custody officers through the process of a visit because for individual officers this might be a relatively infrequent event;
- Visitors emphasised that the police are courteous and professional with them although some visitors felt that their presence wasn't necessarily welcomed by all custody officers;
- The interaction observed by visitors between detainees and the police was positive and visitors were impressed by the caring attitude of officers;
- In their interaction with the scheme administrator, visitors would like there to be more regular meetings and greater feedback about changes they have recommended;
- There have been important changes at an organisational level within the police force regarding perceptions of custody and ICV, from viewing these as relatively low status issues to greater recognition of the skills needed by custody officers and appreciation of custody visiting as a valuable form of independent scrutiny;

- At the level of some individual officers, however, there appears to be a residual lack of enthusiasm for custody visiting because it is seen as another layer of inspection, it can place an additional burden on officers at busy times, and it raises issues of risk and responsibility in relation to visitor safety;
- The capacity of custody officers to respond to recommendations for improving the physical environment of custody facilities is limited by the wider bureaucratic and budgetary environments in which they are located;
- The scheme administrator is a local authority employee who, in addition to custody visiting, has a range of other council responsibilities which limits the amount of time that can be devoted to this one activity;
- Recruitment of new visitors is a key issue for the administrator but is very resource intensive which means that national coordination of recruitment and local word-of-mouth strategies are welcomed;
- The administrator highlighted the issue of the frequency of visits and the fact that the scheme is not currently meeting its targets;
- The administrator emphasised the importance of visitors repeatedly recording their concerns about custody facilities even if there appears to be little immediate response.

5. Summary of Findings and Recommendations

5.1   Organisation and operation of custody visiting

▪ Independent custody visiting began in Scotland in 1999 and there are now active schemes in seven of the eight police force areas.

▪ Scotland has 97 police stations designated to hold detainees for more than 6 hours of which 48 are currently visited. Of those not visited some lie within Grampian which currently has an inactive scheme and some lie within areas of Northern and Strathclyde which are geographically remote.

▪ Although targets for the frequency of visits are set by each police board in consultation with their Chief Constable, the gap between target and actual visits has been increasing over the last three years.

▪ The absence of a nationally agreed Visit Report Form and of agreed performance measures appearing in annual reports means that comparisons between schemes over time and across Scotland are limited.

▪ With the exception of Strathclyde where there is a full-time scheme administrator, other schemes are being managed on a part-time basis by administrators with a range of other responsibilities. This situation is clearly frustrating for the administrators and is hampering the development of schemes in terms of support for and interaction with current visitors, recruitment of new visitors, and engagement with police boards and police forces.

▪ Active scrutiny by police boards of custody visiting in their force area appears to be limited and only a minority of boards have a member with specific responsibility for custody visiting.

Custody visitors
▪ Custody visitors across Scotland are evenly divided between men and women, are mainly aged between 18–59 (although more than 40% are over 60), are overwhelmingly white and are relatively evenly split between newly recruited and experienced visitors.

▪ Custody visitors interviewed in the case study force area were generally very comfortable about the processes and procedures for custody visiting but highlighted some concerns about their limited interaction with the scheme administrator and lack of feedback on changes resulting from their visits. In relation to the police, they felt they were treated courteously but some visitors felt that their presence wasn't always welcomed by individual custody officers.

Police perspectives
▪ From the interviews carried out in the case study force area, there have been important changes at a force level in how custody and custody visiting are viewed. From being relatively marginal concerns, there is now much greater appreciation of the skills needed by custody officers and recognition of custody visiting as a valuable form of independent scrutiny. At the level of individual custody officers, however, it was felt that there was some residual lack of enthusiasm for custody visiting because it was seen as another layer of inspection and could place an additional burden on officers at busy times.

- The ability of custody officers to respond swiftly to some of the recommendations made by visitors regarding the physical condition of the custody environment appears to be hampered by the wider bureaucratic and budgetary context in which they are located.

5.2 Recommendations

1. Consideration should be given to how all designated police stations in Scotland can be brought into the custody visiting schemes;

2. To allow more effective performance management of custody visiting at a local and national level, consideration should be given to a nationally agreed Visit Report Form and to a performance framework with agreed indicators that are reported annually to police boards;

3. For schemes to be managed effectively in terms of support for existing visitors, recruitment of new visitors, and interaction with police boards and police forces, the current arrangements of part-time administrators should be reconsidered. While having a full-time administrator for each scheme is unrealistic, consideration could be given to appointing a full time national support officer, who could assist local scheme administrators with recruitment via a national campaign strategy, put in place a national training programme for visitors, and develop and manage a national performance framework. The work of a national support officer could also help raise the profile of custody visiting among the public and thus help achieve one of its key aims of providing public reassurance about the treatment of detainees in police custody.

4. If the composition of custody visitors is to meet the requirement set out in the National Standards of reflecting local communities, recruitment strategies will need to address how to ensure an appropriate local mix of visitors is achieved.

5. There appears to be scope for police boards to be more active in their scrutiny of custody visiting and in their interaction with scheme administrators and visitors.

6. Consideration could be given to making custody visiting in Scotland a statutory requirement which could help ensure complete coverage of Scotland's designated detention facilities and establish consistent performance reporting mechanisms and structures of accountability.

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Appendix 1. Background and operation of ICV schemes

Figure A1. I. shows the sources of information on which this report was based; primarily annual reports produced for the police board meetings, as well as Scottish reports produced for ICVA.

Copies of Scheme Reports Received	Report period/date	Type
Central Scotland Joint Police Board		Data from Scottish Reports
Dumfries & Galloway Police Authority	2003-04	Annual report
	2004-05	Annual report
	2005-06	Annual report
	2006-07	Annual report
	2007-08	Annual report
	2008-09	Annual report
Fife Police Authority	2008-09	Annual report
Grampian Police Authority		No reports
Lothian and Borders Police Board	Jan-02	Scheme update and 2001 ICVA Conference
	Aug-02	Scheme update
	Jun-03	Conference
	Aug 03 - June 04 (Sep 04)	Scheme update
	Apr-06	Appointments
	Apr-06	Conference
	Apr-07	Conference
	Sep-07	Appointments
	Jan 07 - Jan 08 (Apr 08)	Scheme update
	Apr-08	Appointments
	Jun-08	Conference
	Jan - Dec 08 (Apr 09)	Scheme update
	Jun-09	Conference
	Nov-09	Appointments
	Jan-10	Conference
	Jan - Dec 09 (Apr 10)	Scheme update
	Apr-10	Appointments
Northern Joint Police Board	2002-03	Annual report
	2003-04	Annual report
	2004-05	Annual report
	2005-06	Annual report
	2006-07	Annual report
	2007-08	Annual report
	2008-09	Annual report
Strathclyde Police Authority	2003-04	Annual report
	2004-05	Annual report
	2005-06	Annual report
	2006-07	Annual report
	2007-08	Annual report
	2008-09	Annual report
Tayside Joint Police Board		Data from Scottish Reports
Scottish Annual Reports	2002-03	Annual report
	2003-04	Annual report
	2005-06	Annual report
	2007-08	Annual report
	2008-09	Annual report

Figure A1. II: Location and type of custody facilities by police board

Figure A1. II: Map of Scotland by police force area, showing all custody facilities
Visited custody facilities (◇)
Unvisited custody facilities (○)
Lists of Primary, secondary, unvisited facilities
Distance in miles by road/sea from main population centre to unvisited facilities

NORTHERN Consists of four divisions: Highland, Orkney, Shetland, Western Isles. Northern has 15 "designated stations", 5 within ICV Scheme, all in Highland. Distance shown in miles by road/sea from Inverness.

PRIMARY		UNVISITED	
Inverness	(0 mi)	Benbecula	(179 mi)
SECONDARY		Castlebay (Barra)	(174 mi)
Dingwall	(14 mi)	Dornoch	(43 mi)
Alness	(21 mi)	Fort William	(65 mi)
Aviemore	(31 mi)	Kirkwall (Orkney)	(156 mi)
Nairn	(16 mi)	Lerwick (Shetland)	(330 mi)
		Lochmaddy (North Uist)	(160 mi)
		Mallaig	(104 mi)
		Portree (Isle of Skye)	(113 mi)
		Stornoway (Lewis)	(109 mi)
		Thurso	(110 mi)
		Wick	(103 mi)

GRAMPIAN

PRIMARY	
Queen St, Aberdeen	Fraserburgh
Elgin	Peterhead
SECONDARY	
Ballater	Forres
Banchory	Huntly
Banff	Inverurie
Buckie	Keith
Buckburn	Stonehaven
Ellon	Turriff

TAYSIDE
PRIMARY
Arbroath
Dundee
Perth

FIFE

PRIMARY	SECONDARY
Dunfermline	Cupar
Glenrothes	Levenmouth
Kirkcaldy	

STRATHCLYDE Consists of 8 divisions, A –Q
Distance shown in miles by road/sea from centre of Glasgow)

PRIMARY		SECONDARY	
Hamilton	(16 mi)	Baird Street	(1 mi)
Helen Street	(4 mi)	Bellshill	(12 mi)
Kilmarnock	(22 mi)	Cathcart	(4 mi)
London Road	(5 mi)	Clydebank	(7 mi)
Maryhill	(1 mi)	Greenock	(24 mi)
Motherwell	(16 mi)	Saltcoats	(38 mi)
Paisley	(9mi)		
Stewart Street	(1 mi)		

UNVISITED	
Ayr	(36 mi)
Bowmore (Islay)	(117 mi)
Campbeltown	(138 mi)
Coatbridge	(11 mi)
Crianmore (Mull)	(108 mi)
Cumbernauld	(15 mi)
Cumnock	(37 mi)
Dumbarton	(14 mi)
Dunoon	(32 mi)
East Kilbride	(11 mi)
Isle of Tiree	(160 mi)
Kirkintilloch	(9 mi)
Lamlash (Arran)	(50 mi)
Lanark	(28 mi)
Lochgilphead	(88 mi)
Millport (Little Cumbrae)	(36 mi)
Oban	(97 mi)
Rothesay (Bute)	(40 mi)
Rutherglen	(5 mi)
Tobermory (Mull)	(129 mi)
Wishaw	(21 mi)

LOTHIAN & BORDERS

PRIMARY	SECONDARY
Dalkeith	Craigmillar
Hawick	Drylaw
Livingston	Gayfield
St. Leonard's	Wester Hailes

CENTRAL
PRIMARY
Falkirk
Alloa
Stirling

DUMFRIES & GALLOWAY

PRIMARY	SECONDARY
Dumfries	Annan
Stranraer	Castle Douglas
	Dalbeatie
	Gretna
	Kirkcudbright
	Lockerbie
	Newton Stewart
	Sanquhar

Figure A1. III: Frequency of visits by scheme, from 2008-2009 reports

Area Board or Authority	Primary custody facilities	Frequency of visits	Secondary custody facilities	Frequency of visits
Central	Falkirk	2/3 per month	Alloa	No target
	Stirling	2/3 per month		
Dumfries & Galloway	Dumfries	Weekly	Castle Douglas	Every 3-4 weeks
	Stranraer	Weekly	Dalbeatie	Every 3-4 weeks
	Annan	Every 2-3 weeks	Gretna	Every 3-4 weeks
	Lockerbie	Every two weeks	Kirkcudbright	Every 3-4 weeks
			Newton Stewart	Every 3-4 weeks
			Sanquhar	Every 3-4 weeks
Fife	Dumfermline	Three per month	Cupar	Once per month
	Glenrothes	Three per month	Levenmouth	Once per month
	Kirkcaldy	Three per month		
Grampian (Stations and targets taken from 2005-06 Scottish Report; it was hoped visiting would begin in 2007)	Queen St, Aberdeen	Twice per month	Banff	Every 3 months
	Elgin	Twice per month	Turriff	Every 3 months
	Peterhead	Twice per month	Ellon	Every 3 months
	Buckie	Once per month	Huntly	Every 3 months
	Bucksburn	Once per month	Banchory	Every 3 months
	Fraserburgh	Once per month	Ballater	Every 3 months
	Inverurie	Once per month	Keith	Every 3 months
	Stonehaven	Once per month	Forres	Every 3 months
Lothian and Borders	Dalkeith	Four per month	Craigmillar	Once per month
	Livingston	Four per month	Drylaw	Once per month
	St. Leonard's	Four per month	Gayfield	Once per month
	Hawick	Twice per month	Westerhailes	Once per month
Northern	Inverness	Once per week	Dingwall	Once per 3 weeks
			Alness	Once per month
			Aviemore	Once per month
			Nairn	Once per month
Strathclyde	Baird Street	Every two weeks	Aikenhead Road	Every 2 weeks
	Bellshill	Once per week	Greenock	Every 2 weeks
	Clydebank	Once per week	Saltcoats	Every 2 weeks
	Hamilton	Once per week		
	Helen Street	Once per week		
	Kilmarnock	Once per week		
	London Road	Once per week		
	Maryhill	Once per week		
	Motherwell	Once per week		
	Paisley	Once per week		
	Stewart Street	Once per week		
Tayside	Arbroath	Twice per month	-	
	Dundee	Twice per month	-	
	Perth	Twice per month		

Appendix 2. Target and actual number of visits, 2002-09

Figure A2. I: Target number of visits as set by police boards and actual visits made, 2008-09

Force	Custody facility	Target visit no.	Actual visit no.	% Target met	No. of detainees	No. rec. not to visit	No. offered a visit	No. refused visit	No. visited	No. not visited	Times no detainees	% Visited
Central	Falkirk	24	17	71%	121	NR	NR	16	46	59	NR	38%
	Stirling	24	21	88%	123	NR	NR	16	42	65	NR	34%
	Alloa	0	3	-	0	NR	NR	-	0	-	NR	-
	TOTALS	*48*	*41*	*85%*	*244*	*-*	*-*	*32*	*88*	*124*		*36%*
Dumfries	Dumfries	48	49	90%	136	2	NR	35	74	7	NR	54%
&	Stranraer	48	48	92%	104	3	NR	38	56	10	NR	54%
Galloway	Annan	24	10	42%	2	0	NR	-	-	-	NR	50%
	Lockerbie	24	10	42%	2	0	NR	1	1	-	NR	50%
	Castle Douglas	17	14	82%	0	0	NR	0	0	1	NR	-
	Dalbeatie	17	11	65%	1	0	NR	0	1	0	NR	0%
	Gretna	17	6	35%	0	0	NR		0	-	NR	-
	Kirkcudbright	17	11	65%	1	0	NR	-	0	-	NR	0%
	Newton Stewart	17	9	53%	2	0	NR	0	2	0	NR	50%
	Sanquhar	17	9	53%	0	0	NR	-	0	-	NR	-
	TOTALS	*246*	*177*	*64%*	*248*	*-*	*-*	*74*	*133*	*18*	*-*	*37%*
Fife	Dumfermline	36	32	89%	135	NR	NR	NR	66	69	4	49%
	Glenrothes	36	31	86%	106	NR	NR	NR	67	39	2	63%
	Kirkcaldy	36	28	78%	135	NR	NR	NR	43	92	5	32%
	Cupar	12	10	83%	0	NR	NR	-	0	-	10	-
	Levenmouth	12	11	92%	2	NR	NR	NR	1	1	10	50%
	TOTALS	*132*	*112*	*85%*	*378*	*-*	*-*	*-*	*177*	*201*	*31*	*47%*
Lothian &	St. Leonard's	32	30	94%	802	NR	NR	57	176	569	0	22%
Borders	Dalkeith	40	36	90%	85	NR	NR	20	27	38	7	32%
	Livingston	48	45	94%	203	NR	NR	55	62	86	0	31%
	Hawick	24	23	96%	43	NR	NR	5	29	9	7	67%
	Craigmillar	12	10	83%	1	NR	NR	0	1	0	9	100%
	Drylaw	12	11	92%	14	NR	NR	4	7	3	4	50%
	Gayfield	12	12	100%	0	NR	NR	0	0	0	12	-
	Westerhailes	12	11	92%	10	NR	NR	1	3	6	5	30%
	TOTALS	*192*	*178*	*93%*	*1158*	*-*	*447*	*142*	*305*	*711*	*44*	*47%*
Northern	Inverness	52	35	67%	248	NR	NR	NR	74	174	2	30%
	Alness	12	16	133%	4	NR	NR	NR	3	1	15	75%
	Aviemore	12	9	75%	2	NR	NR	NR	1	1	8	50%
	Dingwall	12	11	92%	1	NR	NR	NR	1	0	9	100%
	Nairn	12	10	83%	3	NR	NR	NR	2	1	8	67%
	TOTALS	*100*	*81*	*81%*	*258*	*-*	*-*	*-*	*81*	*177*	*42*	*31%*
Strath-	Baird Street	26	25	96%	196	4	88	35	53	108	1	27%
clyde	Bellshill	52	51	98%	146	8	117	39	78	29	5	53%
	Cathcart (part yr)	32	35	109%	622	11	189	74	115	433	11	18%
	Clydebank	52	49	94%	224	28	176	62	114	48	5	51%
	Hamilton	52	50	96%	210	40	133	44	89	77	3	42%
	Helen Street (part yr)	16	15	94%	197	15	65	34	31	132	2	16%
	Kilmarnock	52	51	98%	256	20	192	80	112	64	3	44%
	London Road	52	47	90%	427	22	192	95	97	235	3	23%
	Maryhill	52	52	100%	271	45	171	75	96	100	3	35%
	Motherwell	52	46	88%	256	26	162	69	93	94	1	36%
	Paisley	52	52	100%	373	23	224	112	112	149	1	30%

Force	Custody facility	Target visit no.	Actual visit no.	% Target met	No. of detainees	No. rec. not to visit	No. offered a visit	No. refused visit	No. visited	No. not visited	No. of times no detainees	% Visited
	Stewart Street	52	46	88%	269	54	128	0	128	141	0	48%
	Greenock	26	26	100%	143	11	63	27	36	80	5	25%
	Saltcoats	26	26	100%	117	13	95	43	52	22	0	44%
	TOTALS	*620*	*571*	*92%*	*3707*	*320*	*1995*	*789*	*1206*	*1712*	*43*	*35%*
Tayside	Arbroath	24	14	58%	35	NR	NR	NR	22	NR	NR	63%
	Dundee	24	12	50%	72	NR	NR	NR	25	NR	NR	35%
	Perth	24	17	71%	126	NR	NR	NR	48	NR	NR	38%
	TOTALS	*72*	*43*	*60%*	*233*	*-*	*-*	*-*	*95*	*-*	*-*	*45%*

Notes:

1. There is inconsistency in gathering of data across schemes; the number of detainees which the police have recommended not to visit, the number offered a Visit, the number who refused a Visit, the number not visited, and the number of times there were no detainees are shown as not recorded ("NR") where this data was not gathered.
2. 'Target visit no.': Police board guidelines may be relatively vague; for example in the case of Central, that visits should be made "two/three per month". In order to compare data we have taken the lower number of visits in each case (e.g. two per month) = 24 visits per year but in some cases visits will be scheduled once every two weeks (= 26 visits per year).
3. Fife: 'No. detainees unseen' shows total unvisited; may include those who refused as info not recorded.
4. Lothian & Borders: Target visits number of four per month (48 per year) began in December 2008 for Dalkeith and August 2008 for Livingston.
5. Northern: 'No. detainees unvisited' shows total unvisited; may include those who refused as info not recorded.
6. Strathclyde: Helen Street was open for 4 months only; Cathcart (also known as Aikenhead Rd) was open 9 months for 7 of which it was visited weekly due to the Helen Street closure.
7. Strathclyde: 'No. refused visit' assumption based on difference between number offered and number seen.

Figure A2. II: Target number of visits as set by police boards and actual visits made, 2007-08

Force	Custody facility	Target visit no.	Actual visit no.	% Target met	No. of detainees	No. offered a visit	No. refused visit	No. visited	No. not visited	No. of times no detainees	% Visited
Central	Falkirk	24	28	117%	219	NR	29	52	138	NR	24%
	Stirling	24	25	104%	184	NR	25	59	100	NR	32%
	Alloa	0	1	-	0	NR	-	0	-	NR	-
	TOTALS	*48*	*54*	*113%*	*403*		*54*	*111*	*238*		*28%*
Dumfries & Galloway	*ALL FACILITIES*	*254*	*147*	*58%*	*215*						
Fife	Dumfermline	36	27	75%	144	NR	48	66	78	NR	46%
	Glenrothes	36	26	72%	77	NR	24	38	39	NR	49%
	Kirkcaldy	36	28	78%	116	NR	36	51	65	NR	44%
	Cupar	12	12	100%	5	NR	1	2	3	NR	40%
	Levenmouth	12	10	83%	6	NR	2	4	2	NR	67%
	TOTALS	*132*	*103*	*78%*	*348*		*111*	*161*	*187*		*49%*
Lothian & Borders	St. Leonard's	30	24	80%	421	NR	32	84	305	NR	20%
	Dalkeith	24	24	100%	89	NR	20	32	37	NR	36%
	Livingston	24	21	88%	111	NR	29	38	44	NR	34%
	Hawick	24	24	100%	47	NR	7	30	10	NR	64%
	Craigmillar	12	10	83%	0	NR	0	0	0	NR	-
	Drylaw	12	10	83%	5	NR	3	2	0	NR	40%
	Gayfield	12	12	83%	3	NR	1	2	0	NR	67%
	Westerhailes	12	11	92%	11	NR	1	6	4	NR	55%
	TOTALS	*150*	*136*	*94%*	*687*		*93*	*194*	*400*		*45%*
Northern	Inverness	52	37	71%	241	NR	NR	61	180	NR	25%
	Dingwall	17	11	65%	2	NR	NR	1	1	NR	50%
	Alness	12	10	83%	0	NR	NR	0	0	NR	-
	Aviemore	12	9	75%	5	NR	NR	2	3	NR	40%
	Nairn	12	12	100%	6	NR	NR	4	2	NR	67%
	TOTALS	*105*	*79*	*75%*	*254*			*68*	*186*		*46%*
Strathclyde	Maryhill	52	52	100%	267	202	35	115	117	4	43%
	Kilmarnock	52	52	100%	205	149	26	88	91	6	43%
	Stewart S.	52	51	98%	669	322	61	178	430	1	27%
	Hamilton	52	51	98%	168	138	13	81	74	3	48%
	Bellshill	52	51	98%	149	112	7	67	75	9	45%
	London Road	52	50	96%	445	230	40	104	301	3	23%
	Paisley	52	49	94%	391	228	42	132	217	0	34%
	Clydebank	52	49	94%	224	187	30	112	82	3	50%
	Motherwell	52	47	90%	284	177	13	116	155	2	41%
	Dumbarton	26	25	96%	72	62	5	43	5	3	60%
	Helen St	32	39	122%	582	214	24	117	441	1	20%
	Baird Street	26	27	103%	136	72	22	44	70	3	32%
	Saltcoats	26	26	100%	109	79	18	54	37	0	50%
	Partick	13	14	107%	43	41	4	26	13	0	60%
	Greenock	13	13	100%	43	36	0	24	19	1	56%
	Cathcart	20	14	70%	248	76	2	51	195	0	21%
	TOTALS	*624*	*610*	*98%*	*4035*	*2325*	*342*	*1352*	*2322*	*39*	*41%*
Tayside	Arbroath	24	10	42%	25	NR	11	14	0	NR	56%
	Dundee	24	16	67%	37	NR	9	28	0	NR	76%
	Perth	24	19	79%	47	NR	21	26	0	NR	55%
	TOTALS	*72*	*45*	*63%*	*109*		*41*	*68*			*62%*

Notes:

1. This figure contains a similar amount of data to Figure A2. 1, apart from the number recommended not to visit was not recorded in any scheme.
2. Number of detainees refused a Visit includes those where it has been recommended not to visit.
3. Dumfries & Galloway: info by facility not available.
4. Lothian & Borders: Target visits number of four per month (48 per year) began in January 2008 for St. Leonard's.
5. Strathclyde: Dumbarton and Partick closed permanently at some point during year; Helen Street was open for 8 months only; Visits introduced at Cathcart/Aikenhead Rd due to Helen Street closure and Greenock only opened November 2007).

Figure A2. III: Target number of visits as set by police boards and actual visits made, 2005-06. Schemes shown separately due to variation in information gathered.

CENTRAL Custody facility	Target visit no.	No. of visits	% Target met	No. of detainees	No. refused visit	No. visited
Falkirk	24	27	113%	183	30	50
Stirling	24	12	50%	72	9	30
Alloa	4	13	325%	30	7	18
TOTALS	52	52	100%	285	46	98

DUMFRIES & GALLOWAY	Target visit no.	No. of visits	% Target met	No. of detainees
ALL CUSTODY FACILITIES	247	193	78%	166

FIFE Custody facility	Target visit no.	No. of visits	% Target met	No. of detainees	No. visited	% Detainees visited
Kirkcaldy	12	13	108%	41	13	32%
Dumfermline	12	14	117%	35	14	40%
Levenmouth	12	12	100%	20	8	40%
Glenrothes	12	12	100%	20	12	60%
Cupar	12	12	100%	13	11	85%
Cowdenbeath	12	14	117%	14	9	64%
Dalgety Bay	12	9	75%	1	0	0%
St Andrews	12	11	92%	1	1	-
TOTALS	96	97	101%	145	68	47%

LOTHIAN & BORDERS Custody facility	Target visit no.	No. of visits	% Target met	No. of detainees	No. visited	No. refused	% Visited
St. Leonard's	24	27	113%	335	105	28	31%
Dalkeith	24	23	96%	71	27	13	38%
Livingston	24	29	121%	115	59	11	51%
Hawick	24	22	92%	30	18	4	60%
Craigmillar	12	10	83%	1	0	0	-
Drylaw	12	10	83%	8	1	3	13%
Gayfield	12	11	92%	8	3	2	38%
Westerhailes	12	10	83%	5	4	1	80%
TOTALS	144	142	99%	573	217	62	38%

NORTHERN Custody facility	Target visit no.	No. of visits	% Target met	No. of detainees	No. visited	No. not visited	No. of times no detainees	% Visited
Inverness	52	34	65%	131	32	99	2	24%
Dingwall	17	14	82%	22	11	11	9	50%
Alness	12	13	108%	0	0	0	9	-
Aviemore	12	9	75%	0	0	0	9	-
Nairn	12	7	58%	1	1	0	7	-
TOTALS	105	77	73%	154	44	110	36	29%

Note:
1. Number of detainees not Visited shows total unvisited; may include those who refused as info not recorded.

STRATHCLYDE Custody facility	Target visit no.	No. of visits	% Target met	No. of detainees	No. offered a visit	No. not visited	No. visited	No. of times no detainees	% Visited
Stewart Street	52	50	96%	648	236	503	145	1	22%
Paisley	52	40	77%	230	138	142	88	3	38%
Motherwell	52	50	96%	220	154	126	94	4	43%
Maryhill	52	29	56%	232	117	148	84	0	36%
London Road	52	49	94%	459	236	302	157	0	34%
Kilmarnock	52	41	79%	153	116	70	83	5	54%
Helen Street	52	50	96%	687	270	527	160	0	23%
Hamilton	52	33	63%	106	72	61	45	7	42%
East Kilbride	52	4	8%	16	9	12	4	0	25%
Bellshill	52	49	94%	127	102	73	54	6	43%
Baird Street	26	20	76%	108	78	56	52	0	48%
Partick	26	12	46%	35	32	13	22	2	63%
TOTALS	*570*	*427*	*75%*	*3021*	*1560*	*2033*	*988*	*28*	*33%*

Notes:
1. Report states that "visits to some stations are for part year" so targets were not always achievable.
2. Number not visited shows total unvisited; may include those who refused as info not recorded.

TAYSIDE Custody facility	Target visit no.	No. of visits	% Target met	No. of detainees	No. visited	No. refused	% Visited
Arbroath & Forfar	24	22	92%	51	36	5	71%
Dundee	24	20	83%	196	78	14	40%
Perth	24	23	96%	111	55	19	50%
TOTALS	*72*	*65*	*90%*	*358*	*169*	*38*	*47%*

Note:
1. Forfar Police station closed June 2005.

Figure A2. IV: Target number of visits as set by police boards and actual visits made, 2003-04.

CENTRAL	No. of visits	No. refused	No. visited	No. of times no detainees
ALL CUSTODY FACILITIES	58	39	106	11

DUMFRIES & GALLOWAY	No. of visits	No. of detainees
ALL CUSTODY FACILITIES	254	150

Note: Figures for number of visits and detainees are approximate.

FIFE Custody facility	No. of visits	No. of detainees	No. visited	No. of times no detainees	% Visited
Kirkcaldy	13	56	24	2	43%
Dumfermline	11	36	21	3	58%
Levenmouth	13	35	13	3	37%
Glenrothes	11	27	14	1	52%
Cupar	9	15	9	2	60%
Cowdenbeath	14	8	2	7	25%
Dalgety Bay	10	6	1	6	17%
St Andrews	11	0	0	11	-
TOTALS	92	183	84	35	46%

LOTHIAN & BORDERS Custody facility	No. of visits
St. Leonard's	20
Dalkeith	12
Livingston	44
Hawick	28
Craigmillar	16
Drylaw	19
Gayfield	17
Westerhailes	14
Leith	74
Howdenhall	10
City of Edinburgh	22
TOTALS	276

NORTHERN Custody facility	No. of visits	No. of detainees	No. visited	No. Not visited	No. of times no detainees	% Detainees visited
Inverness	39	250	56	194	2	22%
Dingwall	13	10	5	5	9	50%
Alness	13	5	2	3	9	40%
Aviemore	8	1	0	1	9	0%
Nairn	7	0	0	0	7	-
TOTALS	80	266	63	203	36	24%

Note: Number of detainees not visited shows total unvisited; may include those who refused as info not recorded.

STRATHCLYDE	No. of visits	No. of detainees	No. offered a visit	No. not visited	No. visited	No. of times no detainees
ALL CUSTODY FACILITIES	133	1217	555	834	383	3

Note: Number of detainees Not Visited shows total unvisited; may include those who refused as info not recorded.

Figure A2. V: Target number of visits as set by police boards and actual visits made, 2002-03.

CENTRAL Custody facility	No. of visits
Falkirk	39
Stirling	42
Alloa	34
TOTALS	115

DUMFRIES & GALLOWAY Custody facility	Target visit no.	No. of visits
Dumfries	52	17
Stranraer	52	9
Lockerbie	52	15
Annan	17	7
Castle Douglas	17	8
Dalbeatie	17	9
Kirkcudbright	17	8
Newton Stewart	17	8
Sanquhar	17	7
TOTALS	258	88

FIFE Custody facility	No. of visits	No. of detainees	No. visited	No. of times no detainees	% Detainees visited
Kirkcaldy	16	64	38	1	59%
Dumfermline	16	77	42	1	55%
Levenmouth	15	49	23	3	47%
Glenrothes	14	26	14	5	54%
Cupar	15	28	20	1	71%
Cowdenbeath	13	4	2	10	50%
Dalgety Bay	11	5	2	8	40%
St Andrews	11	2	0	9	0%
TOTALS	111	255	141	38	55%

LOTHIAN & BORDERS Custody facility	Target visit no.	No. of visits
St. Leonard's	48	41
Craigmillar	12	10
Drylaw	12	9
Howdenhall	12	9
West End	12	9
Gayfield	12	8
Westerhailes	12	8
Leith	12	7
Hawick	0	1
Dalkeith	0	0
Livingston	0	0
TOTALS	132	102

Note: Livingston, Dalkeith and Hawick (all primary centres) were due to commence visits January 2003.

NORTHERN Custody facility	Target visit no.	No. of visits	No. of detainees	No. visited	No. not visited	No. of times no detainees	% Detainees visited
Inverness	52	42	243	98	145	6	40%
Dingwall	12	14	20	12	8	5	60%
Alness	12	10	4	3	1	6	75%
Aviemore	12	12	1	0	1	11	0%
Nairn	12	14	1	0	1	1	0%
TOTALS	100	92	269	113	156	29	42%

Note: Number of detainees not visited shows total unvisited; may include those who refused as info not recorded.

Appendix 3. Visit Report Forms: some different models used across schemes

Figure A3. I: Tayside Visit Report Form, A3 format. Five colour-coded copies are distributed as follows: One each for the independent custody visitors, one posted immediately after visit to Scheme administrator, one put in internal post at police station for Custody officer in charge, one copy to be retained at police station.

Figure A3. II: Tayside custody visitor checklist, which is used in conjunction with the Visit Report Form above.

Date of
Visit:...............................
Sheet   .... of ....

TAYSIDE JOINT POLICE BOARD
CUSTODY VISITOR CHECKLIST

Police Station:						
Day						
Date						
Time Visit Commenced						
Time Visit Complete						
	Female					
Cell Number	1	2	3	4	5	6
No numbers please complete						
Detainee (Male)						
Detainee (Female)						
Custody Reference Number						
Guidance Note Read Out/ Understood?						
Adequate Bedding						
Toilet Facilities						
Washing Facilities						
Replacement Clothing						
Received Adequate/ Appropriate Food/Drink						
Requested/Received Legal Advice						
Condition of Detainee - comment						
Requested/Received Medical Attention						
Any Other Concern? - (continue in comments section)						
Seek Permission to View Custody Record						
Cell Accommodation						
Toilet Working						
Light Working						
Alarm Working						
Reasonable Temperature						
Reasonable Ventilation						
Cells Clean						
Bedding Supplied						
Any Safety/Security Hazards						
Any Other Concerns?						
General Notes/Comments for information and/or action to be recorded on Report Form.						

g:\wp\cttee\tjpb\ind custody\lvchecklista.rtf

Figure A3. III: Dumfries & Galloway request to visit

Independent Custody Visiting Scheme

(Appx 6)

Dear

Re:- Custody Visit

Would you please arrange to pay a visit to   Police stations during the week commencing

Your partner for that visit will be   Telephone number

Would you please make contact and arrange a suitable time for you to meet and pay the visit.

On completion of the visit would you please complete the attached visitor's report and return it to me at the above address.

Yours sincerely,
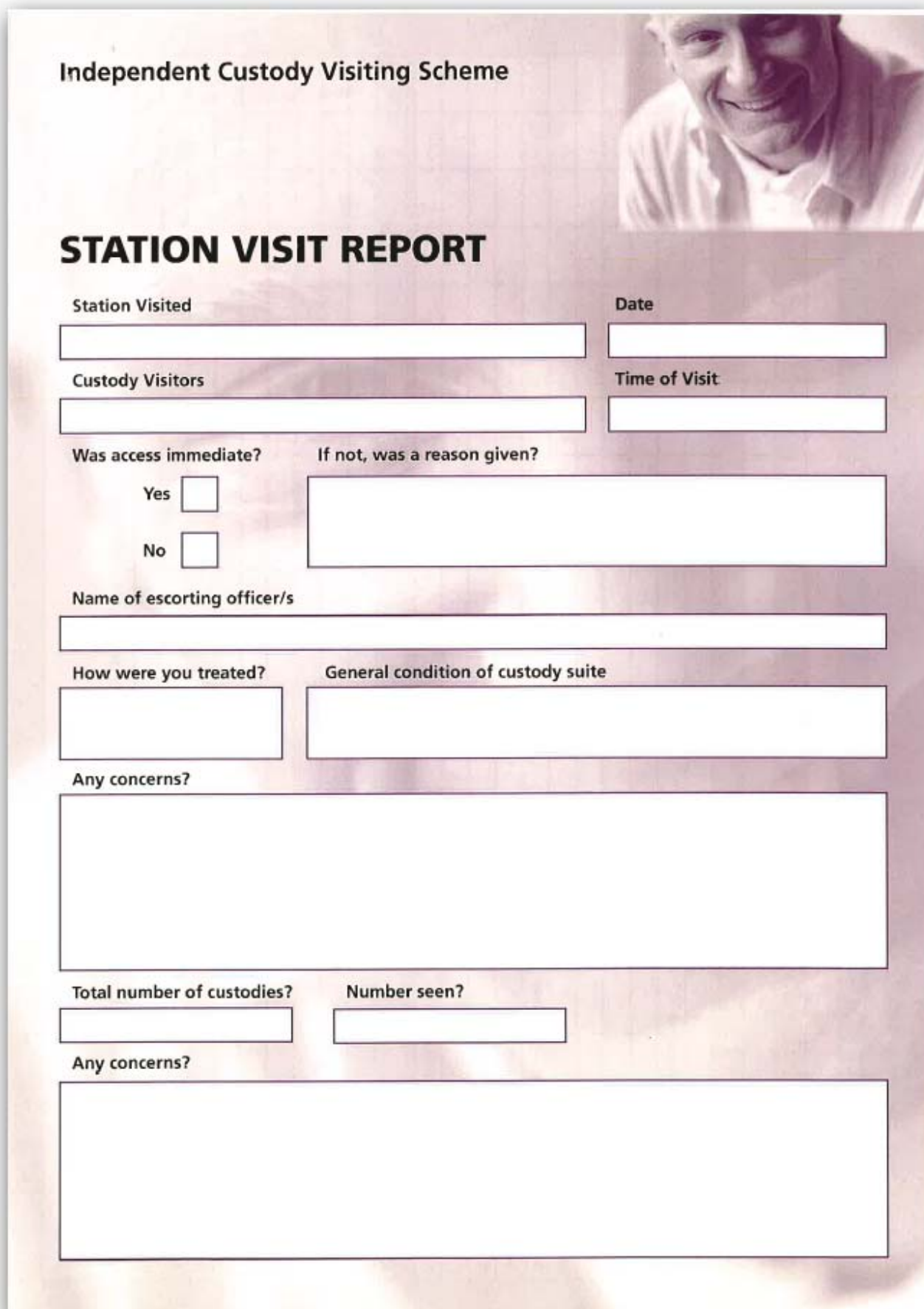
Phil
I.C.V. Co-ordinator

Distribution of Custody Reports

White Copy
Dumfries and Galloway Police Authority
Dumfries and Galloway Council
Council Offices
English Street
Dumfries
DG1 2DD

Blue Copy
Police Liaisons Officer
Police Headquarters
Cornwall Mount
Dumfries
DG1 1HP

These forms to be returned as soon as possible after the visit.

Figure A3. IV: Dumfries & Galloway Station Visit Report (A4), the equivalent of the Tayside Visit report Form (Figure I).

Independent Custody Visiting Scheme

STATION VISIT REPORT

Station Visited

Date

Custody Visitors

Time of Visit

Was access immediate?   If not, was a reason given?

Yes

No

Name of escorting officer/s

How were you treated?   General condition of custody suite

Any concerns?

Total number of custodies?   Number seen?

Any concerns?

Figure A3. V: Dumfries & Galloway Station Checklist, printed on the reverse of the above.

INDEPENDENT CUSTODY VISITOR CHECKLIST

Police Station	Day				Date					Time Visit Commenced			Time Visit Complete		
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6
Cell Number																
Detainee					Male							Female				
Custody Reference Number																
Guidance note Read Out/Understood?																
Adequate Bedding																
Toilet Facilities																
Washing Facilities																
Replacement Clothing																
Received Adequate/Appropriate Food/Drink																
Requested/Received Legal Advice																
Requested/Received Medical Attention																
Any Other Concern?																
Seek Permission to View Custody Record																
Cell Accomodation																
Toilet Working																
Light Working																
Alarm Working																
Reasonable Temperature																
Reasonable Ventilation																
Cells Clean																
Bedding Supplied																
Any Safety/Security Hazards																
Any Other Concerns?																

General Notes/Comments for information and/or action to be recorded on Report Form

Figure A3. VI: Strathclyde proposed two-page Visit Report Form. Gathers wider range of information than other forms, though "visits refused category" includes other reasons for not seeing detainee. (Visits refused may highlight patterns where police are introducing visitors negatively).

STRATHCLYDE POLICE AUTHORITY   SERIAL NO.
CUSTODY VISITORS' VISIT REPORT FORM

Please use next consecutively numbered page if required. In such an event, please insert serial number of that FORM

Please complete in BLOCK CAPITALS (Use a ballpoint pen and write firmly)

CUSTODY VISITORS' DETAILS	
Custody Visitor 1:	Custody Visitor 2:

VISIT DETAILS			
Visit Day:	Time at Desk: am/pm	Tin	Time at Custody Suite: am/pm
Visit Date:	Time visit Started (1st Int): am/pm		Time visit Ended (Last Int): am/pm
Division:	Station:		

STAFF DETAILS			
Duty Officer's Name:		Rank:	No:
Escorting Officer's Name:		Rank:	No:
Escorting Officer's Name:		Rank:	No:

DETAINEE DETAILS							
	Total (in custody)	**Detainee(s) - Not available* Interview, Hospital, Fingerprint/ ID**	**Detainee(s) - Recommended Not to see * Health + Safety, D + I, Violent**	**Detainee(s) Available for a visit**	**Visit(s) Offered (by you)**	**Visit(s) accepted**	**Visit(s) refused/ asleep/ released**
Adult (M)	5	1	1	3	1	1	0
Adult (F)	3	1	0	2	1	0	1
Juvenile (M)	2	0	1	1	1	1	0
Juvenile (F)	0	0	0	0	0	0	0
Total	10	2	2	6	3	2	1

GENERAL ISSUES RAISED
Visitors' general comments/concerns:
* (Include reasons why detainee(s) is/are not available for a visit/ recommended not to see)

Police Response:

Record details of each detainee visited

CUSTODY NO. (of detainees offered a visit)	1. Matters brought to the attention of the Duty Officer: 2. Action taken by the Duty Officer:
	1 --- --- 2
	1 --- -- 2
	1 -- -- 2
	1 --- --- 2
	1 --- --- 2
	1 --- --- 2
	1 --- --- 2

Signed Duty Officer:	
DECLARATION: I undertake not to reveal to any unauthorised person any personal information I have obtained during my visit:	
Signed Custody Visitor 1: Time:	
Signed Custody Visitor 2: Time:	

Figure A3. VII: Strathclyde two-page Independent Custody Visitor Checklist; accompanies Visit Report Form.

<center>

STRATHCLYDE POLICE AUTHORITY
INDEPENDENT CUSTODY VISITOR CHECKLIST

</center>

Visitor Name:…………………………………… Day:………….…….…· Date: ………………………

Police Division:…………·…………… Station:……………………………………………………..

Time at Front Desk: ……·…………··….…... **(AM/PM)** Time at Custody Suite: ………...……·……·……...

Time Visit Started (1st Int.): ……………………… Time Visit Ended (Last Int.): …………………·…….

Duty Officer Name:……………………………………·……..… Rank:…·…….…·   No:………….

1st Escorting Officer Name: …………………………………..·… Rank:…·…·……   No:………….

2nd Escorting Officer Name: …………………………………·…… Rank:…·……….   No:…….……

	Total (In Custody)	**Detainee(s) Not Available*** i.e. At Interview, Hospital etc.	**Detainee(s) Recommended Not to see*** Health & Safety, D & I, Violent etc.	**Detainee(s) Available for a visit**	**Visit(s) Offered (by you)**	**Visit(s) Accepted**	**Visits Refused/** Asleep/ Released etc.
Adult - M							
Adult - F							
Juvenile- M							
Juvenile - F							
TOTALS:							

Visitors' General Comments/Concerns:-
* Include reasons why detainee(s) is/are not available for a visit/recommended not to see

....
....
....
....
....

Police response:-

....
....
....
....

Repairs Needed/ Stocks Replenished/ Other Problems/ General Notes:-

....
....
....
....

DETAINEE DETAILS **CUSTODY NO/ CELL NO.** **MALE/FEMALE/JUVENILE** **(M/F/J)**							
Did you receive an offer of having a Solicitor informed.							
Did you receive an offer of having someone informed e.g. a relative.							
If required, was medical attention received.							
Adequate Food & Drink.							
Special Dietary Requirements.							
Were you offered washing facilities.							
Toilet Facilities.							
Adequate Bedding.							
If required, was replacement clothing provided.							
Ask detainee can you see the notes made about them. (i.e. Custody Record)							
Reasonable Temperature.							
Reasonable Ventilation.							
Cells Clean.							
Alarm Button Working.							
Adequate Lighting.							
Prisoners Rights Notices. (Green Notice)							
Toilets Working.							

Appendix 4: Example of a custody visitor role and person specifications

Figure A4. I: Custody Visiting Scheme job description, Lothian & Borders Police Board.

LOTHIAN AND BORDERS POLICE BOARD
CUSTODY VISITING SCHEME

JOB DESCRIPTION

1. To arrange custody visits with fellow custody visitors, in line with agreed rosters.

2. To keep the co-ordinator and fellow custody visitors informed of any problems with rostered custody visits.

3. To carry out custody visits to designated police stations in line with the scheme guidelines and training.

4. To check on the conditions in which a detainee is kept, their health and wellbeing and their legal rights and entitlements.

5. Where appropriate consult the detainee's custody record to clarify and check any concerns raised by the detainee.

6. To discuss with the custody officer any concerns and requests arising from the custody visit and bring to the custody officer's attention any issue that needs to be dealt with.

7. To complete the Independent Custody Visitor Report Form, ensuring that all relevant information is recorded correctly, clearly and concisely.

8. To distribute copies of the Independent Custody Report Form to the appropriate people and leave the police station.

9. To complete and submit expense claims in line with the scheme guidelines.

10. To attend continuous training sessions as appropriate (minimum of one each year).

11. To attend as appropriate divisional meetings of Independent Custody Visitors.

12. To carry out the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the Custody Visiting Scheme.

13. To carry out the duties of an Independent Custody Visitor as set out in scheme's guidelines.

Figure A4. II: [ICVA] Independent Custody Visitor person specification

[ICVA] INDEPENDENT CUSTODY VISITOR
PERSON SPECIFICATION

Essential Criteria*	Measure By
Must be at least 18 years of age	Application
Must live (or work) in the police authority area	Application
To demonstrate sufficient time and flexibility to carry out the role of custody visiting	Interview
To work with colleagues as part of a team to meet the police authority's visiting programme	Interview
To be able to communicate well both orally and in writing	Application/ Interview
To be alble to communicate effectively with people from a variety of backgrounds in line with equal opportunities.	Interview
To demonstrate an independent and impartial view in relation to all parties involved in the custody visiting process	Interview
To be able to maintain confidentiality	Interview

Desirable Criteria*	Measure By
Some knowledge of independent custody visiting	Interview
To demonstrate an ability to complete forms clearly and concisely	Application/ Training
To demonstrate mobility in relation to undertaking visits	Interview

*All person specifications should indicate how and when the respective criteria will be measured