

INDEPENDENT CUSTODY VISITING PANEL – 25 JANUARY 2010

REFRESHER TRAINING – 7 NOVEMBER 2009

REPORT BY THE SCHEME ADMINISTRATOR

PURPOSE OF THE REPORT

To provide Panel members with an update on the Refresher Training course held on 7 November 2009.

1. BACKGROUND

- 1.1 The Police Authority has a responsibility to provide training to Independent Custody Visitors (ICVs) to ensure that their knowledge is kept up to date. The Police Authority must then evaluate the effectiveness of that training and the extent to which it achieved its objectives.
- 1.2 The training provision for 2009 was delivered by the Chair of the ICV Panel in conjunction with the Scheme Administrator. Issues raised locally were the focus for the training which took place on Saturday 7 November 2009.

2. REFRESHER TRAINING COURSE PROGRAMME

The Role of the Independent Custody Visitor

- 2.1 The first item on the course programme was the Role of the Independent Custody Visitor. The responsibilities of the ICV were clarified and are clearly set out in the role description which is attached at Appendix A.

Self-Introduction

- 2.2 For the sake of consistency and accuracy, ICVs were reminded that the Self-Introduction cue cards must be used when introducing themselves to detainees. Concerns raised by ICVs regarding detainees misunderstanding the term 'risk assessment' are being considered and the Panel would be advised of any amendments to the introduction in due course.

Report Form Completion

- 2.3 ICVs were asked to ensure that the entries made on the report forms were informative and accurate. This would include the station visited and the total of the 'yes' answers, as well as any description of issues raised and subsequent action taken by the custody officer. If ICVs were not satisfied with

the action taken by the custody officer then this should be highlighted on the form which would prompt the Custody Manager to take follow up action.

Feedback from Reviews

- 2.4 During the 2009 annual reviews a variety of questions were asked by the ICVs. The Scheme Administrator provided verbal feedback on those questions.

Cue Card for non-English Speaking Detainees

- 2.5 The cue card used for communicating with non-English speaking detainees was an effective tool for ICVs but required updating. The revised cue card would be issued in due course.

3. FEEDBACK

- 3.1 A total of 18 ICVs attended the Refresher Training. The results of the feedback received from those who attended are provided at Appendix B.

4. RECOMMENDATION

- 4.1 Panel members are asked to note the contents of this report.

Yvonne Fenwick
Scheme Administrator

Any members' queries to Yvonne Fenwick on (01202 or 01305) 223966

INDEPENDENT CUSTODY VISITING ROLE DESCRIPTION

- To arrange custody visits with fellow custody visitors, in line with agreed rosters.
- To keep the co-ordinator and fellow custody visitors informed of any problems with rostered custody visits.
- To carry out custody visits to designated police stations in line with the scheme guidelines and training.
- To check on the conditions in which a detainee is kept, their health and wellbeing and their legal rights and entitlements, with reference to PACE Code C.
- Where appropriate, consult the detainee's custody record to clarify and check any concerns raised by the detainee.
- 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.
- To complete the Independent Custody Visitor Report Form, ensuring that all relevant information is recorded correctly, clearly and concisely.
- To distribute copies of the Independent Custody Visitor Report Form to the appropriate people and leave the police station.
- To complete and submit expense claims in line with the scheme guidelines.
- To attend continuous training sessions as appropriate (minimum of one each year).
- To attend meetings of Independent Custody Visitors as appropriate.
- To carry out the duties of an Independent Custody Visitor with regard to the Health and Safety requirements of the Custody Visiting Scheme.
- To carry out the duties of an Independent Custody Visitor as set out in the scheme's guidelines and memorandum of understanding.

**INDEPENDENT CUSTODY VISITING
REFRESHER TRAINING FEEDBACK
SATURDAY 7 NOVEMBER 2009**

	Strongly Agree	Agree	Disagree	Strongly Disagree
Did you find the venue a suitable location for the training?	87%	13%	0%	0%
Were the refreshments suitable?	73%	27%	0%	0%
Did you find the trainer delivered material at an appropriate pace?	67%	33%	0%	0%
Did you find they communicated effectively?	67%	33%	0%	0%
Did they stimulate discussion well?	73%	27%	0%	0%
Did they make good use of visual aids?	40%	53%	0%	0%

Total number of attendees 17
Total number of feedback forms received 15

What do you feel could be improved for future training sessions?

- > While very good I felt that the detainee scenarios were a bit too complicated when there were quite a few of them. Fewer of them with variation in complexity might have given more time to make sure we filled in the forms correctly. I recognise the time constraints though.
- > This for me, was a model training, no artificial group activity, no individual inadequacy (ie. mine) exposed.
- > OK as it was.
- > Maybe use of small groups for discussion.
- > Cold at back when door opened - but soon rectified.
- > I found the training session very informative, useful and interesting. Thank you Yvonne and Kathie for your time and knowledge in making the session so interesting.

Please provide any other comments you would like to make here.

- > What about using actual custody visitors to make presentations (under guidance) of their actual experiences. Especially for 'in-house' training
- > I learned a lot from this and it would have been very useful as an introductory course.
- > Maybe we should alternate between our own training and ICVA training as we get their view of how they see things as well.
- > Very useful to have opportunity to discuss practical issues with each other as sometimes our experiences can be very different but can be learning experiences for us all. Good opportunity to raise minor issues which increase confidence when discussed. Very useful handouts for referring to. Easier for discussion than panel meetings, eg. felt more leisurely therefore encouraged discussion.
- > I thought that the local emphasis was very interesting, especially looking at the reporting from Yvonne's point of view. Hopefully we can move in a similar vein.
- > Training course very informative and enjoyable
- > First 'internal' session. Worked well, everyone engaged in discussion. Length of time was ideal - half day sessions work well.