

## Independent Custody Visitors – Northern Panel

Minutes of the meeting held on MS Teams on 21 October 2021 at 18:30

*These minutes are not verbatim but aim to give an overview of items discussed and actions arising*

No:	Item:		
1	Welcome & Apologies	<b>Attendees:</b> Elizabeth Shenton Andy Carter Colin Melvin Prim Handforth Rhiannon Stephenson Margaret Redfearn Cate Whitehouse Sandra Beard Elena Johnson  Inspector Karen Cooke  Caroline Gascoyne- SCO Representative Kelli Bailey- SCO Representative	<b>Non-Attendees:</b> Steve Myatt Kerry Berrisford Nigel Sanderson Katie Henshall
2	Minutes and Matters Arising	<p>Previous minutes were agreed.</p> <p>Action point updates:</p> <ul style="list-style-type: none"> <li>Insp. Cooke to provide an update on the court issue in her update</li> <li>Insp. Cooke to circulate most common languages used in custody after meeting</li> <li>Caroline Gascoyne had sent the new ICV2 form to all panel members</li> <li>Elizabeth Shenton and Colin Melvin had attended an assurance visit to NACF and updated the panel</li> </ul> <p>Elizabeth Shenton sadly informed the panel of David Hudson's passing. The panel paid their respects and remembered him as a loyal ICV.</p>	

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3	Visit Feedback and Issues	<p>Panel members gave an overview of their recent visits since the last meeting as these had returned to face to face rather than over the telephone:</p> <p><i>Elizabeth Shenton</i> – There had been an issue with the air conditioning due to poor maintenance. This had been reported to the FM contractor Kier. Concern was also raised over staffing levels. It was also noted that the ratio of female CDO's was higher than male CDO's. Supplies of clothing seemed low. It was advised that this was due to supply issues. Elizabeth also requested an update on Covid detainee numbers.</p> <p><i>Rhiannon Stephenson</i> – Had found visits to be enjoyable, informative and interesting and that she found NACF staff lovely and polite. Rhiannon had noticed that there appeared to be no night time sanitary products available.</p> <p><i>Andy Carter</i> - questioned when access on the ID cards would be enabled to allow them access again into NACF. This was in hand and ICVs would be notified when this was restored. Andy also indicated that he wasn't offered PPE on arrival. PPE is available on request.</p> <p><i>Colin Melvin</i> – Indicated that visits were taking longer due to the printing of the Custody record.</p> <p><i>Catherine Whitehouse</i> – At the last visit, there had been a shortage of small size shoes. She also indicated that she had not been asked to show her ID badge.</p> <p><i>Sandra Beard</i> – Stated that it appeared that cells were not cleaned regularly due to the build-up of rubbish from food and drink being left in the cell. It was also noted that she was unable to view the custody record due to the printer not working.</p> <p><i>Elena Johnson</i> – indicated that she had attended 2 very different visits. Elena found them both valuable.</p>
4	Staffordshire Commissioner's Update	<p><b>Custody Record Review</b> – It was anticipated that a trial would soon start. A meeting was scheduled with Ch. Insp. Dave Barrow on 22<sup>nd</sup> October 2021 to discuss further. Once the process had been approved, volunteers from the Northern Panel would be approached to undertake Custody Record Reviews. The process involved a deep dive into the custody record only - no meeting with detainee. Training would be provided.</p>

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		<p><b>Expenses</b> – Volunteers were reminded that expense forms should be sent on a monthly basis and certainly no more than 3 months old. This was to ensure sufficient budgeting. From submission, expenses should be paid within 2 weeks and no more than 3 weeks. If volunteers were experiencing any longer delays, they must contact Caroline Gascoyne urgently.</p> <p><b>ICVA Quality Assurance Framework</b> – During 2022, all processes would be assessed and reviewed to ensure compliance with the ICVA Performance Framework. In 2019, the Scheme were successful in achieving Gold Standard. In 2022 the Scheme will be striving to achieve Platinum standard. There were currently only 2 Schemes in England &amp; Wales that had achieved this.</p>
5	Custody Inspector's Update	<p><b>Air Conditioning Units</b> – Kier manage cleaning the air conditioning units on a quarterly basis, one wing at a time, and the one with an issue (E Wing) was due for a service. Insp. Cooke would monitor to see if this needs to be maintained more frequently.</p> <p><b>Staffing</b> – Insp. Cooke indicated that there had been some recruitment issues. There would be 3 intakes in 2022 in March, July and September. Insp. Cooke also indicated that staffing levels are being increased.</p> <p><b>Covid Detainee Numbers</b> – Insp. Cooke indicated that there had been a slight increase in numbers of Covid detainees recently. Between 1 and 4 per day.</p> <p><b>PPE</b> – Insp. Cooke indicated that PPE is available upon request.</p> <p><b>Supplies</b> – Insp. Cooke indicated that there had been footwear supply issues. An alternative shoe was being trialled as the original would continue to have supply issues.</p> <p><b>Sanitary Towels</b> – Insp. Cooke agreed that there should be night time sanitary products available and that she would arrange this. Insp. Cooke also advised that disposal bags should be provided.</p> <p><b>Rubbish in Cells</b> – Insp. Cooke indicated that she had been aware of the issues and it is being addressed.</p>

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		<p><b>Printer Issues</b> – Insp. Cooke indicated that this had been an IT issue which had been reported.</p> <p><b>ID Issues</b> – Insp. Cooke noted this comment.</p> <p><b>Food Supplies</b> – Insp. Cooke updated the panel regarding food supplies from Bid Foods. There had been some supply issues on certain meals, namely for food allergies or intolerances. As a contingency plan, Insp. Cooke had been ordering extra supplies of foods with a long shelf life, but had also requested a decision to be made regarding the other meals required.</p> <p><b>Court Representative Meetings</b> – Insp. Cooke indicated that there had been a number of issues with attendance of detainees at court and provision of court links. This had impacted on detainees time within custody and NACF processes. She also indicated that recent issues with prisons had been resolved.</p> <p><b>NACF Refurbishment</b> – Insp. Cooke indicated that this would commence in April 2022. The refurbishment would include; new flooring, new sinks, new toilets, extra camera cells in A and E Wing, 2 additional disability cells, art work, mood lighting, juvenile detention room, music. The latter would be for the vulnerable wings, A Wing would be for females, children and young people and E Wing would be for vulnerable detainees.</p> <p><b>Phone Lines</b> – Insp. Cooke indicated that extra phone lines had been added to allow Inspector Reviews and Solicitors to be able to speak directly and privately with the detainee.</p> <p><b>HMICFRS Visit</b> – Insp. Cooke indicated that a recent HMICFRS visit had audited several areas of Policing, including Detention. Specifically, how young people in detention were handled and processed. Actions required were being addressed.</p>
6	AOB	<p>The dates for next year's meetings have been agreed. Times of meetings to be agreed.</p> <p>The dates are :-</p> <ul style="list-style-type: none"> <li>• 17<sup>th</sup> March 2022,</li> <li>• 16<sup>th</sup> June 2022,</li> </ul>

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		<ul style="list-style-type: none"> <li>15<sup>th</sup> September 2022</li> <li>15<sup>th</sup> December 2022.</li> </ul> <p>The Panel are to determine whether these will be face to face or via MS Teams.</p>
7	Date and Time of Next Meetings	<b>Thursday 16<sup>th</sup> December 2021 at 18:30 via MS Teams</b>

### Action Log:

Action	Responsible
<ul style="list-style-type: none"> <li>Most common non-English language used in NACF to be circulated to panel</li> </ul>	KC
<ul style="list-style-type: none"> <li>Confirm when access to NACF is likely to be resumed</li> </ul>	CG
<ul style="list-style-type: none"> <li>Check the supplies of PPE in NACF</li> </ul>	KC
<ul style="list-style-type: none"> <li>Ensure staff are checking ICV ID on arrival</li> </ul>	KC
<ul style="list-style-type: none"> <li>Ensure staff are providing female sanitary products to female detainees</li> </ul>	KC