

Visit performance, concerns and outcomes by panel April 1 to October 31 2010

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1. Notes

% of visits completed

The London ICV Scheme sets a high benchmark for panel visit performance. The ICV Handbook states that panels may be considered to be performing poorly if they fail to come within their target of scheduled visits by more than 10%. The target is normally one visit per week to every 24/7 custody suite in the borough. Temporary station closures are accounted for. Where panels visit more than once a week by local agreement, and conduct a visit every week, the performance is recorded as 100%. If such panels fail to complete a visit in any week the performance will be recorded as less than 100% regardless of the number of visits conducted in other weeks.

Mitigating factors

Reasons why a panel may fail to carry out its scheduled number of visitors

Actions

What the ICV Team are doing to address performance issues and the mitigating factors.

Concerns

Most concerns or issues are minor and are raised and resolved at the time of the visit. The long term aim of the ICV Scheme is to document this as evidence of the positive outcomes secured by the visit, however, at present, this information is not recorded often enough by ICVs on the VRF to produce any meaningful data. The concerns in this table are those which are ongoing, unresolved or have been escalated to the ICV Scheme Manager and CD

Mitigating factors

There are often valid and well documented reasons why concerns have not been successfully resolved

Outcomes

What actions are being taken by ICVs, the ICV Team and MPS to address concerns, any timelines available and what are the results.

2. Glossary

AA	Appropriate Adult
CD	Custody Directorate
CR	Custody Record
dtps	Detained persons
VRF	Visit Report Form

3. Panel data

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Barking & Dagenham	66%	Unreliability of several members	Commitment letters sent Recruitment of new members underway	No ongoing concerns	N/A	N/A
Barnet	100%	n/a	n/a	Police Sgt fails to respond to reports until panel meetings or provides responses to interim meetings	New custody Sgt to be in place in Jan 2011.	
Bexley	100%		n/a	General issues		Police respond quickly to resolve any matters raised.
Brent	58%	Membership level increasing with recruitment.	Members reminded of commitment and need for advance contact.	General issues. 1 Exceptional issue where ICVs were denied access on a visit.		Police respond quickly to resolve any matters raised. Panel received immediate apologies from B/Commander & Custody Manager-incident under investigation.
Bromley	100%	n/a	n/a	No ongoing concerns		
Camden	77%	Unreliability of new members. Several (4) sudden resignations.	Recruitment an urgent priority – particular focus on non-students.	General housekeeping issues & infrastructure.	Closure of bail to return station with implications for staff at main suites.	Custody being reorganised with new manager to be put in post.
Croydon	93%	n/a	n/a	Infrastructure Storage of evidence	Croydon station to be replaced..	New station to be built. Storage of evidence position made clear

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Ealing	98%		n/a	General issues, especially re. offer & provision of showers & exercise	Officer resource & building/estate issues	Custody manger & staff aware of need to ensure consistent recording of actions relating to showers etc.
Enfield	100%	n/a	n/a	No ongoing concerns		
Greenwich	67%	Membership level increasing with recruitment.	Members reminded of commitment and need for advance contact.	General issues		Police respond quickly to resolve any matters raised.
Hackney	100%	n/a	n/a	General issues	n/a	n/a
Hamm. & Fulham	93%	N/A	N/A	General issues	N/A	N/A
Haringey	98%	n/a	n/a	General	n/a	n/a
Harrow	83%		Members reminded of commitment and need for advance contact.	General issues		Police respond quickly to resolve any matters raised.
Havering & Redbridge	85%	Panel membership	3 new ICVs cleared and started visits in November	Lack of provision for juveniles		
Hillingdon	93%		n/a	General issues		Police respond quickly to resolve any matters raised.

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Hounslow	78%	1 resignation, 3 members out of the country, 2 members performing poorly. Lack of communication	Metro ad to invite applications. Informal reminders from panel chair and Coordinator over communication. 2 members de-accredited based on performance.	Heating and ventilation problems at Hounslow station.	Several surveys and maintenance checks failed to identify exact causes though systems acknowledged to inefficient.	Custody Manager has commissioned further investigation and put in a bid for replacement or improved systems. ICVs monitor blanket management and opportunities for fresh air breaks for dtps.
Islington	100%	n/a	n/a	Panel looking at HR issues. General day to day issues		Police responsive and give full explanations to ICV enquiries.
Kensington & Chelsea	87%	Unreliable members & transfer of two members to other panels	Commitment and reminder letters sent. Recruiting for new members	No ongoing concern	N/A	N/A
Kingston	80%		Members reminded of commitment and need for advance contact.	General issues		Police respond quickly to resolve any matters raised.
Lambeth	80%	Membership. Members do attempt to make extra visits to complete the schedule	Recruitment ongoing. Vetting issues in this borough.	Immigration dtps at Streatham. Infrastructure	Arresting officers instructed to take dtps to Kennington	Shower to be fitted at Streatham.

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Lewisham	70%	Membership and communication issues	Recruitment ongoing but vetting issues in this borough	No concerns	N/A	N/A
Merton	93%	N/A	N/A	No concerns	N/A	N/A
Newham	89%	Panel membership has been low plus 2 on sabbatical, one member is hard to contact	1 new applicant vetted and another awaiting clearance	General issues		Police responsive, however, during 10 month period have had 3 custody managers.
Richmond	100%	N/A	N/A	No ongoing concerns	N/A	N/A
Southwark	55%	Membership. 2 sabbaticals, 1 missing member. Lack of leadership.	Recruitment ongoing. Commitment letters pending & 2 sabbaticals due to end.	Showers/wash facilities.	Signs inform dtps of facilities.	Custody Manager encouraging staff to facilitate showers/wash when staffing allows.
Sutton	100%	N/A	N/A	No concerns	N/A	N/A
Tower Hamlets	81%	Unreliable members	Commitment and reminders sent.	No ongoing concerns	N/A	N/A
Waltham Forest	66%	None, is at full membership	Txt reminders and calls to members prior to a visit. Reminded often to communicate if unable to visit.	No ongoing concerns		
Wandsworth	94%	n/a	n/a	No ongoing concerns	n/a	n/a

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Westminster	82%	Unreliable members and sudden resignations	Commitment and reminders sent. 1 new member and 2 in vetting. 1 member de-accredited due to poor performance	ICV/detainee concerns not being actioned or recorded by custody staff on several occasions		Apology from Chief Inspector who also sent reminder to all staff to on the importance of facilitating ICV visits and recording actions/requests.