

Visit performance, concerns and outcomes by panel. October 1 2010 to March 31 2011

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1. Notes

Stations and panel membership

An optimum level of membership is based on the number of stations visited, the minimum number of visits required of each ICV and the need to build in some resilience for absences. The optimum numbers are 9 members for 1 station, 17 for 2 stations and 26 for 3 stations.

% 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 results are known.

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 1 Station 11 members + 1 on sabbatical	85% up 19%	<i>Unreliable members but performance improving with increased membership + reminders</i>	<i>Reminders sent</i>	<i>No ongoing concerns</i>	<i>N/A</i>	<i>N/A</i>
Barnet 1 station 9 members	100% no change	n/a new member to be interviewed	n/a	panel expressed concern over reliance on ambient meals	Accepted practice and no concerns raised with regard to specific dtps	New Sgt in place, who is proving to be very helpful, engaging with the panel and ICV Team and providing prompt responses to visit summaries
Bexley 1 station 7 members + 1 on sabbatical	100% no change		n/a	General issues		Police respond quickly to resolve any matters raised.
Brent 2 stations + 1 BTP station 19 members + 2 on sabbatical	66% up 7%	Membership level increasing with recruitment.	Members reminded of commitment and need for advance contact.	General issues.		Police respond quickly to resolve any matters raised.
Bromley 1 station 8 members + 1 on sabbatical	100% no change	n/a		No ongoing concerns		New panel member to be interviewed. New custody manager in place who is very responsive to issues raised
Camden 2 Stations + 1 BTP station 24 members	53% down 24%	Reliability issues with new members. 4 recent resignations and 2 sabbaticals	Recruitment a success with 11 new people (2 still in vetting).	No concerns except the time taken to have cells repaired.		New manager in place has had settling influence

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Croydon 2 Stations 13 members	77% down 16%	Loss of members. Remaining visitors overstretched.	2 new recruits with another awaiting vetting.	Infrastructure Storage of evidence	Croydon station to be replaced..	New station to be built. Storage of evidence position made clear
Ealing 2 stations 13 members + 2 on sabbatical	100% up 2%	Recruitment on-going.	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 1 station 9 members	100%	n/a	n/a	No ongoing concerns		
Greenwich 1 station 8 members + 2 on sabbatical	88% up 21%	Full membership level achieved.	Members reminded of commitment and need for advance contact.	General issues		Police respond quickly to resolve any matters raised.
Hackney 15 members 2 stations	75% down 25%	Not all reports received. Loss of a few members and uncertainty about others.	4 new recruits.	No repeated general issues. Occasional FME delays.	n/a	Change of custody management twice with cover in between. Difficult to communicate with police.
Hamm. & Fulham 2 Stations 14 members	91% down 2%	N/A	N/A	General issues	N/A	N/A
Haringey 15 members 2 stations	75% down 25%	Not all reports received. Membership	n/a	General	n/a	n/a
Borough	% of visits	Mitigating factors	Actions	Concerns	Mitigating	Outcomes

	completed	(if below 90%)			factors	
Harrow 10 members 1 station	84% up 1%	Membership: 1 Member on sabbatical (Feb-May)	Recruitment - Ongoing	General issues	N/A	N/A
Havering & Redbridge 2 stations 13 members plus 1 on sabbatical	61% down 24%	Panel membership. 2 resignations and a panel member passed away	Member on sabbatical returns in April. 3 applicants pending	n/a	n/a	
Hillingdon 3 stations 15 members + 5 on sabbatical	92% down 1%	Sudden absence of 5 members at same time.	n/a	General issues		Police respond quickly to resolve any matters raised.
Hounslow 2 stations 12 members	62% down 16%	Needs new members	Local advertising. Improved communications between members.	Heating and ventilation problems at Hounslow station.	Systems inefficient and unreliable.	Replacement systems unlikely in the near future. Staff try to mitigate through cell management. ICVs monitor blanket management and opportunities for fresh air breaks for dtps.
Islington 17 members 1 station + 1 BTP station	100%	n/a	n/a	n/a		New BTP facility to open. Police responsive and give full explanations to ICV enquiries.
Kensington & Chelsea 2 Stations 15 members + 1 on sabbatical	80% down 7%	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
Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes

Kingston 1 station 9 members + 1 on sabbatical	92% up 12%	n/a	Members reminded of commitment and need for advance contact.	General issues	n/a	Police respond quickly to resolve any matters raised.
Lambeth 16 members 3 stations	70% down 10%	Membership: 1 Resignation and 1 De-accredited member	Commitment letters to be sent to members. Recruitment ongoing.	NSPIS system down (17/03/11)		Shower installed at Streatham
Lewisham 7 members 1 station	57% down 13%	Membership: New members needed	Recruitment ongoing but vetting issues in this borough	N/A	N/A	N/A
Merton 8 members 1 station	88% down 5%	N/A	N/A	No concerns	N/A	N/A
Newham 2 stations + 1 btp station 13 members + 3 on sabbatical	67% down 22%	Panel membership has been low for a while plus 3 on sabbatical, 2 people were refused vetting adding a delay to getting new members to the panel	3 new people in vetting	General issues		Police responsive, however, during the last year there have been 4 new custody managers which is not helping an already unsettled panel. In addition to this the new custody manager is proving hard to get in contact with
Richmond 1 Station 10 members	100% no change	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
	50%	Membership: New	Recruitment	N/A	N/A	N/A

Southwark 2 stations 15 members	down 5%	members required	ongoing. Commitment letters to be sent to five members			
Sutton 1 station 7 members	88% down 12%	Membership: 2 resignations	Recruitment ongoing		N/A	N/A
Tower Hamlets 2 Stations 18 members	87% up 6%	Unreliable members but improving with reminders	Reminders sent.	No ongoing concerns	N/A	N/A
Waltham Forest 1 station 7 members + 1 on sabbatical	81% down 13%	Low membership, One member very unreliable, but the panel on the whole is improving	Txt reminders and calls to members re visit. 3 in vetting, 2 refused vetting. Unreliable member to be written to. More members should stabilise the panel visits burden will be more evenly spread.	Despite it being a new build there have been no ongoing concerns	N/A	N/A
Wandsworth 2 stations 15 members	88% down 12%	Not all reports received	n/a	No ongoing concerns	n/a	n/a
Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Westminster	86% up 4%	Unreliability of several members but	Continual reminder of	ICV/detainee concerns not		Discussions taken place with Chief Inspector on facilitating

3 Stations + BTP 24 members + 1 on sabbatical		performance improving with increased membership and reminders	importance of visits	being actioned or recorded by custody staff on several occasions		ICV visits, also further reminder sent to custody staff on the importance of ICV visits and recording actions/requests.
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