

Appendix 1 - Visit performance, concerns and outcomes by panel. 1 April to 30 September 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 9 members + 2 on sabbatical	85% No change	Commitment of several members	Reminders and commitment letters issued	General issues- dealt with on visits or satisfactory follow up response	N/A	N/A
Barnet 1 station 8 members	96% Down 4% (missed 1 visit)	None. The panel has recently been brought in line with the rest of London and now visits once a week.	Colindale to close Jan 2012 for 10 months. Dtps decamped to Westminster.	No visit concerns. Panel chair resigned over changes	n/a	Police respond quickly to resolve any matters raised.
Bexley 1 station 8 members	100% no change	n/a	n/a	General issues + clarified ICV role re 'dignity' issues	n/a	Police respond quickly to resolve any matters raised.
Brent 2 stations + BTP station 19 members + 2 on sabbatical	75% up 9% + BTP 91%	Membership level increasing with recruitment to level required to include fortnightly BTP visits.	Members aware of commitment and need for advance contact.	General issues.	n/a	Police respond quickly to resolve any matters raised.
Bromley 1 station 8 members + 1 in vetting	100% No change	n/a	n/a	Issues around cleanliness, always dealt with at the time.	n/a	Police respond quickly to resolve any matters raised.
Camden 2 Stations + 1 BTP 24 members	93% Up 40%	High membership numbers	Chair & V Chair proactive	infrastructure & repair issues	None	Police keen to be proactive.

Croydon 2 Stations 13 members	85% Up 9%	Unreliable members. Sabbaticals and poor uptake in recruitment	Increased recruitment	Cells used for storage. Heating issues	Old buildings. New suite being built	Borough police provide quick responses to queries.
Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Ealing 2 stations 13 members + 4 in Vetting	100% No change	Recruitment on-going.	n/a	General issues, especially re. offer & provision of showers & exercise	n/a	Police respond quickly to resolve any matters raised.
Enfield 1 station 9 members	96% Down 4% (missed 1 visit)	None. The panel has recently been brought in line with the rest of London and now visits once a week.	n/a	General issues, all dealt with on visit.	n/a	Police respond quickly to resolve any matters raised.
Greenwich 1 station 11 members + 1 interviewed	100% up 12%	n/a	Members aware of commitment and need for advance contact.	General issues often relating to inappropriate storage of items	n/a	Police respond quickly to resolve any matters raised.
Hackney 15 members 2 stations	92% Up 17%	Improvement despite lack of visitors	Co-chairs proactive in making sure visits are completed	Occasional problems with FME reliability and other incidents.	High turnover of staff at Hackney	Police responses could be better. Coordinator & panel working on improving communication
Hamm. & Fulham 1* Station 14 members	93% Up 3%	N/A	*Two stations prior to 01/08/11. Fulham now used for special operations	General issues	N/A	N/A
Haringey 15 members 2 stations	86% Up	Unavailability of visitors due to sudden resignations and need	Recruitment: 2 interviews. Commitment	Well managed. Little in the way of concerns	Settled staff & committed management	N/A

	11%	for sabbatical leave	letters sent.			
Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Harrow 8 members 1 station	88% Up 4%	Panel - one member down as a result of transfer.	Recruitment - Ongoing	General issues	N/A	No outstanding issues - but responses not always prompt.
Havering & Redbridge 2 stations 16 members + 1 on sabbatical	69% Up 8%	None. Panel now at full strength	Commitment letters have been sent to those individuals who are under performing, as well as general reminders being sent around commitment and arranging visits in advance. Coordinator now sends text reminders the week before a visit to ICVs	Cell temperature – too cold.	n/a	No structural problems identified. Police willing to issue extra blankets on request.
Hillingdon 3 stations 18 members + 2 on sabbatical	92% No change	n/a.	n/a	General issues	n/a	Police respond quickly to resolve any matters raised.
Hounslow 2 stations 12 members	80% Up 18 %	Ongoing membership issues. Hounslow appears immune to the pan London recruitment initiatives	Adverts placed on local community websites and local newspaper.	Recent HMIP /HMIC inspection - some action points but positive comments around the treatment of	Minor issues part of MPS wide culture which the custody manager is	Rarely any issues around the care and treatment of detainees. Those that are raised are responded to very promptly and to the satisfaction of the panel

				vulnerable detainees	addressing.	
Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Islington 17 members 1 station + 1 BTP station	77% Down 23%	Opening of the new BTP station caused some confusion on the rota. 100% of MPS station visits completed	Visits to both stations are being monitored	General issues. Some visitors perhaps over critical	n/a	Custody managers at BTP to be coached in providing adequate responses.
Kensington & Chelsea 2 Stations 12 members + 1 on sabbatical	74% Down 6%	Loss of members unreliable members	Interviews for new members scheduled. Reminders and commitment letters sent	General issues	N/A	N/A
Kingston 1 station 9 members	100% up 8%	n/a		General issues	n/a	Police respond quickly to resolve any matters raised.
Lambeth 15 members 3 stations	71% Up 1%	N/A	Recruitment - ongoing; 1 new ICV to collect pass; 1 for vetting	Showers are not being offered to detainees kept overnight - an ongoing concern.	Shower only recently fitted at Streatham	Awaiting police response as to why the situation doesn't appear to be improving
Lewisham 3 members + 8 from neighbouring panels	76% Up 19%	Membership - new members needed Assistance from neighbouring panel members.	Recruitment - ongoing: 1 new member on panel; 2 candidates to be vetted	Shower not offered to female detainee (Immigration) in cell for 2 days FME fridge door unlocked	Detainee declined shower when offered.	Email from custody manager to staff re providing showers to dtps in for more than 24 hours.
Merton 8 members 1 station	<i>Now merged with Sutton since the closure of Wimbledon custody suite</i>					

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
<p>Newham 2 stations + 1 btp station 16 members</p>	<p>62% (down 5%)</p>	<p>Panel now at full strength, however, there have been significant problems with the police in Newham which may have affected the panel members motivation.</p>	<p>Complaint re cust. manager escalated to Borough Cmdr Cust. Manager removed and the panel now have responses to issues raised and a guarantee that there will be a police officer present at the panel meetings. Commitment letters sent to poorly performing individuals (resulting in one resignation) and general reminders of the commitment to all panel members. Second stage letters to be sent to one panel member.</p>	<p>Staff not knowing who ICVs are and refusing to allow them immediate access.</p> <p>FME supplies.</p>	<p>n/a</p>	<p>New Sgt in place who has dealt with the issues raised and provided assurance that he will attend the final panel meeting of the year.</p>
<p>Richmond 1 Station 9 members</p>	<p>100% No change</p>	<p>N/A</p>	<p>N/A</p>	<p>No ongoing concerns</p>	<p>N/A</p>	<p>Police respond quickly to resolve any matters raised</p>

Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Southwark 2 stations 11 members	59% Up 9%	Membership - new members required.	Commitment letters sent to 4 members; 1 resignation Recruitment – Ongoing, 2 new members recruited and 2 candidates successfully interviewed.	Issues re: detainees' needs being met - Issues resolved promptly by DDO. Detainee in custody for 48 hours without medication – Detainee declined to see nurse as he wanted Methadone. Subsequently observed by nurse and no physical signs of withdrawal apparent.	N/A	Police respond to issues raised.
Sutton and Merton 1 station 8 members + 1 on sabbatical	100% Up 12%	Membership - Sutton/Merton now a merged panel (3 members from Merton).	Situation to be monitored.	2 of 3 custody records checked where detainees on 30 min watch – gap in visits. From time to time cell visits may become slightly delayed	Due to high level of demand on custody assistants	N/A
Tower Hamlets 2 Stations 16 members + 1 on sabbatical	75% Down 8%	Unreliable members	Commitment letters & reminders Interviews scheduled	Police representation at panel meetings	New system where Custody Inspector given other responsibilities. No custody	Chief Inspector informed. New Custody Manager recently appointed who will be ICV rep.

					manager in post	
Borough	% of visits completed	Mitigating factors (if below 90%)	Actions	Concerns	Mitigating factors	Outcomes
Waltham Forest 1 station 10 members	96% (up 15% - missed 1 visit)	n/a	n/a	Staff at front desk not always aware who ICVs are. Delays with being seen once in custody with no reason being given. Problems with the sinks (new build).	n/a	Custody Inspector regularly reminds staff of ICVs and their role and the importance of them being seen immediately unless there is a valid reason, is monitoring and will look at CCTV if continues. Problems with the sinks dealt with.
Wandsworth 2 stations 15 members	96% Up 8%	N/A	Recruitment ongoing to replace members.	Poor infrastructure at Battersea	Police do a good job but the buildings are not suitable.	A new custody manager with a proactive attitude and a willingness to engage with the ICV panel in making improvements where possible until new build available.
Westminster 3 Stations + BTP 21 members + 1 on sabbatical	84% Down 2%	Loss of members and unreliable members	Interviews scheduled Commitment letters & reminders	General concerns Delayed access	n/a	Chief Inspector issued reminder to staff of the need to admit ICVs promptly, also communicate to ICVs if delay is due to safety concerns