

Borough (Code)	Name of Scheme	Operating times	Adults(A) &/or Juveniles(J)	Target Response Time agreed	Borough Support	Local Authority, Social Services, YOT Involvement	Average response time in practice	Parent/Guardian Response time
Barnet (SX)	Colindale appropriate adult panel	24/7	A + J	None set	None	None	20 minutes unless specific times set	1 hour
Panel set up because Social Services would not attend police station. They are totally self funded. Dealt with over 1300 call outs in last 2 years. Without it police costs (overtime and resources) would have been far higher.								
Bexley (RY)	SOVA/YOT Volunteer Appropriate Adult Scheme	Mon-Fri 9-5pm	J	2 hours. Asked to attend when clear indication that solicitor is present or on route received.	PACE training facilitated by training officers at Police Station. 1 day each quarter 9.30-4.30. Callouts managed via Custody Officers and Bexley YOT.	Recruitment Training and Management delivered within wider framework of project provision Accommodation, plus room space for training and supervision of volunteers provided by local authority under SRB3 match funding via social services.	YOT team state between 30-60 mins.	1 to 6/7 hours.
Scheme is part of SLA between SOVA and Bexley YOT (funded via Youth Justice Board). Jointly funded and includes SRB3, Prince's Trust Home Office (12 months only).								
Brent (OK)	Brent Voluntary Appropriate Adult Scheme	Theory 24/7, in practice 8am – 9pm.	J	2 hours. Met in 88% of cases.	Marginal.	Run by Local Authority in conjunction with YOTS. Out of hours mentally vulnerable adult cover given by Social Services emergency duty team.	No data	No data
Attempts made to set up scheme with private company but Youth Justice Board refused to fund it. The current local authority scheme costs 4-5K/year. Private company scheme costed at £30k/year								
Bromley (PY) and Lewisham (PL)	Appropriate Adult Scheme	24/7	J but talk of adults soon	45 minutes	Currently none, however a request received for supply of revised PACE Codes when issued and for a group pager.	Run by RPS Rainer on behalf of YOT which has social services input.	No data.	No data
Runs across Lewisham (PL) and Bromley (PY)								
Camden (EO)	Camden & City Appropriate Adult Scheme.	Subject to availability of volunteers usually daytime, weekends & evenings	A + J	None set. All volunteers live locally, usually quick response	Training – by providing custody officers.(About 2x a year)	Funded by local authority. Administered by Camden CCPG staff.	Within an hour unless being used elsewhere when called	Variable, faster response outside working hours

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Ealing (XD)	The appropriate adult scheme.	24/7 hour. 0800 to 1700 hours a call made to YOT or the Mental Health team (as appropriate) who contact volunteer. Other times call made via the town hall for the on call duty social worker.	J + A	None agreed	Minimal cost. YOT PS minor training input. Police check on applicants.	Total involvement – in funding, arranging training & running scheme	No data. Mostly attendance by appointment agreed between police, adult, and solicitors.	No data
Enfield (YF) and Haringey (YT)	Appropriate Adult Service	24/7	A + J	None set	N/K	RPS Rainer administer scheme & invoice Barnet Enfield & Haringey Health Authority & Enfield SS & Haringey SS	By appointment agreed between police, and solicitors. Average 40-60 minutes.	
Service operated and managed by RPS Rainer according to protocol between health authority and social services for Enfield and Haringey								
Harrow (QA)	Harrow Volunteer Appropriate Adult Scheme	9am – 9pm inc. weekends – will stay later if needed	A + J	None. 2 of the 4 volunteers normally collected by police when required	No cost to the borough.	Scheme is managed in principle by the YOT	In general the borough does not suffer from poor response.	Average normally within 2 hours.
The problems arise when the volunteers are not available and Social Services cover needed especially out of hours. Social services often reluctant or unable to provide support for vulnerable adults. Delays also caused waiting for solicitors. Attempts made to co-ordinate attendance accordingly. Local Initiative with Harrow Association for the Disabled attempts being made to introduce a scheme supported by HADs as an additional resource for adults. This is in early stages and not possible to indicate whether or not the initiative will succeed.								
Hillingdon (XH)	Hillingdon MIND- Appropriate Adult Volunteer Scheme	0700 – 2300 7 days/week	A	Within one hour	1 Insp – co-ordinator re establishment of scheme. 2/3 hours police training input. No current costs to police. Support may be needed in the future.	Ongoing input £10k from LB Hillingdon Social Services	Average less than 30 minutes.	Varies from refusal to attend to 1 to 2 hours.
Hillingdon YOT provide app. adults for juveniles either from (non-police) staff during office hours, then from a volunteer scheme up to 1200hrs then Social services Emergency Duty Team at weekends/nights (statutory requirements only). The juvenile volunteer scheme has existed for many years and has no current cost implications to police.								

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Heathrow (ID)	Use the Hillingdon (XH) scheme as above. Additional an ad-hoc via companies and airlines within the airport. If appropriate adult needed, invariably interpreter, solicitor, immigration and/or customs officer also required. Efforts made to co-ordinate arrivals. Small number of appropriate adult cases means limited consequences.							
Hounslow (TX)	Hounslow YOT Volunteer Support Group.	YOT covers Monday to Friday 9am to 5pm. The volunteers cover 5pm – 10pm Monday to Friday and 9am – 10pm Saturday and Sunday.	J.	Generally aim to attend within the hour (one or two aim for within half hour as local to police station).	Training input 1 PS a few hours, Police checks on new applicants (less than 1 hrs of BIU time). Volunteers also shown around the custody suite to familiarise themselves (1 hour PS time).	The scheme is controlled by the YOT which is lead by senior members of probation and social services. They expend some resources supporting the group (publishing rotas etc) and paying travelling expenses.	Not monitored, anecdotally within the target 1 hour	No data
Kensington & Chelsea (BS)	Kensington & Chelsea Appropriate Adult Scheme	Monday – Friday...Office hours	A	None agreed. Volunteers live throughout Borough and are within easy reach of nearest police station	Half day training as and when required by OCU staff. Volunteers meet quarterly to discuss problems and share issues with DCI No other police costs	Managed by Local Authority member of Partnership Community Safety Team. Responsible for recruitment, day to day running, etc. Co-ordinator regularly meets Social Services Mental Health Manager.	Locally resident volunteers generally attend promptly. Every effort made to fix appointment times.	Vary considerably. Disillusioned ones refuse to attend, others are prompt.
Kingston (VK)	Appropriate Adult Scheme	Evenings and weekends	A + J	None agreed	None	LA SS run and fund the schemet	1 –2 hours on average	1-2 hours average, frequently >4 hrs
Merton (VW)	The Merton Appropriate Adult Schemes (MAAS.)	8am - 11pm weekdays & weekends	A + J	None – volunteers attend as quickly as possible	Police support by assisting to recruit new members, training, attending meetings. It averages out at about 4-6 hours a week for 1 PS.	No LA involvement of the except indirectly through part funding of YOTS	Average for a volunteer about 1 hour.	No data

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Newham (KF)	Newmartin Community Youth Trust	24/7	J + A	Within 1 Hour	No direct police funding. Police input to assist with Vetting candidates	Funding through YOT	Subject to solicitor having already been called and being present at the police station, then within 1 hour.	Varies from minutes to not at all, rough average one and a half hours.
Attend for adults with reading/writing difficulties but NOT with mental health or learning difficulties.								
Redbridge (JI)	Redbridge YOT Appropriate Adult Volunteer Scheme	24/7	A + J	30 minute	Police run	Confined to paying expenses, cab fares for vulnerable person etc.	30 minutes or or by appointment.	1-2 hours
Scheme run almost entirely by 1 police officer based full-time in the YOT as one of duties within YOT. Recruits & trains volunteers, makes up rosters & circulates to social services, community care team. Can spend 8-10 hours a week training new recruits. Now scheme up and running, spends about 1 to 2 hours/week on the scheme.								
Richmond (TW)		0800-1800hrs. Other times Emergency out of hours Social Services	J + vulnerable 17 year olds	1 hour	Via YOT joint agency working. Expectation - police would assist if needed.	Operated by Social Services though YOT. Co-ordinated by YOT worker	Under 1 hour	
Attempts in the recent past have been made to generate interest in a scheme to assist other adults requiring an appropriate adults. Lack of enthusiasm from broader public is a very real and obvious factor why none exists. May be explored again using sector working parties and PCCGs as platforms to encourage volunteers								
Southwark (MS) (South)	Appropriate Adult Scheme	24/7	A + J	None	None	They run the system	Not measured – reluctant to attend after midnight, especially re young persons	First time offenders usually quick. Delays for suspects previously arrested
The scheme insists that a solicitor is called & in attendance at the station before they will attend for all cases. This overrides any request by the detainee no matter what even with fairly simple matters. This may result in young persons being in custody longer than necessary & cases being handed over from team to team or to the case handling team.								
Southwark (MS) (North)	Southwark appropriate adult scheme	Mon to Fri 9am-5pm. Outside these hours a/adults arranged via duty social worker	A	None agreed. Volunteers are normally 'booked' for an appointed time to coincide with the arrival of solicitors.	1PS liaison arranges for volunteers to visit the custody suite	Entirely organised and funded by Social Services Mental Health Team	Punctual. Normally adult calls the station to agree arrival time to coincide with solicitor.	Willing parents arrive promptly, unwilling ones either fail or refuse to attend 50/50 split.

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	Social services are considering whether funding can be found to extend scheme to juveniles. Problem appears to be one of funding. Since introduction of custody handling officers on 10am-6pm and practice of handing over prisoners has become accepted there has been a sharp reduction in the time/costs wasted by operational officers waiting for a/adults. Whilst duty social worker will attend the police station to be present for the serving of rights after midnight, they will not attend for an interview of a juvenile as they consider this to be too late. Normally necessary to contact social services at 9am next day to arrange for adult and prisoner to be dealt with by the custody handling officers. In some cases it is possible to bail the prisoner to attend the station at some convenient time.							
Sutton (ZT)	Appropriate Adult scheme for under 17 years old.	9am - 5pm Mon-Fri via YOT. 6pm - 12pm & week ends	J	Non agreed	Minimal. Apart from normal police YOT input.	Volunteers recruited via the LBS Volunteers Bureau.	Average 1 hour	Average 1 hour - some notable exceptions of course.
	Adult scheme being planned.							
Wandsworth (WW)	Wandsworth Borough Appropriate Adult Scheme.	0700- 2300 7 days a week	A + J	Negotiated with AA at time of call according to stage of the case. Normally attend as soon as they can.	Support re training, updating & changing rotas and meetings. Total about 84hours/yr at PS rate.	YOT have a Co-ordinator Provided by RPS Rainer.	No data	No data
	Many of the tasks previously undertaken by police are now transferring to RPS Rainer. This will include majority of training. The Mental Health Team and Social Services duty team are also involved in the new management board.							
Waltham Forest (JC)	Out of hours appropriate adult scheme	After 6pm week days and all weekend	J	None set	None	Arranged by Social Services. Callout thro' Town Hall switchboard.	Approx. 1 hour from contact. Delay between calling town hall to bleep a/adult and call back.	From 1 hour to refusal to attend.
	Young offenders tend to be detained longer than adults pending arrival of a/adult							
Westminster (CX)	Westminster Appropriate Adult Scheme.	Week days 6pm - 12 night Weekends and bank holidays 9am - 12 night.	A + J	2 hours	Police an integral part of the system. Maintain regular liaison & contact with Board administrators	Westminster Social Services finance and run the scheme.	The average response time for volunteers attending is 30 minutes.	Over 1 hour and often more
	Problem - many young persons do not reside in Central London. Contacting parents and requesting their attendance may take several hours. 6 meetings a year approximately 2 hours a time = 12 hours. Recruitment/training 2 days a year organised at a Station in the Borough. Outside Trainer paid for by Westminster Social Services. Police normally supply a Custody Sergeant. On the last occasion Camden Borough supplied a Police Sergeant – No cost to Westminster Borough. Rotas arranged through Westminster Board and Westminster Social Services with input from Police. Callout is through the Emergency Duty Team. All stations on the Borough supplied with information binder which explains about the Board and the procedure for contacting Appropriate Adults.							

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24 BOROUGHES (ABOVE) HAVE SOME SORT OF 'VOLUNTEER' SCHEME

i.e. Schemes which (in accordance with the PACE Codes of Practice) police can call upon when parents/guardians then local authority social workers are not available.

2 BOROUGHES - REPLIES AWAIT

Hackney (GD) Lambeth (LD)

6 BOROUGHES HAVE NO INDEPENDENT 'VOLUNTEER' SCHEMES

BARKING & DAGENHAM (KG) & HAVERING (KD)

Scheme being planned in partnership between B&D and Havering – imminent. Planned to operate 24/7 for Adults and Juveniles. Target response time 2 hours. Funding by boroughs, Youth Justice Board £14K over 3 three years and YOTs ('in kind' contribution). Parent guardian response 30 minutes to never

CROYDON (ZD)

YOT provide support for Juveniles 9am-5pm. Adult support from Social Services. Outside these hours, cover from Social Services EDT via additional social worker rota 5pm – 12 night. Considerable management time put into trying to improve service but without success. The absence of a decent reliable scheme is subject of concern. Leads to premature or inappropriate release from custody, excessive detention, wasted police time and costs. Borough Investigation Team (prisoner processing) will help but fundamental problem re inability of Social Services to deal remains.

GREENWICH (RG)

Average response time for 'parents/guardians'; approx. 50% refuse to come out, other 50% vary between immediately to hours. Agreement to use YOT for young offenders during office hours. Out of office hours emergency social worker who sometimes uses care response. In the case of psychiatric patients the local authority will only attend if the person is known to them. Quite often in cases of difficulty the person is bailed out to return with an appropriate adult.

HAMMERSMITH & FULHAM

At the present time Hammersmith and Fulham do not have a Volunteer Appropriate Adult Scheme. The general consensus of opinion from Custody Officers is that for juveniles and mentally vulnerable adults is that parents/guardians (who usually take between 1 to 2 hours to attend) and Social Services are adequate although the latter are stretched. During office hours the local YOT will provide appropriate adults and out of office hours Social Services will deal. There can be some to-ing and fro-ing between departments if the juvenile lives off the borough. A pressing need for a scheme has not been identified. There seems to be no reasons why a scheme could not be set up if it was required. There is a need for 'volunteers' not acting as appropriate adults to assist adults who cannot read or write and who do not want a solicitor. Social Services will not usually assist in these cases. For the last 5 months a Custody and Arrest Support Team has operated. It aims to reduce the burden on the Uniform Teams and reduce costs as prisoners are handed over.

ISLINGTON

There is no scheme currently in operation. Efforts have been made to use retired Lay (Custody) Visitors. Current Chair of Custody Visitors Panel was making efforts to get a scheme up and running. However for some reason this failed to materialise. Police currently rely on Social Services. If urgent they use staff from local companies, however there is no guarantee they would be willing to assist. Average response times can clearly vary. An hour at least for parents/guardians. Longer for Social Services particularly at night when only one person is on duty. Sometimes rest periods and interview times can be adjusted to offset effects of delays. The Borough is in very early stages of looking at the issues again. Enquiries are being made re use of a private company contacted by the local authority.

TOWER HAMLETS (HT)

No voluntary scheme operates in Tower Hamlets. The Borough would like a scheme.

Factors that have lead to the borough not having a voluntary scheme are:

- ◆ the local authority provides a service (albeit sometimes flawed), so the creation of a voluntary scheme has not been on the critical list.
- ◆ management opportunity for input to create one limited.
- ◆ lack of real commitment from community safety plan partners to sign up to a scheme.
- ◆ problems with identifying agencies to create a partnership with
- ◆ funding

In office hours YOT team respond to requests for A/As. The YOT staff member usually agrees arrival time with the custody officer. Long delays in office hours unusual, estimate 90 minutes. Outside office hours social services emergency on-call service is used. Less reliable but no evidence to show regular poor response. Inevitably outside office hours response is much longer because the staff member has to be called in from home to deal. Response times for parents not monitored. YOT manager proposing to approach the youth charity Newham use to see if their contract could be extended to TH.