



London ICV Newsletter

September 2007

South Westminster Help Bridge The Language Barrier

South Westminster ICVP serves two of London's biggest and busiest police stations, Charing Cross and Belgravia, along with Ebury Bridge for British Transport Police.

Pami Preller, Chair of the panel, says "In the last few years we have found that the profile of detainees in custody has changed and an increasing number of languages from Europe, the Middle East and Asia are now heard. This means that trying to identify where a detainee is from can be almost impossible without a translator present."

South Westminster, like many others, has always had an introduction card which the escorting officer reads to the detainee. However, this is of no use if they don't understand English. To solve this problem the panel has created translations of this introduction in various languages. A5 cards are made and laminated and form a booklet as part of the Custody Visitor's equipment pack.

To make it even easier

for a detainee to communicate in their language there is also a series of national flags. "The detainee can simply point to the country he/she is from and hopefully we have a translation card they will understand. The detainee can then read it in their own language" Pami says.

When it comes to asking specific questions about whether they have had a meal, or if they need to see a doctor, the panel use a page of pictograms that the detainee can point at. The pictures have expanded over the years and now include such things as toilet paper, a shower, pillow, blanket, meal, drink and a telephone call, amongst others.

Pami goes on to say that "from a practical point of view the translations have been critical to the panel's success, and more than once we've been able to calm a potentially problematic situation where an inability to communicate was becoming overwhelmingly frustrating for the detainee. The staff in the custody suites have seen first-hand



how useful these are, and appreciate the difference it makes to everyone concerned. The Police have a difficult enough job as it is when dealing with people who don't speak English and having something that makes even a small difference, and eases communications, makes it less traumatic and more efficient for everyone."

MPA link member for Westminster, Rachel Whittaker, said, "The Met spends in excess of £7 million a year on interpreters, so I welcome any initiative that will both speed up and improve communications between the police, detainees and ICVs and be cost effective." The flexible nature of the

booklet (pictured above) allows pages of additional languages to be easily added as and when the need arises. If any other ICV panels are interested in the booklet for their panel's use please contact Jennifer Ankrah at the MPA.

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Pilot Recruitment Evening At Dean Farrar Street

On Wednesday 7 November 2007 the MPA will host its pilot ICV Information Evening, at 10 Dean Farrar Street.

The event will provide more information about the scheme to those who have registered their interest, and hopefully encourage them to apply

to become ICVs.

There will be presentations by MPA staff and ICVs, giving participants an opportunity to learn more about custody visiting.

Application forms will be handed out at the end of the evening.

This is a pilot event, but if successful it may be

implemented alongside local recruitment. The event is designed to generate interest in the scheme and retain that interest through the recruitment process.

Adverts will appear over the coming weeks in the Evening Standard and the Metro newspapers. If you

know anyone who would be interested they should contact the ICV team on: 0808 100 1036 or email: icvrecruitment@mpa.gov.uk

Croydon ICV Awarded MBE

Croydon ICVP member Mohammad Aslam was awarded an MBE in the New Year's honours list this year, for his services to the community.

Mr Aslam moved to the UK in 1964 and has been actively involved in his local community ever since.

In addition to volunteering with the ICV scheme, Mohammad's remarkable list of community credits include founding the Croydon Asian Arts and Cultural Society and the Asian Academy of Arts and Culture, which are both non-political, non-sectarian performing arts and community language centres. He also founded Asian Mela, a festival celebrating South Asian culture attracting up to 30,000 visitors each year. Education and welfare

are causes close to Mohammad's heart. He founded the Anglopak Welfare Society UK and a group for young Asian women who have suffered from domestic violence. Through these organisations Mohammad has been involved in campaigns to raise awareness of forced marriages and so-called 'honour' killings, within the Asian community, and recently completed a tour of Pakistan promoting the benefits of education for girls and the training of more local teachers.

Mohammad is also the Director and Trustee of Fairfield's Hall Croydon, the Vice Chair of the Croydon Community Police Consultative group, and a member of various education committees

Speaking of his award, Mohammad said, "I was



Mr Aslam after receiving his MBE

surprised and humbled when I received the letter from the Prime Minister about the award for my service to the community in Croydon. This award has given me more strength and determination to continue my work in the community which I enjoy immensely."

John Roberts, ICV scheme

Lead Member said, "I am delighted that Mohammad has been recognised in this way. Through his tireless efforts he has made an enormous difference to his community, and his commitment and contribution are outstanding. He truly deserves this award."



Enfield Panel Meet With Their Borough Faith Officer

Enfield ICV panel recently welcomed the borough's Faith Officer to its meeting. Police officer Garrett Pennery gave a presentation about his role in Enfield and what he's trying to achieve for the Met and Enfield.

Garrett says; "Whenever there is a critical incident I will take my place within the Gold Group* and information share [with relevant local groups] what information needs to go out to Enfield communities. I'm on first name terms with nearly every faith leader in the borough. They, in turn,

have learnt to trust me and, due to that personal relationship that I have with them, I can ask for assistance from them in most situations. They also give me some of the best intelligence, which is then forwarded to Special Branch and Counter Terrorism teams.... I work closely with all the Safer Neighbourhoods wards [in Enfield] and assist in helping them make their wards successful."

"I organise many events involving the various faith communities, which are designed to alleviate ignorance, and enhance

community relations."

"I can assist you with anything to do with faith and the community, from using their premises, to assisting police with a sudden death. I have contacts that will translate material for police, speak to certain people on our behalf, and assist police in many ways."

There are only four Faith Officers across London at present (Waltham Forest, Hackney and Haringey, as well as Enfield), but the MPS is looking to roll them out London wide, due to the success officers like Garrett have enjoyed.

Caroline Berry, Chair of Enfield ICV panel, said, "Given the insecurities felt by some communities, about one another, I am pleased to see the Met is taking the necessary steps in order to gain a better understanding, and build improved communications, between themselves and local community groups."

*A Gold Group is the command centre during a critical incident.

Recruitment Success

We are pleased to report that enquiries and applications from potential ICVs have soared in recent months. The success appears to be due to advertisements placed in the Metro and Evening Standard newspapers, along with the distribution of new leaflets, a newly designed poster (right), and the updating of our web pages at: www.mpa.gov.uk/partnerships/icv

A new application pack has been designed which gives potential applicants more information and context about the scheme in London. This is now being distributed to anyone

who asks for information about the scheme.

Over 200 application forms have been sent out since April, resulting in approximately 90 new applications so far.

Interviews are currently being arranged and taking place in boroughs across London, and due to the likely increase in demand, extra initial training sessions have been arranged for the Autumn.

If you know of anywhere appropriate to place one of the scheme's posters or some information leaflets, please contact your Coordinator.

IF THIS WERE YOU...

WOULDN'T YOU WANT SOMEONE TO CHECK ON YOUR WELFARE?

Independent custody visitors are members of the local community who visit police stations unannounced to check on the welfare of people being held in police custody.

The Metropolitan Police Authority needs more volunteers to play this vital role.

If you could spare a few hours a month, and are looking for a new challenge, log onto www.mpa.gov.uk or call 0808 100 1036 to find out more.

MPA
Metropolitan Police Authority



Metropolitan Police Authority

10 Dean Farrar Street
London
SW1H 0NY
Phone: 0808 100 1036
Fax: 020 7202 0200
Minicom 020 7202 0173

FREEPOST address for report forms and application forms only :

ICV Coordinator
Metropolitan Police Authority
FREEPOST LONI7808
London
SW1H 0DY

ICVA

PO Box 1053, Colne, BB9 4BL
E-mail: info@icva.org.uk

Coordinator Contacts

Emma (emma.nuttall@mpa.gov.uk or **07768 905 678 / 020 7202 0127**) - Barnet, Enfield, Waltham Forest (plus Islington and Bromley).

George (george.fry@mpa.gov.uk or **07768 855 250**) - Hammersmith & Fulham, Hounslow, Kingston, Richmond Wandsworth.

James (james.tate@mpa.gov.uk or **07768 846 763**) - Brent, Ealing, Harrow, Hillingdon (plus Camden).

Jennifer (jennifer.ankrah@mpa.gov.uk or **07768 902 575 / 020 7202 0096**) - Kensington & Chelsea, North Westminster, South Westminster (plus Greenwich & Haringey).

Mike (mike.dodsworth@mpa.gov.uk or **07768 864 877**) - Barking & Dagenham, Havering & Redbridge, Newham, Tower Hamlets (plus Hackney and Bexley).

Sarah (sarah.walker@mpa.gov.uk or **07768 868 055**) - Croydon, Lambeth, Merton, Southwark, Sutton (plus Lewisham).

ICV Social Event

After the success of last year's Christmas social with Ann Lennox-Martin it has been decided to hold another ICV social evening this year on Wednesday 12 December. We hope to have a speaker and the evening will provide an opportunity for ICVs to get together informally. The primary aim of the event is to recognise and thank ICVs in London for their hard work and commitment over the last year. The event will take place on the 27th floor of the Empress State Building in West Brompton. Details are still being finalised, but your Coordinator will give you more information as soon as it is available. Your Coordinator will ask for the names of any ICVs interested in attending over the next few weeks.

Training Dates 2007**Initial Training:**

Saturday 10 Nov

At the MPA Offices
10 Dean Farrar Street
10am - 5pm

Mondays 15 & 22 Oct

(2 part course)
At the MPA Offices
6pm - 9pm

Mondays 19 & 26 Nov

(2 part course)
At the MPA Offices
6pm - 9pm

Please contact your Coordinator for a place if you have yet to complete your initial training. Refresher training is also being planned and further information will be sent out soon.

Chairs Meeting

The next meeting of ICV Chairs is due to take place on Tuesday 23 October 2007 at the MPA.

The meeting will give Chairs an opportunity to share issues of concern or interest which impact on their panels' work with detainees.

Along with London ICV Chairs, Chair of the Authority Len Duvall will be in attendance. Keith Limburn, Assistant Director of Property Services for the Met has agreed to speak about the new cleaning contract. The meeting will provide an opportunity to address some of the current issues affecting detainees and custody visitors across London. Agendas will be sent out in due course, and it is hoped that each panel will be represented by its Chair or Vice-Chair in order to get a good cross section of volunteers scheme wide.

Cleaning Contract Summaries....

A copy of the new MPS cleaning contract summary has now been issued to all panels.

It details what is and what is not covered by contractors in terms of provision and resources, along with who is responsible for ensuring the contractual obligations are met.

The information should be available at panel meetings and can be used as a reference guide in addressing issues that may have arisen at visits.

