

MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME



Independent Custody Visiting Scheme Report 2020-2022

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London Independent Custody Visiting Scheme Report

MOPAC Foreword

Welcome to the 2022 report of the London Independent Custody Visiting Scheme (ICV) Scheme. This report covers the two-year period from April 2020 to March 2022.

It is perhaps even more important than ever for me to express thanks to each and every Independent Custody Visitor (ICV) for their ongoing hard work, enthusiasm and commitment, particularly over the last two years.

It has been an even busier period for volunteers than usual and collectively they have all contributed many thousands of hours of their time to build community-police relationships, ensure detainee rights and entitlements are upheld, and to bring transparency and accountability of policing at the local level even through a global pandemic!

We were all shocked and saddened by the murder of Sergeant Matt Ratana on Friday 25th September 2020. His death was a stark reminder of the dangers our police officers face to keep Londoners safe.

I am grateful for the ongoing work of the Metropolitan Police Service and for their work with the ICV panels and MOPAC staff to strive to deliver outstanding custody provision.

Over the last few years, a series of appalling scandals has not only exposed deep cultural problems within the Metropolitan Police Service but have contributed to an acute crisis of confidence in London's police service. It is vital that our police service regains the trust and confidence of all the communities it serves so that every Londoner, regardless of background or postcode, can feel safe, protected, and served.

The Mayor has responded by committing to rebuild trust and confidence in the Metropolitan Police Service in his Police and Crime Plan and by publishing his Action Plan for Transparency, Accountability and Trust in Policing, to address community concerns about the disproportionality in the use of certain police powers affecting Black Londoners.

A crucial part of the solution is expanding the oversight of the MPS through the ICV scheme and ensuring we continue to recruit volunteers who reflect the diverse communities of London.

Collectively London's ICVs have continued to play an important role in holding the police to account at the local level to ensure they continue to improve policing for the communities they serve. It is only through meaningful and sustainable community collaboration that we can improve trust and confidence in

policing. I encourage ICVs to continue to identify and report the good practice as well as seeking assurances about any concerns and issues to be resolved.

The Mayor and I look forward to continuing to build on the work of our ICVs in the coming year.

Sophie Linden

Deputy Mayor for Policing and Crime

Met Detention Foreword

Met Detention and the Independent Custody Visitors (ICV) were saddened by the murder of Sergeant Matt Ratana on Friday 25th September 2020. Losing a colleague like this brings to the forefront the dangers our police officers face daily in serving our communities.

I remain grateful for the ongoing partnership with the ICVs in supporting and developing the culture within Met Detention. There have been some challenging issues that have affected community confidence in the use of some powers by the Metropolitan Police Service. We feel that community members like ICVs with 24/7 access to custody suites have a crucial oversight role that will help rebuild this trust and confidence.

It is the ICV scheme that provides us with an independent lens into London's custody suites. Their feedback helps develop and improve the custody service that we provide to our community.

There were challenges during COVID in ensuring ICV access to suites which I am pleased to say were overcome. That said - it is heartening to see ICVs increasingly conduct visits in person and using the new tools of virtual attendance to increase their overall presence in our suites.

I remain an advocate of the ICV scheme and very much appreciate the positive contribution you make to the policing of our city.

Superintendent Mark Payne

Met Detention Command

Executive Summary

This annual report covers the periods from April 2020 to March 2021 ('2020') and April 2021 to March 2022 ('2021').

The London Independent Custody Visiting Scheme (ICVS), like all organisations, services and communities, faced unprecedented disruption and challenges in 2020 and into 2021 due to the COVID 19 pandemic.

It is the resilience of our volunteers and the dedication of our officers which have ensured that Independent Custody Visitors (ICVs) have continued to protect the rights and entitlements of detainees, conducting 996 custody suite visits since April 2020 and interviewing 2,369 detainees. During this time period we have also been piloting a new level of custody scrutiny through the Custody Record Review (CRR) process, enabling ICVs to look through complete custody records, which detail the detainees' full journey through custody, helping to reveal issues and challenges that previously would otherwise be difficult to identify.

The London ICV scheme was one of a handful of schemes across the United Kingdom which continued to deliver in-person visits in some capacity throughout the pandemic and National Lockdowns. At the same time, MOPAC developed, and delivered remote visiting adaptations which accounted for 45% of all visits in 2020-2021.

ICV visit reports throughout 2020 and 2021 have commended the professionalism of the custody staff and for how they have considered detainee safeguarding and welfare.

ICVs noted that Custody staff are dedicated to delivering a high quality of care and professionalism, piloting several schemes throughout 2020 and 2021 to strengthen the safeguarding of vulnerable detainees

Generally, the issues raised within visit reports tended to be relatively local issues relating to food stocks, access to showers, environmental concerns often connected to the physical state of the custody suites, which are taken up at suite level to resolve.

This annual report seeks to report on the universal issues discussed and highlighted by London ICVs to reassure the public of their independent scrutiny and to provide the public and other stakeholders with some insight and understanding of police custody in London.

Universal issues raised by ICVs on visits and those within the CRR pilot focus on police powers and other matters that impact all detainees across the estate such as, the role of external partners in supporting and safeguarding vulnerable detainees.

The universal issues considered in detail in this report include:

- Mental health and healthcare provision;
- The experiences and treatment of children and female detainees;

- Intersectionality¹ and disproportionality.; and
- The role of external partners in supporting and safeguarding vulnerable detainees.

We will continue to build on the Scheme's successes with a focus on anti-racism and tackling disproportionality, continuing the support and development of our ICVs, diverse recruitment and achieving silver status on the national Quality Assurance Framework.

Introduction: The role of the Independent Scheme Visiting Scheme

The ICVS, formerly known as Lay Visiting, was introduced in the 1980s following a recommendation made by Lord Scarman in his report into the civil disturbances of 1981 that occurred across the Country, including in Brixton and Southall in London. Lord Scarman recommended a system of independent, unannounced inspections of procedures and detention in police stations. Since then, panels of ICVs have evolved throughout the UK as an important means of securing police accountability for the local communities they serve.



ICVs are volunteers from within the community and the scheme is independent of the police and criminal justice agencies, such as the Courts and Crown Prosecution Service.

All ICV Schemes in the United Kingdom work within the framework provided by the Police and Criminal Evidence Act 1984 (PACE) and the Home Office Code of Practice on Independent Custody Visiting. The UK is also party to the Optional Protocol to the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).



This is an international human rights treaty designed to strengthen the protection of people deprived of their liberty through a system of regular, independent visits to places of detention that serves as an important safeguard against abuses, and to prevent torture and ill-treatment in places that by their very nature are hidden from public view. ICV Schemes are an important part of our National Preventative Mechanism, which exists to ensure the United Kingdom's adherence to OPCAT.

In practical terms, during a custody visit, volunteers walk around the custody suite to examine the provisions, supplies and cleanliness of the suite. ICVs then invite detainees to speak with them where they enquire, via interview style conversations, if the detainee understands and has received their rights and entitlements. ICVs may also check the detainee's custody record to confirm what they have been told or to further check whether they have received all of their entitlements.

¹ The interconnected nature of social categorisations such as race, class, and gender, regarded as creating overlapping and interdependent systems of discrimination or disadvantage; a theoretical approach based on such a premise. (Oxford Dictionary)

Custody visiting in London

Each Police and Crime Commissioner ² has a legal obligation to make arrangements for a custody visiting scheme to operate in its area. In London, the Mayor’s Office for Policing and Crime (MOPAC) holds overall responsibility for the Scheme’s management and delivery of custody visiting in the Metropolitan Police Service (MPS) area. In addition, MOPAC is also contracted to deliver custody visiting services to the British Transport Police (BTP) detention facilities within London and the UK Border Force (UKBF) custody suite located within Colnbrook Detention Centre³.

As of March 2022, the London scheme has 113 volunteers visiting a total of 25 custody suites (23 MPS custody suites⁴, 1 British Transport Police custody suite and 1 UK Border Force custody suite) formed into 20 custody visiting panels (see appendix A).

TABLE 1

Financial Year (April – March)	Total number of Volunteers	Male	Female
2020-21	95	44%	56%
2021-22	113	39%	61%

Declared Ethnicity – 117	Number/ percentage (of those declared)
Asian	8 (6.8%)
Black	24 (20.5%)
Mixed	7 (5.9%)
Other (aggregated to avoid identification of individuals)	11 (9.4%)
White	67 (57%)

The panels visit each 24/7 operational custody suite in their borough(s) every week and attend quarterly face-to-face meetings with the MPS (BTP/UKBF as necessary) and MOPAC to discuss and review their visit reports and best practice in the suite.

The majority of those in detention were being held under PACE with a small percentage held under immigration regulations or for “other” reasons which can include remand prisoners or those held under anti-terrorism legislation.

² A Police and Crime Commissioner is responsible for delivering a Police and Crime Plan setting out their priorities for policing and community safety, and for setting the budget and strategic direction and for ensuring effective oversight of the police in their area. In London the Office of Police and Crime Commissioner is held by the Mayor of London. This report does not cover the City of London Police, which has its own Police Authority responsible for custody visiting arrangements to their custody suites.

³ This does not relate to the immigration detainees

⁴ It is important to note that ICVs visited 25 MPS custody suite in 2020. The closure of Greenwich and Hounslow and opening of Bexley and Hammersmith completed the final rationalisation of the MPS custody estate by March 2021.

The BTP estate for April 2020 to March 2021 comprised of 1 operational suite open 24/7 and 4 contingency suites by March 2022 this had reduced to 1 operational suite open 24/7 and 1 contingency suites.

Twice a year, MOPAC bring together the ICV panel chairs and vice chairs, to provide an opportunity to raise and resolve issues of concern which are not panel specific and require organisational change.

Throughout the year ICVs receive updates and training from MOPAC on a range of issues and share experiences with colleagues from other panels. Through MOPAC’s oversight and governance framework, MOPAC officers manage day-to-day engagement with Met Detention and the Deputy Mayor for Policing and Crime (DMPC), Sophie Linden, is able to raise strategic issues with senior MPS officers on a quarterly basis (see appendix B – ICV Governance Structure).

ICVs are trained to discuss and resolve local issues and concerns in the suite during their visits. However, an escalation process is available to support volunteers (see appendix C – ICV escalation flow chart) where issues cannot be resolved at that level.

Visit Findings

Visits — the numbers

TABLE 2

Year	Total number of Visits	Number of in-person custody visits	Number of remote visits	Total number of interviews with detainees	Total number of detainees available for interview	Percentage of detainees seen
2020-21	584	321	263	1,665	2,028	82%
2021-22	461	447	14	1,422	1,929	73%

In 2020 ICVs carried out 584 visits to London Custody, of which, 321 were in-person visits and 263 were remote visits⁵.

In total 5,994 people were detained in custody at the time ICV visits were conducted, between April 2020 and March 2021. Of those 3,966 were unavailable for interview⁶ and 363 detainees did not wish to receive a visit⁷. In total, 1,665 detainees were interviewed by ICVs, representing 82% of all detainees available for interview at the time the ICV visits were conducted.

In 2021, ICVs carried out 461 visits to London Custody, of which 447 were in-person visits and 14 were remote visits.

In 2021, fewer people were detained during ICV visits; 4,141. Of those 2,212 were unavailable for interview and 207 detainees did not wish to receive a visit. In total ICVs interviewed 1,422 detainees representing 73% of all detainees available for interview, in custody at the time the ICV visits were conducted.

⁵ For more information on remote visits, please see Response to COVID section.

⁶ Detainees may be unavailable due to being interviewed, asleep, intoxicated or considered a health and safety risk. Visible checks can be carried out on those detainees who are not interviewed.

⁷ Detainees are offered interviews with ICVs and therefore have the right to refuse a visit.

TABLE 3

Year	Total visits made	Total detainees interviewed	Percentage of detainees seen
2019/20	990	4,661	79%
2020/21	584	1,665	82%
2021/22	461	1,422	73%

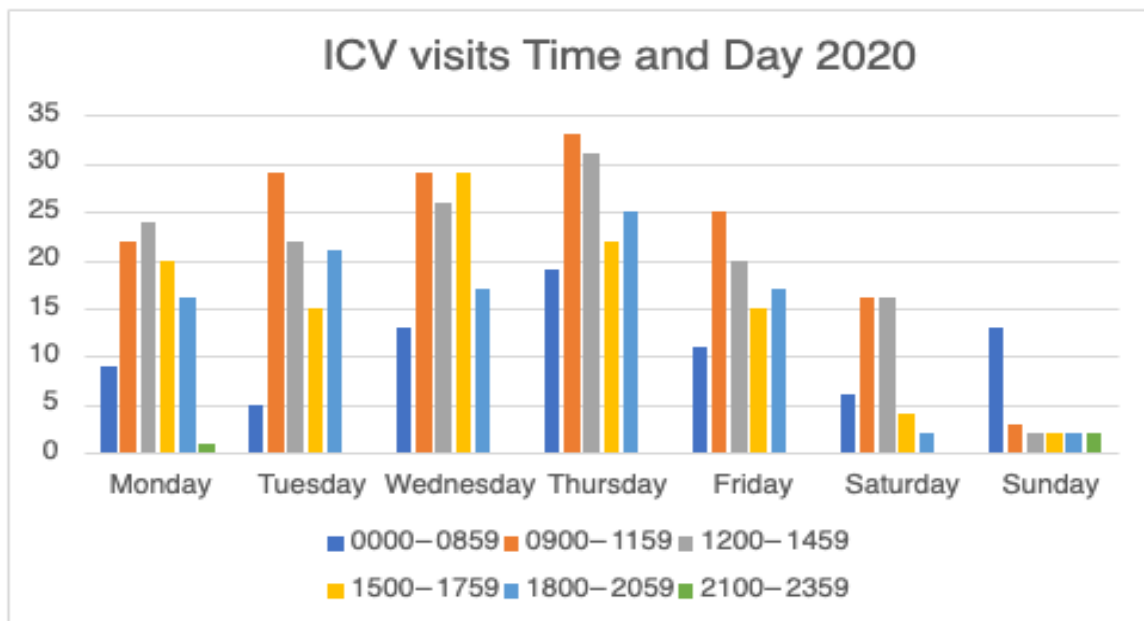
Table 3 compares the number of visits and detainees seen between 2019 and 2022. This period saw a decrease in the number of detainees held in custody overall, at the same time the ICV Scheme experienced less capacity. The table shows that although the number of visits decreased the ICVs continued to interview a high percentage of the detainees who were available for interviews.

The 2020/21 total detainees held in custody were 146,652. Between 2021/2022 the total number of detainees held in custody decreased to 134,963 a 7.9% difference.

The decrease in the number of visits is due to the reduced capacity within some panels to conduct visits due to resignations, sabbaticals and vetting or ID pass renewal. MOPAC saw a large number of volunteers resign or request sabbaticals due to COVID19 concerns or caring responsibilities. In addition, virtual visits introduced in 2020 as a response to the pandemic did not always include a virtual interview with detainees. Further in 2021, some panels were unable to make visits at all due to long closures of their suites for maintenance/ upgrades.

The data in figures 4 and 5 show ICVs are most likely to visit during working hours with 69% of all visits occurring between 9:00 to 17:59 in 2021⁸ a decrease from 88% in 2020.⁹

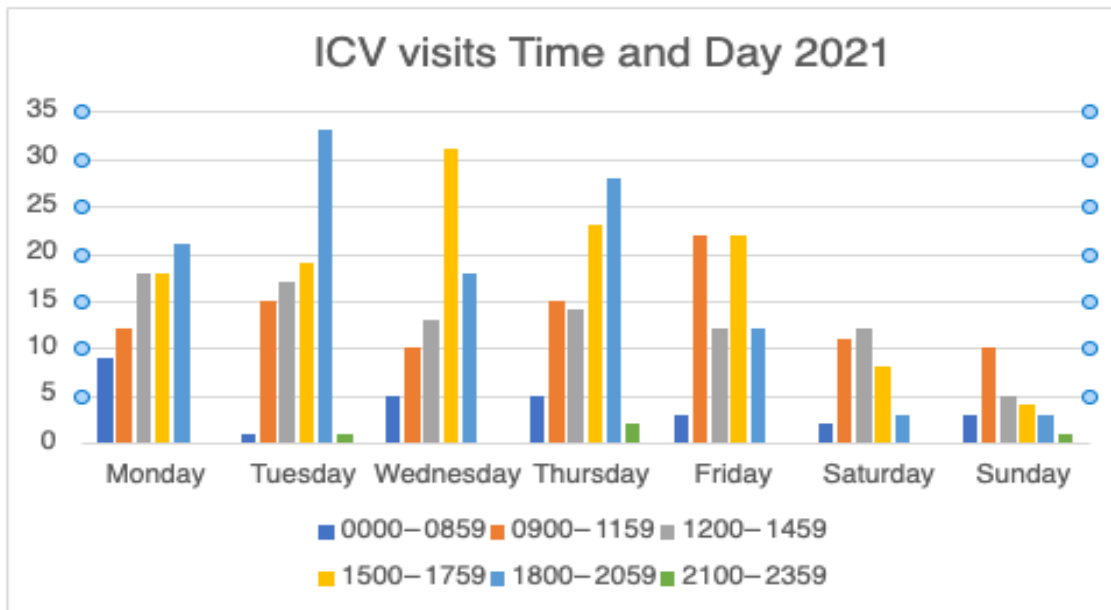
FIGURE 4



⁸ Out of a total of 461 visits

⁹ Out of a total of 584 visits

FIGURE 5



33% of visits occurred between 18:00 to 08:59 in 2021 with 6% of these occurring between 21:00 to 08:59. This is a decrease from 2020 when 13% of visits occurred between 21:00 to 08:59.

The spread of visits over the week has improved with 31% of visits occurring on the weekend (Friday – Sunday) in 2021 compared to 26% in 2020.

On average a pair of ICVs spent 45 minutes conducting visits in both 2020 and 2021.

Visit Findings: Healthcare

ICVs witness the range of challenges surrounding mental health and custody.

From the period April 2020 to March 2021, 330 section 136 (s136) of the Mental Health Act, 1983¹⁰ Mental Health Assessments (MHA) were conducted in custody. In the 2021-22, there were 537.

Between April 2020 and March 2021 20 individuals were held across Met Detention under s136.

In 2020 and into 2021 Met Detention’s Healthcare provision¹¹ was affected by difficulties in the recruitment and retention of nurses, which were adversely impacted by the pandemic and the legislative changes caused by Brexit.

¹⁰ Section 136 of the Mental Health Act, 1983, allows the police to take you to (or keep you at) a place of safety. They can do this without a warrant in some cases

¹¹ Custody Nurse Practitioners (CNPs) are embedded 24/7 in the majority of the MPS suites and have a 24/7 mobile service covering a total of 21/23 suites. Forensic Medical Examiners (FMEs) cover the remaining 24/7 suites.

ICVs monitor detainee access, feedback and complaints regarding medical support to allow MOPAC to better understand the resource demand of the Forensic Medical Examiners (FMEs) and Custody Nurse Practitioners (CNP) and to provide a snapshot of the coverage throughout the estate.

In 2020, ICVs commended the work of embedded healthcare professionals specifically CNPs. ICVs also reported increased knowledge, understanding and empathy for detainees who require support with their mental health.

The presence of detainees presenting with actual or suspected mental ill health in custody suites continues to be the most frequently raised matter for response by ICVs. Having independent members of the public enquire about these matters helps the local community understand the complex process and efforts the MPS make on behalf of these vulnerable detainees.

ICVs highlighted vulnerable detainees spend longer time in custody due to what they identify as delays to provision of Appropriate Adults (AAs) and medical assistance.

Croydon ICVs discussing a visit on the 12th November 2020 at a panel meeting

The ICVs interviewed a detainee who had been taken to hospital and had been detained under the Mental Health Act. He disclosed a history of self-harming. He was awaiting a mental health bed which had been requested 4 hours prior to the ICVs' visit. While ICVs were there, the detainee it became apparent that the detainee was likely going to spend a further night in custody. ICVs requested a shower for the detainee which was provided during their visit.

At the panel meeting the ICVs learned the Custody Staff spent over 24 hours chasing a mental health bed. After 48 hours the detainee was taken to hospital by an officer to receive care rather than wait in custody.

ICV reports have raised access to medication, access to healthcare professionals, the timeliness of Mental Health Assessments, the availability of alternative accommodation and access to Appropriate Adults (AA).

A visit on 11th June 2020 to Brixton

ICVs interviewed a male detainee who explained he was living with mental ill-health. The detainee further explained he had medication upon his person when arrested. ICVs then spoke to the sergeant immediately after the interview, who noted the detainee had declined an assessment with the nurse upon arrival. This assessment must occur in order for any medication to be authorised. Due to the ICVs' intervention, the detainee



saw the nurse and was given medication later that evening after the initial 8-hour period had passed.

In 2021 the MPS strengthened their ability to collaborate with ICVs through a range of methods;

- The Director of Healthcare attended both Chairs' meetings to inform the entire scheme of updates to healthcare provision and take questions.
- ICVs were invited to and participated in delivering three training sessions on the role of ICVs and the London Scheme to Met Detention Police officers and staff during their Professional Development Days.
- ICVs were invited to provide feedback on catering services and custody responses to COVID.
- To complement the custody staff's increased knowledge on neurodiversity, MOPAC delivered training to ICVs on Mental Health and vulnerability in custody in 2021. The aim was to reinforce ICVs' understanding of the risks to detainees with learning difficulties and disabilities, including Autism and the legal framework around Section 136.

The training also focused on how ICVs can enquire about safeguarding concerns for the specific detainees whom they are advised not to see due to risk of violence.

MOPAC hosted a Custody Conference in 2021 in collaboration with the MPS. Custody stakeholders were brought together to share information on custody matters, these included healthcare provision and support provided to detainees with mental health concerns in custody.

What further action are we taking?

MOPAC will continue to direct ICVs to highlight healthcare provisions in their local suite and enquire about care packages and support for detainees with mental ill health.

The Custody Record Reviews (CRR) will also enable ICVs to explore healthcare provision and intersectionality in 2022.

Significantly increased funding has been and will continue to be made available to both police and substance misuse treatment providers under the Government's drug strategy, to increase and improve provision. This aligns with MOPAC's ongoing work to develop pathways into treatment from the criminal justice system, including from police custody.

MOPAC has continued to fund the MPS to carry out drug testing in police custody, and the central Drugs Intervention Programme Team in the MPS works to improve delivery including working with local services and linking in with offender management teams to ensure high risk offenders are effectively managed and supported. Further work will be undertaken in 2022 to improve attendance at treatment assessment appointments, and to explore the extension of drug testing to more violent offences while considering all the ways in which any identified substance misuse needs can then be addressed.

Visit Findings: Disproportionality and Intersectionality

In May 2020 the murder of George Floyd in the USA sparked global protests including here in London for society to examine racial injustice and disparities of access to opportunities or treatment.

The Mayor responded by publishing his Action Plan for Transparency, Accountability and Trust in Policing¹². The aim of the Action Plan is to improve trust and confidence in the Metropolitan Police Service and to address community concerns about disproportionality in the use of certain police powers affecting Black Londoners.

As part of the Mayor’s response, MOPAC revisited the various reviews and inquiries pertaining to race and equality that have been undertaken with particular relevance to Custody and the ICV scheme. This information was used to develop a new training package for ICVs on Race and Policing.



Within this two-hour session, ICVs received training on inquiry, public reports and review recommendations and findings related to race and policing. This included the MacPherson Inquiry¹³, and the Angiolini¹⁴ and Lammy¹⁵ reviews.

The session covered mental health, deaths in custody, use of force and children. Although these were presented as four different topics, it was made clear that they are all interconnected and should be seen as interlocking issues for certain detainee groups.

The 2020 Race and Policing training received overwhelmingly positive feedback from our ICVs

“MOPAC deliver regular training and through this I have gained a better understanding of the issues facing policing and the detainees in my local suite. Mental health, language barriers and disproportionality have all been covered in training”.

The table below is a breakdown by ethnicity for the total number of detainees held in police detention in 2020 and 2021.

The table shows in 2020 and 2021 detainees with Black heritage made up 27% of all detainees held in custody. This percentage increases to 30% when including detainees with Mixed Black African or Caribbean heritage.

Detainee Self Defined Ethnicity	2020	2021
	No. of detainees (xx% proportion of custody)	

¹² <https://www.london.gov.uk/publications/action-plan-transparency-accountability-and-trust-policing>

¹³

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/277111/4262.pdf

¹⁴

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/655401/Report_of_Angiolini_Review_ISBN_Accessible.pdf

¹⁵

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/643001/lammy-review-final-report.pdf

	population / XX% proportion of London population)	
Asian - Any Other Asian Background	7,696	7,484
Asian - Bangladeshi	4,668	4,496
Asian - Indian	4,116	4,099
Asian - Pakistani	3,345	3,126
Sub-Total – 20.7%	19,825 (13.5%)	19,205 (14.2%/20.7%)
Black - African	15,607	14,098
Black - Any Other Black Background	13,519	11,921
Black - Caribbean	11,137	10,465
Sub-Total – 13.5%	40,263 (27.5%)	36,484 (27%/13.5%)
Gypsy or Irish Traveller	215	210
Mixed - Any Other Mixed Background	2,894	2,834
Mixed - White And Asian	556	525
Mixed - White And Black African	1,270	1,162
Mixed - White And Black Caribbean	3,802	3,487
Sub-Total – 5.7%	8,522 (5.8%)	8,008 (5.9%/5.7%)
Not Stated	6,897	5,747
Other - Any Other Ethnic Group – 6.3%	6,092	5,500
Other - Chinese	581	583
White - Any Other White Background – 17.0%	21,985	20,436
White – British – 36.8%	39,918	36,595
White - Irish	2,354	2,195
Sub-Total	64,257 (43.8%)	59,226 (43.9%)
Grand Total	146,652	134,963

ICV reports in 2021 have highlighted the protected characteristics of detainees and any disparity of care or access to their rights and entitlements. This can range from religious dietary requirements to timely interpretation services and supporting detainees with visual impairments.

The MPS provides interpretation services to detainees, and rights and entitlements are also available in braille within custody. MOPAC has also provided ICVs with interpretation sheets and picture prompt cards so that interviews can occur in languages other than English.

Detention of Children

In 2020, 12,285 children were detained in police custody an average of 1,024 children per month. The detention of children decreased for the 2021 period to 10,429 which is an average of 869 children per month. Given their increased vulnerability, wherever possible ICVs will attempt to interview child detainees.

In 2020, 6,708 children were detained in police custody overnight.¹⁶ The number of children detained overnight in 2021 reduced to 5,641.

ICV reports are overwhelmingly positive of the welfare and safeguarding they witnessed children receive in custody. The volunteers have all commended the additional resources and provisions available to children in London custody.

'A small act of kindness ...'

Lewisham panel reported custody staff attempts to support a detainee to study for exams whilst in custody.

Hackney and Tower Hamlets panel reported Bethnal Green custody staff providing children with autism with distraction items whilst in custody.

Islington panel reported squash and biscuits being made available to children in custody.

The most common concerns for ICVs in relation to child detainees in 2020 were the length of detention and the effort made by the MPS to seek alternatives to overnight detention. In 2021 ICV reports also raised children's access to medication and the timeliness of access to Appropriate Adult services.

A visit report from Wandsworth on 15th December 2020 where they are directing follow up questions to the custody manager;

#7905 – was an U18 detainee, approaching nighttime and he had still not been interviewed yet and no preparations were underway at the time to find alternative accommodation. Would be grateful for a case update to understand whether he was detained overnight and if this could have been avoided in any way.



Following the 2020 refresher training on diversity MOPAC directed ICVs to enquire about intersectional issues, for example identifying if children in custody have additional vulnerabilities such as mental ill health, drug, or alcohol dependencies, and/or experienced use of force powers whilst in detention.

As part of our ongoing oversight, ICVs prioritise interviews and the welfare needs of children in custody. In 2020, ICVs redoubled those efforts to prioritise the needs of children in response to continued concerns about children's experiences of the use of powers in custody, such as strip searching and the use of force. The reporting on visits has assisted MOPAC with developing specific questions on use of force and strip searching within the Custody Record Review (CRR) pilot. Furthermore, the CRR pilot will spend at least six months looking exclusively at the records of children.

¹⁶ The definition used is the Howard League for Penal Reform and that used by the MPS for many years is "any continuous four-hour period between 00:00 and 08:00". This can be under PACE and /or post charge.

Women in Custody

In 2020, 18,871 women were detained in police custody an average of 1,573 women detained per month.

In 2021, 19,107 women were detained in police custody an average of 1,592 women detained per month.

ICVs have been requested to report on the availability of sanitary products for women in custody and ensuring these are offered by custody staff rather than upon request by the detainee. Since 2019, recognising that women in custody are sometimes more vulnerable, ICVs have been asked to prioritise interviews and welfare needs of women in custody. In the last year this has also included ensuring visits are prioritised for women who have been subjected to a strip search.

ICVs regularly report on the ratio of officers and staff who are women on duty to support any women in custody as well as if use of force occurred.

A report from Hackney and Tower Hamlets ICVs where strip searches had been undertaken in their local custody suite on 27th April captured:

Staffing: 2 sergeants, 4 Designated Detention Officers – all male. 10 detainees in custody at time of the visit. Seven were subjected to a strip search, two were female.



At the panel meeting the MPS were able to use the visit report data to review their records and confirm a female PC was brought into custody to support the strip searches of the women.

In 2021, ICVs have raised the availability of sanitary bins in custody to dispose of detainees' sanitary waste. ICVs also raised the availability of breast pumps in custody for women in custody who may require them.

MOPAC will continue work with the MPS in 2022 to explore the availability of these provisions for women in custody in London.

Custody Record Reviews Pilot

The Mayor's Action Plan for Transparency, Accountability and Trust in Policing¹⁷ (The Mayor's Action Plan), launched in November 2020, generates reform and improvements to the ICV scheme in London. The Action Plan expands our oversight and scrutiny of disproportionality in custody via our Custody Record Review (CRR) pilot which was launched in December 2021.

This new element of independent custody visiting working with a small group of ICVs involves reviewing a sample of custody records in depth to check detainees' rights, entitlements, and wellbeing throughout their entire journey through the custody.

¹⁷ <https://www.london.gov.uk/publications/action-plan-transparency-accountability-and-trust-policing>

The pilot focuses on records of children and includes spotlighting females and those with mental health issues in custody.

Every month MOPAC receives a list of all the custody records for the selected suite and target cohort, i.e., children, and 12 records are randomly selected by MOPAC. These records are then anonymised, including the removal of any details of the alleged offences, and provided to ICVs to read and respond to a questionnaire prepared by MOPAC, which enables the ICVs to check whether required information has been recorded and that the detainees' rights and entitlements have been addressed. MOPAC collates that information into a report, which is presented at a monthly meeting where matters for response are discussed with senior officers from Met Detention.

This will help MOPAC and MPS to identify areas for improvement and to make recommendations for change as well as identifying existing good practice. The CRR process also enables ICVs and MOPAC to explore in detail, the experience of those with protected characteristics and intersectionality.

MOPAC would like to commend and recognise the efforts of MPS staff who have contributed to the pilot. They have demonstrated the best traditions of transparency, openness, and collaboration.

The records are randomly selected by MOPAC for redaction.

What has the CRR pilot found so far?

MOPAC has focused the pilot on the custody record of children in custody which has allowed ICVs to explore the treatment of children in detail. ICVs within the pilot have raised delays to processes and access to AAs as well as use of force.

The CRR pilot has highlighted the ability to review the recording and use of police powers in custody such as use of force.

The process has already successfully flagged important areas of custody record management which require improvement. These areas include but are not limited to:

- Confirming in the custody record that detainees have been advised that the toilet facilities are pixelated on the CCTV for privacy and of how to get officer attention using the cell call bell.
- Accurately recording delays from arrival to detention authorised.
- Accurately recording effort to seek alternative accommodation.
- Accurately recording searches including strip searching and authorisation.
- Accurately recording the attendance of the AA and information shared or consent sought regarding processes applied to the detainee the AA is supporting.

The MPS has responded positively to the feedback, reissuing and updating guidance and supervision in these areas to ensure better compliance and outcomes for detainees.

The CRR pilot is scheduled to run until Spring 2023 and the learning will be captured and built into future practice¹⁸.

What further action are we taking?

Children

The Action Plan for Tackling Disproportionality in Youth Justice complements the Mayor's Action Plan and identifies young people as a priority in London's post-covid recovery. This plan was launched in February 2021, with the intention to launch a Challenge Fund to support the actions.

The Challenge Fund was announced alongside the launch of the Action Plan and aims to increase trust in police in young people from a Black, Asian, Mixed or Minority Ethnic background. Allocated funds in 2021 include:

Custody App

The development of an app to support young people in custody by simplifying their rights and entitlements. Currently this work is being trialled with children in custody to get their thoughts and ideas on development.

This app will contain videos with children who have been through the process themselves explaining what will happen, the questions they will be asked, and the options they have. It will also explain the legal aid process, and the importance of using a solicitor.

This app aims for children to gain confidence in what can be a very scary time for them. By working with charities such as Autism UK, we hope to make this app as accessible as possible.

Custody Information Packs

Another aim from the action plan is to create custody information packs for parents and appropriate adults. Time in custody for a child is a scary time, and often parents just want to get their children home, not knowing that this is potentially not in the best interest of the children. It's important that adults are given important information but in a way that will not overwhelm them.

Disproportionality and Race

The Independent Custody Visiting Association (ICVA) and the Criminal Justice Alliance (CJA) released their joint report *Just Visiting*¹⁹ into the impact of race and equality on custody visiting in December 2021. The report was based on questionnaires and focus groups made up of

¹⁸ Further publications will be made available to the public separately and as part of data shared on the progress of the Mayor's Action Plan.

¹⁹ https://icva.org.uk/wp-content/uploads/2021/12/2021_12_09_Just-visiting-report.pdf

active ICVs and scheme managers across the UK and building on the CJA's previous work on effective community scrutiny.

MOPAC participated in the scheme manager conversations and workshops and our ICVs also engaged with the consultation throughout 2021.



The report found that ICVs and Scheme Managers needed more training identifying discrimination and better collection of data, robust escalation processes to allow for challenge of direct and indirect discrimination.

Furthermore, the College of Policing and National Police Chiefs' Council (NPCC) published their Police Race Action Plan²⁰ in 2022 which sets out changes across policing to improve outcomes for Black people who work within or interact with policing.

The plan was developed jointly by the College of Policing and the National Police Chiefs' Council (NPCC), working in collaboration with Black communities and partners – including the National Black Policing Association (NBPA) and an independent scrutiny and oversight board (ISOB). It has the commitment of all 43 chief constables in England and Wales.

These reports and plans support and help further the work being delivered by MOPAC under the Mayor's Action Plan.

MOPAC will work in partnership with communities and stakeholders to identify, address and reduce disparities affecting Black people in custody.

MOPAC will be developing strategies and training packages to support ICVs with understanding disproportionality and challenging direct and indirect discrimination in custody in 2022 and beyond.

Independent custody visitors monitor the treatment of detainees. This monitoring must focus on being able to identify discriminatory practices, and where found, hold police forces to account effectively to ensure those practices are stopped.

MOPAC will continue to develop the CRR pilot in 2022 as an effective method to capture and review disproportionality and discrimination.

Visit Findings: Solicitors and Legal Services

Throughout 2020, ICVs reports had a specific focus on legal services. This was a result of the pandemic and solicitors working remotely.

²⁰ <https://www.college.police.uk/support-forces/diversity-and-inclusion/action-plan>



Custody Staff and ICVs were concerned about the impact of virtual legal services on detainee welfare, rights and entitlements, especially those with vulnerability and children.

MOPAC raised these concerns nationally through the ICVA, who identified similar concerns in other police areas. As a result, all Force areas were issued NPCC guidance on securing Informed Consent from detainees (including with an AA for under 18s) for the use of virtual legal services across England and

Wales.

The MPS were also asked to facilitate ‘Virtual Courts’²¹ within custody to help ease the backlog of courts and allow for detainees to be processed during the National Lockdowns.

The MPS phased out virtual courts across the estate between December 2020 and February 2021. Remote legal practices returned to custody briefly in the winter of 2021 and were phased out by March 2022.

The MPS’s ability to be agile and flexible to support the rollout of virtual courts during a difficult period was notable.

ICVs reported that the virtual court process was extremely challenging for staff and increased detainees’ total time in custody.

What further action are we taking?

Presumption of legal services for children

Every young person is entitled to free legal advice when arrested, but ICV reports show many children do not take up the offer. In 2020 research was conducted to understand more.

The Youth Justice Ethnic Disproportionality Action Plan, which was published by MOPAC with the support of London Councils and partners in March 2021, includes an action for “The MPS, the Ministry of Justice (MOJ) and the Law Society” to “discuss how to better present the option to obtain legal advice to children”.

In 2021 MOPAC and MOJ worked with various agencies to improve the treatment of children in custody, including Met Custody officers, MOJ and Youth Justice Board (YJB).

In 2021 a trial was started that presumes all children will have a legal representative present during their time in custody; in effect making legal aid for children an opt-out rather than an opt-in service. MOPAC will develop this pilot further in 2022 with the MPS.

²¹ A virtual court is when some or all of the participants involved in legal proceedings such as a trial or hearing takes part remotely via videoconferencing instead of meeting in-person

Met Detention Staffing

Although the ICV scheme is focused on detainees, detainee welfare is delivered by Met Detention staff. Providing a safe custody environment means sufficiently resourced and professionally trained staff.

MOPAC highly commended the hard work of the Met Detention on their sensitivity, leadership and support of staff throughout an exceptionally difficult year of 2020.

This was the year we were rocked by the tragic murder of Sergeant Matt Ratana at Croydon Custody Suite. On 27th September 2021 the Mayor joined the MPS Commissioner and the Home Secretary to lay a wreath in memory of Sergeant Matt Ratana who so bravely served this city.

This event brought the safety of custody under scrutiny and the Mayor is supportive of the ongoing investigations and will ensure the MPS take findings and recommendations forward.

The MPS gave every consideration to the welfare and wellbeing of the officers and staff based in the suite and for the detainees who were in custody at the time of the incident, and that overall custody remains a safe place.

The MPS implements a minimum staffing level model for each custody suite and seeks to maintain these wherever possible, bringing in officers from outside Met Detention if necessary. In extreme cases, custody sergeants have the power to close a custody suite to new detainees to ensure a safe ratio of staff to detainees and effectively manage risk.

In 2020 the MPS kept minimum staffing levels under review, and in response to the pandemic and to support additional duties, such as facilitating virtual courts, staffing levels were temporarily increased to ease pressure on staff and ensure a safe detention environment.

As of March 2021, there were 504 Police Officers working in Custody across Met Detention and 781 Police Staff, including the Designation Detention Officers (DDOs). In 2020/21 19% (96) of all Police Officers working in custody were women and 11% (55) of all Police Officers identified as of Black, Asian, Mixed or Minority Ethnic background. The diversity of custody workforce increases significantly when we look at the Police Staff where 49% (383) were women and 37% (289) identified as Black, Asian, Mixed or another Minority Ethnic background.²²

As of March 2022, the workforce had increased to 527 Police Officers working in Custody across Met Detention and 781 Police Staff which would include DDOs. In 2021/22 the workforce saw an increase in female officers to 21% (111) as well as an increase in the number of Police officers who identified as Black, Asian, Mixed or Minority Ethnic background to 13% (69). The total amount of female Police Staff reduced to 47% (367). However, the total number of Police staff who identify as Black, Asian, Mixed or another Minority Ethnic background rose to 38% (297).²³

In 2022, MOPAC will continue to work with the MPS to highlight good practice and professionalism in staff. MOPAC will continue to direct ICVs to praise good practice and work as

²² <https://www.met.police.uk/sd/stats-and-data/met/workforce-data-report/>

²³ <https://www.met.police.uk/sd/stats-and-data/met/workforce-data-report/>

critical friends of their local custody staff to improve services and quality of detainee safeguarding.

Delivery of the Scheme

Scheme Delivery: Response to COVID

MOPAC's ICV scheme was impacted by the pandemic in a similar way to other National schemes. The Home Office confirmed that ICVs are key workers who were expected to continue to work during National Lockdowns.

MOPAC had 224 active volunteers at the start of March 2020. Almost a quarter of that number (51 volunteers) resigned between April and July 2020 as the pandemic took hold. By September 2020, a further 78 volunteers had requested a six-month sabbatical. Based on our assessments of our volunteer base, we expected approximately 20% of our ICVs to be in isolation for various reasons during the lockdown period. As a result of this, there were only 95 active volunteers within the Scheme throughout the pandemic. However, custody facilities across the United Kingdom remained open throughout the period.

Given our duty of care towards our volunteers, MOPAC asked all ICVs to complete a COVID risk assessment and MOPAC staff also reviewed the locations of custody suites and the most appropriate means of travelling to those suites. MOPAC staff discussed their assessment of the situation with the MPS and Scheme Managers from across the United Kingdom and worked to put in place appropriate mitigations to enable custody oversight could continue safely.

The following adaptations were made with the agreement of the Home Office to allow ICVs to conduct remote work:

- Virtual Visits – using weekly video-conferencing appointments to conduct interviews with detainees where possible, dip sample custody records with Inspectors and conduct virtual tours of the custody suite to inspect the conditions.
- Virtual Panel Meetings – using video-conferencing to meet quarterly to review and comment on visit reports and seek clarification and action resolution from Custody Inspectors.
- Virtual Training/ Chairs' Meetings – using video-conferencing to meet to discuss central issues such as virtual courts, remote legal consultations, COVID responses and to deliver training to ICVs.
- Virtual Interviews – Using video-conferencing to interview ICV applicants.

These measures were introduced at the end of March 2020. Virtual interviews, panel meetings, training and Chairs meetings continued throughout the entirety of 2020 to 2021. Virtual visits were implemented across the scheme during the Lockdown periods of March 2020- July 2020 and October 2020- January 2021 only.

MOPAC developed safeguarding practices for volunteers in 2020 with the creation of the COVID risk assessments and enabling remote visiting to occur. We built on this work by extending Occupational Health services to ICVs who were directly impacted by the death of Matt Ratana.

MPS Officers and Police staff who worked to facilitate remote working practices are to be commended for helping to ensure some form of oversight of custody could continue even in these extreme circumstances.

During the pandemic the MPS ensured that MOPAC was kept informed of all changes and adaptations made to custody to ensure that ICVs could visit in person or remotely across London.

MOPAC maintained contact with those on Sabbatical at appropriate points during the pandemic and was able to demonstrate to those with concerns that there were appropriate adaptations in place. As a result, by April 2021, 43 (55%) of those volunteers on sabbaticals returned had to return to active visiting status.



Scheme Delivery: Recruitment and Training

MOPAC is responsible for the recruitment, training and continuous development of all ICVs. Through training and development, we ensure we maintain an adequate number of accredited ICVs to conduct weekly visits across all operational custody suites in London, and ensure the ICVs are properly inducted, maintain an awareness of changes in legislation and developments in custody visiting practice, and other relevant matters. This includes working effectively and safely within a complex environment and maintaining confidence and purpose in their role of keeping Londoners safe.

MOPAC is committed to providing services which reflect the diversity of the city we serve. MOPAC is dedicated to ensuring that all its services adhere to the principles of equality, diversity and inclusion and that those who deliver those services - whether staff or volunteers - are bound by these principles.

Table 6 and 7 show the ethnicity breakdown of the ICVs in the scheme²⁴ for 2020 and 2021. In 2020, 66% of volunteers who provided information came from a White ethnic background with 34% of volunteers who provided information come from a Black, Asian, Mixed or other minority ethnic background. By March 2021 61% of volunteers who provided information came from a White ethnic background with 39% of volunteers who provided information come from a Black, Asian, Mixed or other minority ethnic background, with volunteers from a Black background making up 22%.

²⁴ Historically MOPAC has not operated mandatory monitoring of the diversity of our ICVs. During the period of this report, it was voluntary for ICVs to provide diversity information. Therein the information in Table 6 and 7 are based on the information held and is not representative of the entire scheme. Table 6 represent 84 volunteers and Table 7 represents 94 volunteers.

TABLE 6

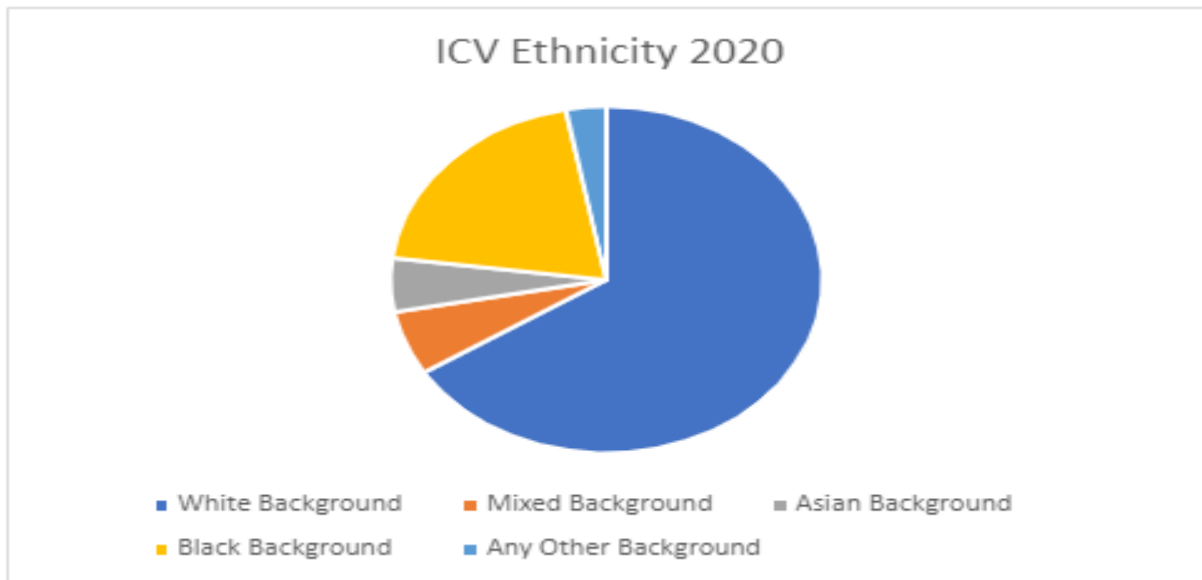
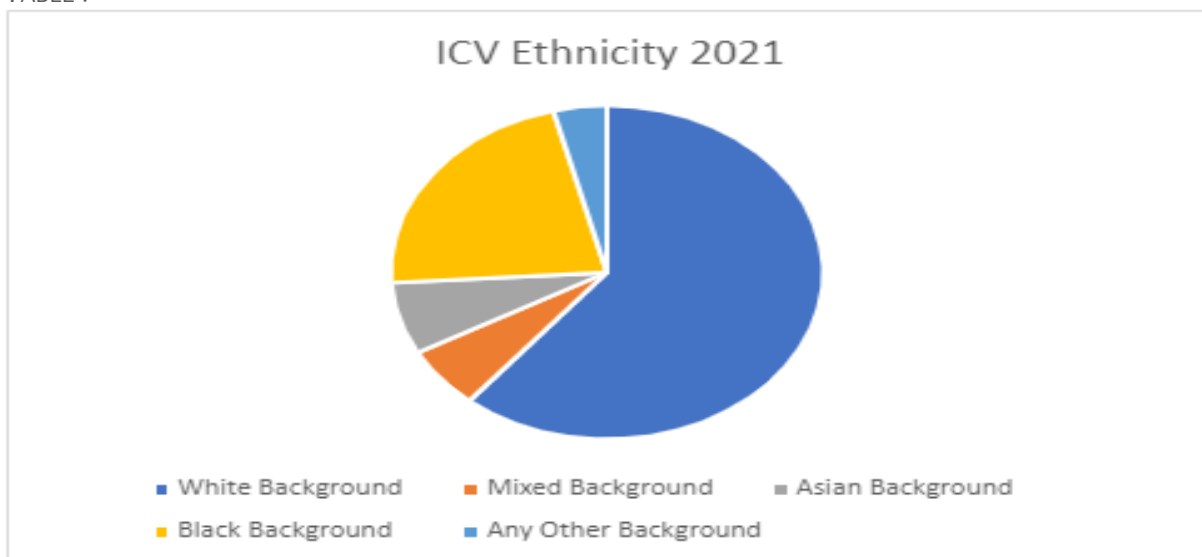


TABLE 7



In the financial year 2020, we recruited 20 and inducted 10 new ICVs into panels. In 2021 financial year, we recruited 30 and had inducted 18 new ICVs to panel.²⁵

MOPAC run the largest ICV scheme in the UK and provide ICV training services to the City of London²⁶. This shared training benefits volunteers in both Schemes as they have opportunities to compare and contrast their experiences, whilst ensuring a consistent level of training for all ICVs operating across London regardless of the Force they visit.

²⁵ In 2021 seven individuals were interviewed but did not complete or pass security vetting in order to progress within the scheme as an accredited ICV and inducted into a panel.

²⁶ MOPAC supports other police authorities by enabling ICVs from smaller neighbouring schemes, who don't have enough new recruits to make a local induction session viable, to participate in MOPAC training

We increased the frequency of training to ICVs and improved accessibility to, and knowledge of, reports and inspections by Her Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS) and the Independent Office for Police Conduct (IOPC).

Since 2015 the ICVs' role has developed and had more of a specific focus on the welfare of vulnerable people in police custody. This was triggered by a HMICFRS thematic report²⁷ on the welfare of vulnerable people in police custody.

The inspection focused on three groups where there was "a pronounced concern" about their treatment in police custody:

- those with mental health conditions;
- those from Black, Asian and Mixed or other minority ethnic backgrounds; and
- children.

The HMICFRS inspection of MPS in 2019²⁸ found three areas of concern;

- The governance and oversight of the use of force in custody were not adequate to ensure that all use of force was proportionate and justified for the risk or threat posed. Not all use of force in custody suites was recorded, or accurately reflected in the custody record.
- Strategic oversight of the provision of health care was poor, outcomes for detainees were inconsistent, and not all detainees received prompt access to medical care.
- Arrangements for detainees with disabilities were largely poor.

MOPAC has used these reports and inspections to direct ICVs to explore healthcare and focus on detainees with vulnerabilities such as children or those with disabilities and mental health conditions.

MOPAC has developed and trained ICVs in reading and analysing custody records to critique the recording of data and the overall experiences of detainees.

MOPAC identified race and intersectionality as key topics for new programme of scheme-wide refresher training in 2020/21. Over the course of 2020, 132 of 183 volunteers, attended refresher sessions on Race and Policing. Between April 2020 and March 2022, MOPAC has delivered over 28 hours of training on race, vulnerable detainees and custody records reviewing.

Feedback from ICVs

I have appreciated the training in both making the ICV role more professional (e.g. through training on mental health and learning issues) and more aware (through the very helpful, and somewhat eye-opening session on anti-racism). It was beneficial to receive the latter training.

²⁷ <https://www.justiceinspectorates.gov.uk/hmicfrs/publications/the-welfare-of-vulnerable-people-in-police-custody/>

²⁸ <https://www.justiceinspectorates.gov.uk/hmiprison/wp-content/uploads/sites/4/2019/01/Metropolitan-Police-Service-Web-2018.pdf>

Good use of remote training format, having a concurrent chat very valuable. The session was engaging and accommodated all levels of experience and understanding.

Having the MPS attend our training session and contribute to the chat and Q&A sessions is helpful as it means they can hear what MOPAC are directing us to look at and why. Using inspection reports helps both ICVs and MPS understand why we are being directed to explore an issue further.

What further action are we taking?

MOPAC has undertaken a significant recruitment drive for the scheme to replace the volunteers who resigned citing concerns or changes to availability due to the pandemic.

MOPAC is committed to providing services which embrace diversity and promote equality of opportunity.

Our staff completed anti-racism training and training in anti-racism recruitment practices in 2021. This knowledge will be used to develop an outreach strategy which will help to further increase the number and the diversity of our volunteers in 2022.

Our reforms will be aimed at increasing diversity on the scheme, increasing our volunteers' understanding of issues surrounding race, diversity, equity and equality. Our programme of continued service development will improve the Scheme for our volunteers, improve the data collected for scrutiny and oversight purposes and improve positive outcomes for London's most vulnerable detainees.

MOPAC will collaborate further with the MPS in 2022 to create recruitment and training videos to promote the Scheme and the important role of ICVs.



Scheme Delivery: TACT Visiting

MOPAC maintains a pool of visitors with enhanced security clearance who are specially trained for the purposes of visiting detainees held under The Terrorism Act (TACT) 2000. Under the PACE Codes of Practice, ICVs regularly conduct unannounced visits to police stations. This element of "spot-checking" is an important tool in ensuring ICVs are able to provide an accurate "snapshot" account of detention conditions. TACT ICVs may still undertake unannounced visits to terrorism detention suites but given the low number of TACT arrests in comparison to PACE arrests it is unlikely that a terrorist suspect will be in detention during visits which are conducted on an ad-hoc basis. For this reason and in order to facilitate visits to detainees, MOPAC is notified when terrorist arrests take place and where those arrested are being detained.

In London there is one dedicated suite for TACT detainees with a small pool of specialist ICVs conducting visits. This suite differs from others that serve as detention centres for members of

the public arrested for non-terrorist related offences due to the legislation surrounding the arrest. This includes;

- Extended detention times – detainees can be detained for up to seven days, in limited cases this can be extended to 14 days.
- TACT Custody Officers are specially trained and on call to open the suite when there is an arrest or there is likely to be an arrest.
- Cells are bigger to provide detainees with more space during their extended detention.
- Cells are better equipped with televisions and special allowances can be made for children to ensure their welfare is prioritised, such as providing games to occupy them during their time in custody.
- Above the suite there is a dedicated investigation centre for officers involved in the arrest of terrorist detainees.
- Detainees, after an initial 48 hours in custody can request food from take away locations.

All of these features, which differ from non-terrorist custody suites, are in place to ensure the detainees welfare is kept at a uniquely high level and assists investigators in progressing terrorist investigations to prevent crimes which have the potential to cause significant harm to the general public.

During the year from April - March 2020 –2021 our specialist ICVs conducted 18 visits to the TACT detention suite and reported on the welfare, rights and entitlements of 61 detainees; this included 4 children. There were no major concerns raised, but the matters discussed on visits with detainees included improved access to reading material, the brightness of the lights in cells overnight and issues with the TV monitors in the cells.

Scheme Delivery: Engagement and Support for London custody stakeholders

Custody Seminars and other engagement opportunities

In 2021 MOPAC hosted the second custody conference; bringing together Independent Custody Visitors, police officers (from MPS, City of London and BTP) and other service providers that operate within the custody environment, including Appropriate Adults (AAs) and Liaison and Diversion services.

The purpose of the conference was to increase delegates' understanding of current custody practices and to demonstrate the link between the work of the ICV Scheme in supporting detainees and helping to reduce reoffending. This is highlighted by showcasing MOPAC's work within the wider criminal justice system and demonstrating the impact of the ICV Scheme and how the matters raised are addressed.

MOPAC also delivered outreach workshop in 2021 to collate ICVs views and experiences on the recruitment process.

In addition to all this work, MOPAC hosted our annual volunteer event online in 2020 and 2021. These events will resume in City Hall in 2022.

MOPAC will continue to seek out consultation and engagement from the widest audience to promote and champion quality custody services for London in 2022 and beyond.

Appropriate Adults

The Police and Criminal Evidence Act (1984) (PACE) sets out the rules and safeguards for policing in England and Wales including the role of the Appropriate Adult (AA). The principal intention of the AA safeguard is to reduce the risk of miscarriages of justice as a result of evidence being obtained from vulnerable suspects which, by virtue of their vulnerability, might lead to unsafe and unjust convictions.

The role of the appropriate adult is to safeguard the interests, rights, entitlements and welfare of children and vulnerable people who are suspected of a criminal offence, by ensuring that they are treated in a fair and just manner and are able to participate effectively in the criminal justice process.

The inconsistency of AA provision across London is a matter of concern, and although MOPAC has no statutory responsibility for the provision of AAs, in 2019 MOPAC made a three-year budgetary provision to support the development of joint commissioning arrangements between the MPS, local authorities and NHSE London (National Health Service England) to ensure adequate provision is in place.

These funding arrangements are due to come to an end in 2022/23 and discussions are underway to ensure provision is secured for the future.

What further action are we taking?

MOPAC and the MPS will continue to work with boroughs to make sure that the right provision is in place across London to support those vulnerable young people and adults who come into the criminal justice system.

MOPAC will continue to monitor closely the progression of the joint approach amongst local councils throughout 2022.

The MPS will complete a review of the AA approach before the funding agreement end in 2022/23 to ensure detainees and custody staff across the estate continue to have access to AAs when required and requested.

As part of the Mayor's Action Plan MOPAC has been holding public meetings to discuss the progress of the Action Plan and listen to community and stakeholder concerns. MOPAC will continue to host these events in 2022 and is committed to discussing the progress of the Custody Record Reviews (CRRs) and oversight of custody and police powers.

Summary and Looking Forward to 2022

MOPAC will keep the ICV panel structure under review to ensure the best alignment with the custody estate as it changes. Throughout the next financial year, MOPAC will direct the ICVs to collect data on vulnerable detainees and work in partnership with custody stakeholders to analyse the data to understand emerging trends.

In 2022 MOPAC will direct ICVs to continue to collect ethnicity information for particular detainee groups specifically, those considered vulnerable. This data will build on the data collected in the previous reporting period and reflect the priorities of the Mayor and Police and Crime Plan as well as the emerging concerns of the local volunteers.

In 2021 the HMIC opened a public consultation on expectations for custody. The result of this consultation is expected to result in new expectation for custody in the 2022 financial year. MOPAC will review these and feed any relevant changes to the ICVs via panel meetings and refresher training.

Following the launch in 2021 of CRR for MPS custody records, MOPAC will explore ICVs dip sampling Use of Force records for BTP as part of the programme to expand oversight and scrutiny.

ICVs provide a vital service to their communities and to detainees in police custody. Not only do they provide reassurance to detained individuals, ensuring their rights and entitlements are being upheld and assisting with sometimes minor, but important requests.

A refreshed recognition/reward scheme will be developed and delivered for 2022.

In 2022, MOPAC will explore ways to promote the ICV scheme as an integral part of community oversight, encourage new recruits and improve opportunities for ICVs to share learning with Met Detention on custody matters.

Independent custody visiting will always be an important function for MOPAC as it fulfils a vital service for detainees across London and for the Metropolitan Police Service, British Transport Police and UK Border Force.

MOPAC will continue to support, champion, and empower Londoners to challenge and provide constructive criticism on police custody practices and procedures.

Thank you to all our ICVs for your continued service. You make a difference.

**VOLUNTEERS
MAKE A
DIFFERENCE.**

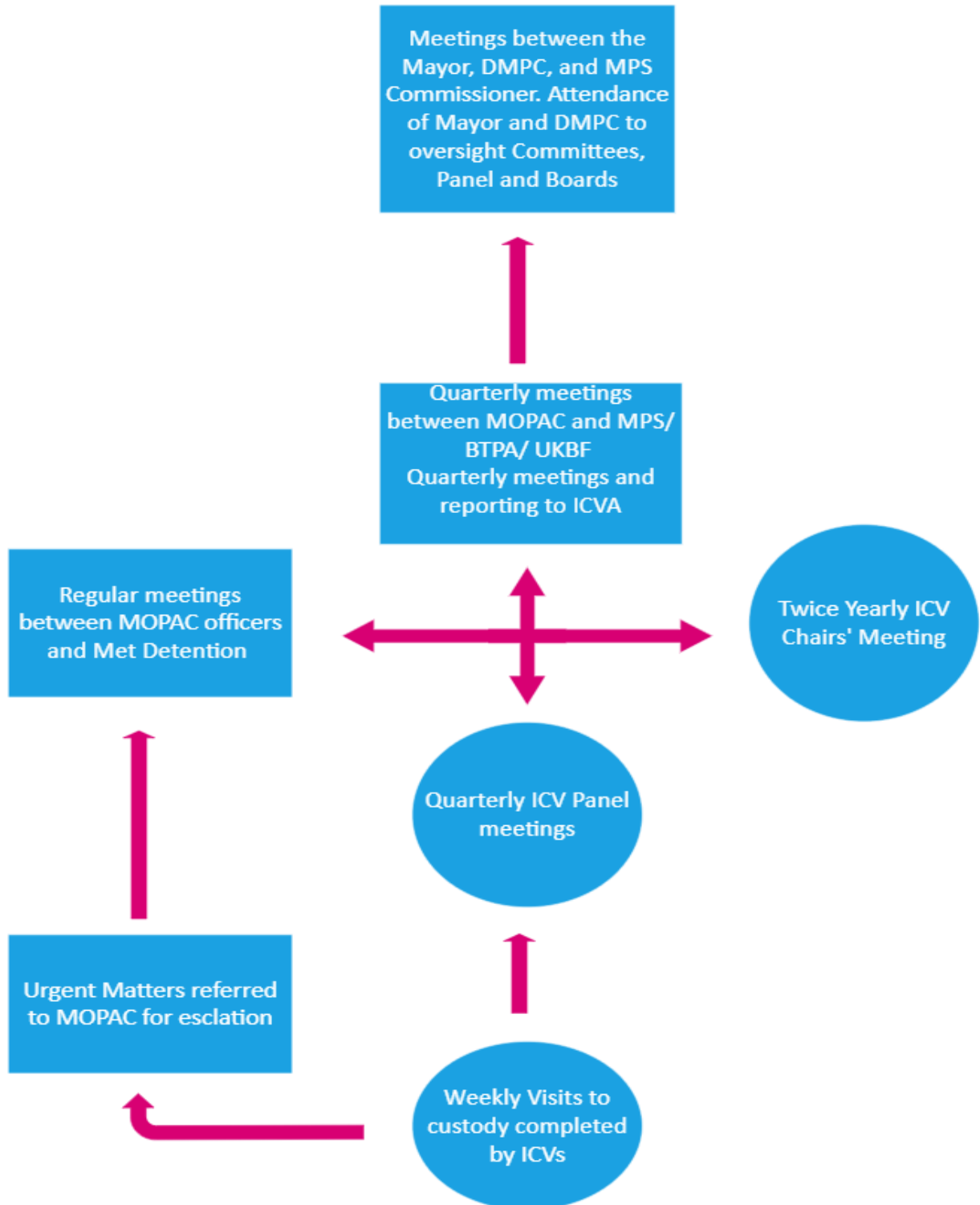
APPENDIX A – CUSTODY MAP LONDON (2021)

The MPS custody estate by 2021/22 was comprised of 33 custody suites across London made up of 23 Suites open 24-hour/ 7 days a week and 10 used as contingencies to allow for repairs, maintenance or overflow. The BTP estate as of March 2021 the estate has 1 operational suite open 24/7 and 4 contingency suites. The UKBF has 1 detention centre in Colnbrook.

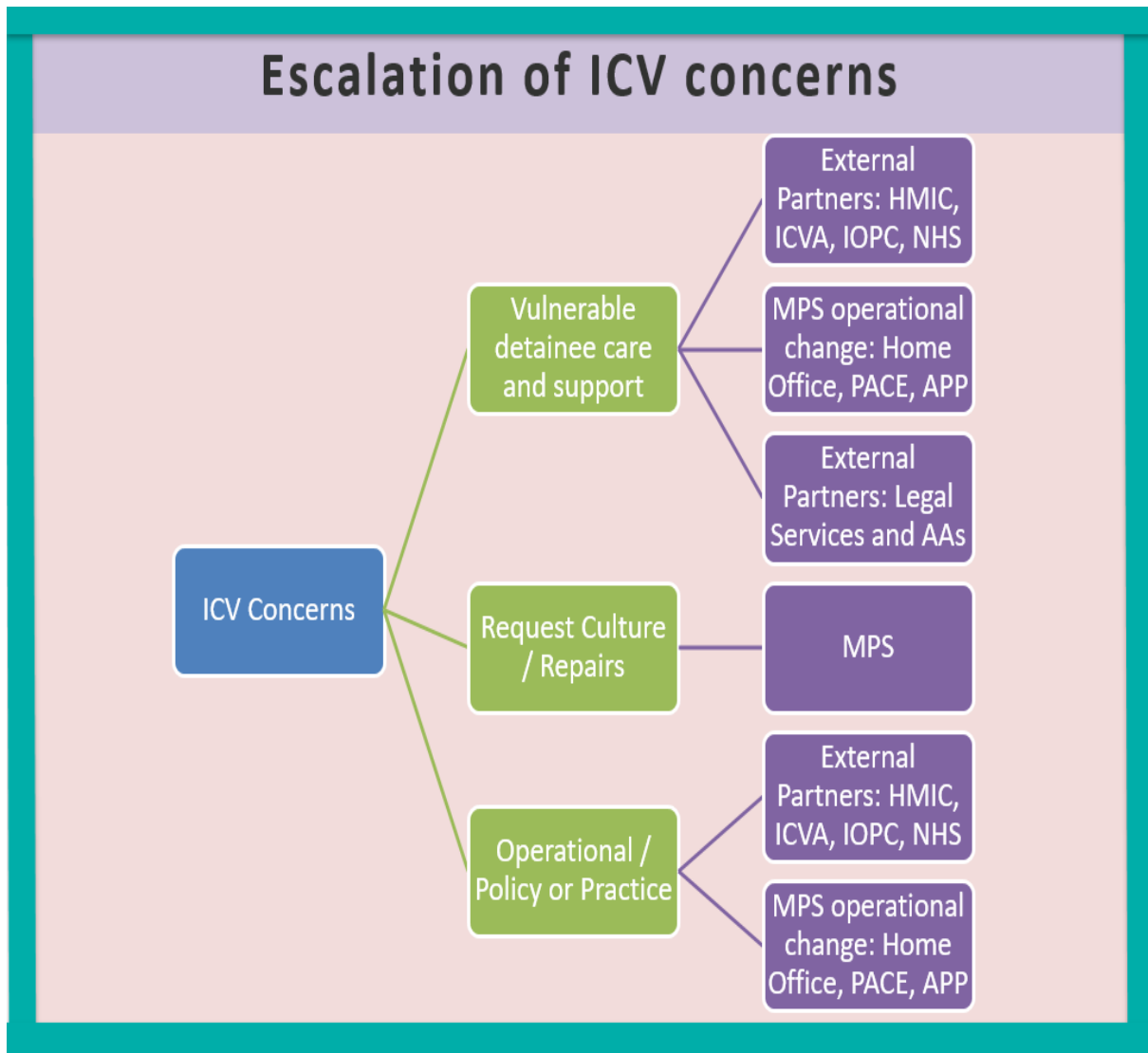
The table below identifies the locations of each custody suite, colour coded to represent the various agencies.

ICV Panel	24/7 Custody Suite	Contingency Suite	Agency
Barnet	Colindale		MPS
Bexley	Bexley	24/7 Suite opened in 2020	MPS
Brent & Harrow		Wembley Park	BTP
	Wembley	Harrow	MPS
Bromley	Bromley		MPS
Camden	Holborn		MPS
		Tottenham Court Road	BTP
Croydon	Croydon		MPS
Ealing	Acton		MPS
Greenwich	24/7 Suite closed in 2020	Plumstead	MPS
Hackney and Tower Hamlets	Stoke Newington		MPS
	Bethnal Green		
Hammersmith and Fulham	Hammersmith	24/7 Suite reopened in 2020	MPS
		Fulham Palace Road	BTP
Haringey	Wood Green	Edmonton	MPS
Havering & Redbridge	Romford	Ilford	MPS
Hillingdon	Colnbrook		UK Border Force
	Heathrow		MPS
Hounslow	24/7 suite closed in 2020	Hounslow	MPS
Islington	Islington	Kentish Town	MPS
	Brewery Lane		BTP
Kingston	Kingston		MPS
Lambeth	Brixton		MPS
Lewisham	Lewisham		MPS
Newham and Barking & Dagenham	Forest Gate		MPS
	Freshwharf (Barking)		
		West Ham	BTP
Southwark	Walworth Road	Peckham	MPS
Sutton & Merton		Sutton	MPS
Waltham Forest & Redbridge	Leyton		MPS
Wandsworth	Wandsworth		MPS
Westminster	Charing Cross	West End Central	MPS
		Belgravia	
		Ebury Bridge	BTP

APPENDIX B: ICV SCHEME REPORTING FLOW CHART



APPENDIX C: ESCALATION OF ICV CONCERNS



APPENDIX D: GLOSSARY OF KEY TERMS

<i>A</i>	
AA	Appropriate Adult
APP	Authorised Professional Practice
<i>B</i>	
BTP	British Transport Police
BTPA	British Transport Police Authority
BAME	Black, Asian and Minority Ethnic
<i>C</i>	
CRR	Custody Record Review
CJA	Criminal Justice Alliance
CNP	Custody Nurse Practitioner
CoL	City of London Police
<i>D</i>	
DDO	Designated Detention Officer
DIP	Drug Intervention Programme
DMPC	Deputy Mayor of Policing and Crime
<i>F</i>	
FME	Forensic Medical Examiner
<i>H</i>	
HCP	Healthcare Professional
HMIC/ HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services
<i>I</i>	
ICV	Independent Custody Visitor
ICVA	Independent Custody Visiting Association
IOPC	Independent Office for Police Conduct
ISOB	Independent Scrutiny and Oversight Board
<i>M</i>	
Met Detention Command	The command responsible for running and staffing the custody suites across London
MOPAC	Mayor's Office for Policing and Crime
MPS	Metropolitan Police Service
MOJ	Ministry of Justice

MHA	Mental Health Assessment
<i>N</i>	
NPM	National Preventative Mechanism
NHS/ NHSE	National Health Service England
NPCC	National Police Chiefs Councils
NBPA	National Black Police Association
<i>O</i>	
OCU	Operational Command Unit
OPCAT	Optional Protocol to the Convention against Torture
<i>P</i>	
PC	Police Constable
PACE	Police and Criminal Evidence Act, 1984
PCC	Police and Crime Commissioner
<i>Q</i>	
Q&A	Questions and Answers
<i>S</i>	
SLT	Senior Leadership Team
<i>T</i>	
TACT	Terrorism Act, 2000
<i>U</i>	
UKBF	United Kingdom Board Force
<i>Y</i>	
YOT	Youth Offender Team
YJB	Youth Justice Board