

**The Independent Custody Visiting Association
(ICVA)**

Annual Report 2017/18.



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Message from the Chair

ICVA has enjoyed huge successes over 2017/18 and I am delighted with the progress that the organisation has made. We have successfully led a high profile campaign to improve menstrual care in police custody as well as helping to frame the debate on spitguards.

We have been a key part of embedding reforms to police custody. As a signatory to the Concordat for Children in Custody, we have developed training for ICVs to monitor how children are treated in custody. We welcome the severe restrictions on using police stations as places of safety for those in mental health crisis. We have delivered training on reforms to mental health and our ICVs are overseeing implementation and feeding back to us. Moreover, we have campaigned for oversight of voluntary interviews, which police tell us, continue to increase.

We have seen great steps forward in police custody.

However, many concerns remain. Although s136 detentions are severely restricted, we still see detainees who are arrested then suspected of having poor mental health waiting for long periods, even days, to access healthcare assessments and care. The Angiolini Report reflected many recommendations that we have seen in previous reports on intoxication, use of force (notably restraint) and vulnerability. We must continue to work on these crucial areas in order to ensure a safe and dignified custody for all.

ICVA has delivered a suite of new support for local schemes including new training resources, additional conferences and briefings, a new website and our new 'bitesize' training modules. I am rightly proud of the support that we deliver to schemes and will continue to build on this.

ICVA is a small organisation and cannot work alone. I pay tribute and thanks to the many people that make our work possible. The volunteers who visit police custody suites week in and week out. Our scheme managers who work incredibly hard to support and represent their schemes. The PCCs who use their findings to hold the force to account. Also, of course, our stakeholders – the police and our colleagues – who listen to our findings and harness them to make systemic improvements to custody. We could not work without you and are grateful for the work that you deliver. This report represents a team effort that we should all be proud of.

Martyn Underhill
Chair

The Independent Custody Visiting Association

The Independent Custody Visiting Association (ICVA) is in place to lead, support and represent local independent custody visiting schemes.

Vision

ICV schemes promote the welfare of detainees and deliver effective oversight of police custody in order to prevent torture and ill treatment of detainees, ensure a safe environment and deliver public reassurance.

Mission

ICVA leads, supports and represents ICV schemes to be effective, ensure the welfare of detainees, protect the vulnerable and deliver oversight of police custody.

ICVA's priorities in 2017/18 were:

- To play an active role in national debates and agendas relating to key issues in custody, gathering information, translating it into relevant guidance for ICV schemes and using ICV data to report back to national debates.
- To develop a bronze, silver, gold and platinum quality assurance framework in order to articulate, promote and reward high quality schemes.
- To provide support to independent custody visiting schemes by providing training resources, guidance and newsletters, a members' website and delivering regional engagement events.
- To develop and implement a communication strategy in order to raise the profile and key messages of custody visiting with stakeholders and the public.
- To develop national reporting standards in order to collate accurate national data on contribute to work to improve custody standards.

The UK National Preventive Mechanism

ICVA is a member of the [UKNPM](#). The UKNPM was established in March 2009 after the UK ratified the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) in December 2003. It is made of 21 statutory bodies that independently monitor places of detention, those covering police custody include:

- ICVA
- Independent Custody Visitors Scotland
- Northern Ireland Policing Board Independent Custody Visiting Scheme

- Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services
- Her Majesty's Inspectorate of Constabulary in Scotland
- Her Majesty's Inspectorate of Prisons
- Her Majesty's Inspectorate of Prisons for Scotland
- Independent Reviewer of Terrorism Legislation

The NPM was set up to ensure regular visits to places of detention in order to prevent torture and other ill-treatment, as required by OPCAT. OPCAT recognises that people in detention are particularly vulnerable and requires States to set up a national level body that can support efforts to prevent their ill treatment. The NPM must have, as a minimum, the powers to:

- Regularly examine the treatment of persons deprived of their liberty in all places of detention under the UK's jurisdiction and control;
- Make recommendations to relevant authorities with the aim of improving the treatment and conditions of persons deprived of their liberty;
- Submit proposals and observations on existing or draft legislation

ICVA regularly contributes to UKNPM thematic work. We are a member of the steering group and policing subgroup.

Police custody in 2017/18

Scale of custody visiting

There are approximately 1,700 independent custody visitors (ICVs) in the UK. These volunteers make unannounced visits to their local police custody to speak to detainees and examine their custody records in order to ensure that their rights, entitlements and wellbeing are upheld. Furthermore, ICVs check on the conditions of custody that detainees are held in and check their general dignity and wellbeing.

Independent custody visiting is a crucial part of policing in the UK, opening the often unseen and high pressure area of custody to public scrutiny.

ICVs made over 8,500 visits across 2017/18; they spoke to over 26,000 detainees during these visits. This means that ICVs spoke to approximately 3.5% of all detainees in police custody in this period, with schemes typically visiting each custody suite around once each week.

Detainees treated with respect

ICVs continue to report that detainees are treated with respect within custody. ICVs will proactively ask whether detainees have had their rights upheld. ICVA very seldom hears of any cases where detainees have not been offered legal advice or for someone to be informed that they are in custody.

These findings represent the generally positive nature of police custody in the UK. It is also reflected in findings from our colleagues in the inspectorates ([HMICFRS](#) and [HMIP](#)) who conduct thorough inspections of police custody and the [IOPC](#) who report ongoing low numbers of deaths in police custody.

We are not complacent and, whilst these fundamentals are usually in place, ICVs and ICVA highlight important issues where we find them.

Menstrual care in police custody

An ICV scheme manager reported some concerns that their ICVs had raised on menstrual care in police custody. They described detainees who were at high risk of self-harm being left to bleed out in paper suits and asked whether there were national solutions or protocols to help avoid this horrible situation.

ICVA's research found that no corporate guidance or products available. Worse still, an audit of inspectorate reports found that menstruating detainees were regularly faced inadequate care. Reports documented that, contrary to guidance, female detainees were often not offered menstrual products or the opportunity to speak to a female member of staff. Where products were offered, they were often inadequate with a limited range of products. Furthermore, detainees may not have privacy to change products or access to hand-washing afterwards.

ICVA's Chief Operating Officer blogged on the problem, sparking a cascade of interest. ICVA's Chief Executive spoke of the problem on BBC Woman's Hour. This further led to media and legal interest. Legal counsel advised ICVA that current

practices contravened the Human Rights Act. ICVA sent an open letter to the Home Secretary in January 2018, complemented by a far-reaching campaign including in-depth articles on BuzzFeed, widespread national coverage and a prime time interview on Radio Four's flagship Today programme. Two MPs asked the Home Secretary about ICVA's work during Home Department questions and the Home Secretary committed to examining PACE Code C, to formalise appropriate menstrual care as a legal requirement. We expect to see this developed in 2018/19.

ICVA has worked with the National Police Chiefs' Council (NPCC) to develop operational guidance to assist custody staff and the Home Office to review statutory guidance. We expect to progress this work in 2018/19.

ICVA has also shared our findings and guidance with our scheme manager and ICVs. Both groups have responded strongly, working to ensure strong local work that improves custody. Schemes have reported that they have lifted tampon bans, ensured female detainees receive support from female staff and that their dignity and menstrual care are paramount. We are proud of this development.

TACT

2017/18 saw a spike in the number of arrests and detentions following attacks in London and Manchester. In contrast to previous years, TACT suites were activated and open for long stretches of time.

Experienced, vetted and trained ICVs visit TACT detention to monitor the treatment of detainees in situ there. This is a particularly demanding role, as it requires regular, ideally daily, visits from a limited number of volunteers. ICVs fed back to the [Independent Reviewer of Terrorism](#) (IRTL), Max Hill, QC. The IRTL, in turn, reports to Parliament on major events.

The [IRTL report on the Westminster attack](#) gave the following comment on the role of ICVs when discussing the experience of detainees:

"I was able to gain an insight into their time in custody through custody visit reports by the Independent Custody Visitors Association (ICVA). ICVA volunteers conduct visits to police custody suites and see Terrorism Act detainees. The custody visitors confirm and record that each detainee has knowledge of their rights and entitlements and report on the health and welfare of detainees, their conditions and facilities and any special needs/issues they raise."

ICVA [blogged](#) on the role of ICVs visiting terrorism detainees to further explain the role of TACT detainees and future IRTL reports are likely to further reference their work.

The sudden spike in TACT detentions stretched the abilities of current schemes to conduct visits to detention. ICVs are volunteers and a limited proportion will be both willing and able to take up the TACT visiting role. Furthermore, any visits to TACT have a knock on effect on visits to PACE suites as ICV resources are moved to

focus on TACT. Schemes reported struggling to make appropriate visits, and whilst they were able to do so, it became clear that ICVA needed to support resilience of the schemes.

ICVA reviewed and refreshed all TACT training materials and launched these in a train-the-trainer event as part of a wider conference in summer 2017. The conference boosted schemes' understanding of TACT visiting and refined practical processes on the ground. Furthermore, schemes have worked in consultation with their regions to bolster the number of TACT detainees outside of the areas with specific TACT suites. These additional ICVs provide contingency and resilience to their neighbours in extremis.

Mental health and police custody

Mental health continues to be an important issue in police custody. New reforms came into place regarding the use of police stations as a place of safety under s136 of the Mental Health Act. These changes banned the use of police stations for children and severely restricted their use for adults. This is a welcome change, and builds on work already underway, ensuring that those in crisis are not further distressed by being taken into a cell.

ICVA and its stakeholders have concerns about unintended consequences of the reforms. National discussions question whether detainees will come into custody under a PACE arrests rather than under s136. This concern is largely outside of the scope of ICVs, who do not scrutinise the reason for arrest. However, ICVs have been trained to report on any mental health concerns in police custody.

ICVs and schemes have also reported long waits accessing assessment and care for those detainees who are arrested and then suspected of being in poor mental health whilst in police custody. ICVA shares this concern with other stakeholders in policing and has raised it with the Home Office who are working with the Department of Health and Cabinet Office to seek solutions to this problem.

Staffing including gender

ICVs have reported delays accessing police custody suites and concerns that there are inadequate numbers of staff within the custody suite. There is no national guideline on staff to detainee ratios and the demand on staff resources will differ across detainees. Schemes will raise this issue locally to consider with their force.

Appropriate Adults

The [National Appropriate Adult Network](#) has continued its work, alongside the Home Office and other partners, to seek to ensure adequate provision of Appropriate Adults (AAs) for vulnerable adults in police custody. Schemes often report delays or problems accessing AAs, which can delay justice for vulnerable detainees. We share these reports with the Home Office and NAAN so that they can understand the scale of the problem and the impact on custody suites on the ground.

Healthcare in custody

Schemes continue to report variations in access to healthcare and quality of healthcare. Healthcare provision has been debated nationally with the Angiolini Review arguing that the NHS should commission healthcare services in police custody. Some areas have reported problems recruiting staff to the role. ICVA will continue to monitor this issue and feed back to the Home Office about our findings.

The Angiolini Review

[The Independent Review of Deaths and Serious Incidents in Police Custody](#) (also known as the Angiolini Review) was published in October 2017. The Review is far reaching and makes over 100 recommendations including those for police, health services and other agencies.

Pleasingly, the Review notes the importance of independent custody visiting:

“The role of Independent Custody Visitors needs to be recognised and valued for the vital role they play in helping to safeguard conditions within police custody. This means that they should have all necessary support required to collate and disseminate learning, and see it acted upon.”

The report suggests considering the governance of schemes and whether they should be placed under an inspectorate. Neither ICVA nor the inspectorates desire this outcome, instead feeling that PCCs (and other policing authority bodies) are best placed to make positive changes to their local custody suites. However, ICVA has considerably strengthened its work with [HMIP](#) and [HMICFRS](#) (the joint inspectors of police custody in England and Wales) in order to ensure that our organisations make best use of each others' work.

ICVA sits on the [Ministerial Board on Deaths in Custody](#), which is overseeing the implementation of the Review. ICVs will have a key role in monitoring improvements on the ground once these have been established and embedded.

Voluntary interviews

Police are reporting decreasing numbers of detainees going through police custody, whilst the number of voluntary interviews (also known as voluntary attendance) increases.

The physical police custody block can be a daunting place that is traumatic for vulnerable detainees. Conversely, it also has built in safeguards through the role of the custody sergeant, Appropriate Adults, healthcare practitioners and independent custody visitors.

Voluntary interviews do not enjoy the same safeguards. ICVA, alongside the National Appropriate Adult Network, wrote a joint paper to the PACE Strategy Group, raising concerns about the lack of oversight of voluntary attendance. The paper garnered the agreement of other stakeholders and similar thinking had occurred elsewhere, all contributing to a forthcoming change to PACE Code C. This

change explicitly outlines comparable rights for those in custody and those in voluntary interview. However, it does not include arrangements for oversight similar to independent custody visiting.

ICVA joined a national working group that is developing practical guidance for police forces on how to conduct a voluntary interview. This guidance states that ICVs can speak to anyone undertaking any such interview taking place in police custody, but does not extend beyond custody suites, therefore providing nominal oversight.

ICVA remains concerned that voluntary interviews can constitute defacto detention, where an interviewee could not leave the interview without being arrested and formally detained if they attempted to leave. Furthermore, we remain concerned that this type of interview should have oversight under OPCAT. We will continue to pursue this issue over the year ahead.

Achievements

ICVA has enjoyed a successful year, delivering huge benefits to schemes by leading them and supporting and representing their work.

Leading schemes

Vulnerable detainees

ICVA has delivered significant leadership in responding to vulnerable detainees in police custody. We began the year briefing schemes on the [Concordat on Children in Custody](#), training scheme managers on the contents of the document and its aims and anticipated outcomes as well as broader work to reduce the number of children coming into police custody. ICVA delivered guidance and training for volunteers, equipping them to understand legal requirements to transfer children out of police custody and how they should observe and report on the process.

We further sought to improve police custody for vulnerable detainees through work on mental health. As with children, we developed guidance and training, enabling ICVs and scheme managers to understand what they should be observing and reporting on. Furthermore, we provided dedicated support through a range of mediums, including a face-to-face briefing, presentations to PCCs, blogs and [YouTube tutorials](#).

ICVA's work has ensured that scheme managers and ICVs are equipped to monitor and facilitate reforms designed to safeguard the needs of the most vulnerable detainees. We have seen the impact of these reforms in inspection reports noting the transfer of children to secure accommodation in Humberside and in ongoing dialogue with schemes on mental health, using their findings locally and nationally to shape public services outside of police custody.

A national reporting form

ICVA, alongside support from the Hampshire scheme and IRTL, has designed, piloted and published a national report template. This template encourages ICVs to report on key areas of interest and to deliver additional, richer information that ICVA can collate and use to inform national work.

The report is in its infancy, with benefits and impact to be seen. The form represents an initial step to implement national forms, standards and processes that aim to deliver consistent high standards across the UK.

Inspections

ICVA's Chief Executive and Chief Operating Officer both shadowed full inspections in police custody – in the Metropolitan and Cambridgeshire police force areas. ICVA and both inspectorates are members of the UKNPM, all looking at police custody in England and Wales. In shadowing the inspection, ICVA was able to gain a solid understanding of the process, where it is similar and differs from ICVA as well as increasing the inspectorates' understanding of ICVA's role.

As a consequence of the inspection, ICVA has developed a range of products that lead and support schemes. A guidance document briefs scheme managers on the process and objectives of an inspection. This is to be followed by a national annual report template to inform the inspectorates' lines of enquiry.

ICVA has implemented a new process whereby it reads all published inspection reports, summarises salient findings and shares these reports with the local scheme. This process highlights areas where the force is an outlier – either in positive or negative work – and suggests where ICVs can add value to the process. We anticipate that this will increase scrutiny on the police force and increase the number of recommendations achieved, thereby continuously improving police custody.

Supporting schemes

Training

ICVA successfully invested in its training offer to schemes across the year. We have reviewed the resources available to train ICVs, replacing this with new training resources for induction and TACT modules. We complemented the new resources by running a programme of train-the-trainer events across the UK, equipping scheme managers to deliver effective training to their new ICVs and those visiting detainees arrested under terrorism legislation.

We have complemented these basic modules through ongoing, up-to-date and accessible training through a new 'bitesize' format – training presentations, on contemporary topics, designed to be delivered within existing ICV meetings. ICVA developed modules based on scheme manager requests, namely:

- The Concordat on Children in Custody,
- Mental Health,
- Vulnerability,
- The Angiolini Review,
- Equality and bias, and
- Use of force.

The revised resources have enabled scheme managers to provide comprehensive and up-to-date training to their ICVs, equipping volunteers to deliver thorough oversight of police custody whilst understanding how their work contributes to wider agendas. Scheme managers have provided warm and satisfied feedback and ICVA will develop further bitesize modules and deliver further train-the-trainer events in 2018/19.

Quality Assurance Framework

ICVA worked with all schemes to develop a Quality Assurance Framework (QAF). This performance framework articulates what a code compliant, good, excellent and outstanding scheme looks like and invites schemes to achieve these levels.

The Framework assists schemes by guiding them on what high performance looks like. It encourages cross-pollination of good practice as scheme must publish examples of their good work and peer assess each other. Furthermore, it recognises and rewards good work. We expect to see the quality of schemes to increase with the take up and implementation of this tool in 2018/19.

TACT

ICVA increased effectiveness in visiting terrorism detention across the year. In addition to launching new training modules and a train-the trainer event, we have further supported schemes in this area.

We have established a TACT scheme managers' network, in place to share practical help and with leadership from the IRTL. In consultation with our managers, we have delivered additional guidance on completing forms and ensure that the IRTL is familiar with schemes and able to access the information that he requires to perform his role.

We have supported HMICFRS in developing plans to inspect TACT facilities, shadowed visits to TACT detention and inputted into TACT staff work. Furthermore, we have supported schemes to become increasingly robust and resilient so that we are prepared to respond to further spikes in arrests.

This work has supported schemes to feel confident and equipped to complete their role, it has improved quality of reporting and has contributed to national reports providing independent oversight of this high-pressure area of policing. ICVs, in turn, play their role in ensuring high quality detention in TACT facilities.

Newsletter and guidance

ICVA wrote and distributed 41 newsletters to scheme managers and stakeholders in 2017/18. These newsletters provide information on national work including sharing the results of custody inspections, changes to PACE Codes and learning from schemes. 100% of scheme manager respondents to our annual survey stated that they newsletter keeps them informed of national custody issues. Thus, the newsletter, supports scheme managers in horizon scanning and completing their jobs with a wider understanding of the environment they are working in.

Furthermore, ICVA has delivered in depth guidance documents on how to respond to a death in custody where an ICV may be involved, the 'six missed opportunities' IPCC document on mental health and policing and Operation Safeguard – where prison detainees may be temporarily located in police custody. These guidance documents provide scheme managers with the support they need to respond to difficult situations that they may not have otherwise experienced before.

Conferences

ICVA increased the support it gave to scheme managers from face to face conferences this year. The scheme managers' conference trained scheme managers

on communication skills as well as briefing them on the Angiolini Review and National Custody Strategy. The conference both

We also ran our annual National Conference, bringing insights from academic and operational experts on policing, enabling the attending ICVs to understand and see how their work contributes to the national picture.

Furthermore, we gave additional support to scheme managers through a bespoke briefing on changes for children and on mental health in police custody. This additional support gave managers a full understanding of current reforms and was warmly received and will be repeated in 2018/19.

100% of scheme manager respondents to our survey reported that they feel supported by ICVA.

Representing schemes

Menstrual care in police custody

ICVA successfully led a campaign to improve menstrual care in police custody.

A scheme manager had informed ICVA of two separate ICV reports of female detainees being left to 'bleed out' into paper suits in custody. ICVA pursued methods to maintain good menstrual care for high risk detainees, whilst also researching and examining menstrual care for low risk detainees. We found that female detainees were frequently failed. This could be by no offer of menstrual products, no access to female staff, private toilet areas or through no access to handwashing or showers. ICVA's Chief Operating Officer [blogged](#) on our findings, and ICVA appeared on BBC Woman's Hour, leading to an offer of pro bono legal support from Doughty Street Chambers.

ICVA sent an open letter to the Home Secretary in January 2018, requesting a change to PACE Codes that will guarantee good menstrual care. The letter gained significant traction across written media and appearing on the BBC's flagship Today Programme. The Home Secretary committed to change at Home Department Questions the following week.

The National Police Chiefs' Council (NPCC) has since developed new guidance for all custody suites and ICVA has assisted the Home Office in developing changes to PACE.

The campaign, and resulting changes, have been a visible demonstration of how ICV feedback can change national policy.

Spitguards

ICVA also highlighted concerns of schemes as spitguards have been rolled out across England and Wales. ICVA is concerned that there are a range of different hoods, limited data on their safety, very little evidence to suggest that the hoods will

provide medical cover for police staff and repeated reports of poor recording and oversight of use of force in police custody.

We have written open letters to ministers and raised our concerns with the Police Federation. We have also been engaged in local decision making, appearing on several local news reports and advising schemes on delivering scrutiny of the tool. Police forces continue to roll out spitguards and ICVA will continue to monitor and comment on their use in police custody in 2018/19.

Communication

ICVA has successfully expanded its communication work over the year, launching a new website that delivers modern insight into the organisation's values.

Furthermore, ICVA's blog and YouTube channel have delivered immediate content on hot topics. These mediums deliver commentary, advice and guidance to stakeholders and ICVs. They also provide a direct link between ICVA and others interested in police custody, giving up to the minute advice and feedback on how we use ICV data.

NPM

ICVA represents the findings of our members to partners in the [UKNPM](#). We have sought information from partners including the Care Quality Commission and work closely with the police custody inspectorates. ICVA has shared its work on menstrual care, visiting those arrested under terrorism legislation and use of force. ICVA's Chief Executive is a member of the NPM steering group.

The experience in the UKNPM benefits our members by sourcing expert opinion from other areas of detention. We also offer advice and support to other monitoring bodies, enabling them to drive continuous improvements in their areas.

Annual reporting requirements

Purposes and governance

The Company's objects are restricted specifically, in each case only for the public benefit to:

- The advancement of human rights among persons who are held in custody in the United Kingdom and elsewhere by developing and promoting the efficient and effective provision of custody visiting;
- The advancement of education in matters and issues concerning the rights, entitlements, health and wellbeing, and the conditions of facilities, of persons who are held in custody in the United Kingdom and elsewhere; and
- The promotion of ethical standards of conduct and compliance with the law across public and private sector organisations responsible for the welfare of persons held in custody in the United Kingdom and elsewhere.

ICVA is governed by its Articles of Association, published on [Companies House](#). ICVA is a not-for-profit organisation and is a Company Limited by Guarantee.

ICVA's Board of Directors manages the legal, fiscal and strategic responsibilities of the organisation. Martyn Underhill, Member Director, chairs the Board and acts as line manager for the Chief Executive who, in turn, manages further staff.

The National Expert Forum (NEF) membership overlaps with the Board of Directors and brings together scheme managers and ICVs to share practice, learning and carry out joint projects.

ICVA's NEF nominate 'member directors' to sit on the Board of Directors. These members are complemented by 'external directors' who are recruited to deliver specialist knowledge and abilities to the organisation. Member directors must always comprise the majority of the Board of Directors. Members appoint the Chair and Vice Chair.

Directors and staff

The following people have acted as directors for ICVA across 2017/18:

- William Bach (appointed January 2018)
- Martin Barsby (appointed July 2017)
- Katie Beaumont (appointed October 2017)
- Marc Jones (appointed July 2017, resigned June 2018)
- Brian McFadyen (resigned July 2017)
- Joanne Nicholls
- Hugh Pattrick
- Natasha Plummer, Vice Chair
- Andrew Robinson (resigned July 2017)
- Craig Spencer (appointed July 2017)

- Martyn Underhill, Chair

The following people have worked for ICVA in 2017/18:

- Katie Kempen, Chief Executive
- Sherry Ralph, Chief Operating Officer
- John Eagles, CPFA, Honorary Treasurer

Further information

www.icva.org.uk

Twitter: @custodyvisiting
 @projectICVA

Financial Review

Please see the attached financial report, which outlines ICVA's financial position at the end of the financial year.

ICVA holds approximately six to nine months of reserve funding, which it deems appropriate due to its reliance on a single funder for the majority of its funds.

ICVA intends to continue as a going concern across 2018/19, whilst noting that it is reliant on the Home Office and its members' continued support.

Appendix one – full progress against Business Plan

1. Leading ICV Schemes				
Action	Responsibility	Deadline	Outcome and measure	Updates
<p>1.1. Play an active role in national debates and agendas relating to key issue in custody, gathering information, translating it into relevant guidance for ICV schemes and using ICV data to report back to national debates. In particular:</p> <ul style="list-style-type: none"> Engage with police custody inspectorates in order to understand key issues of vulnerability in police custody and how custody visiting can respond. Engage with the Home Office, the Children’s Commissioner, the Children and Young Persons’ Commissioner Scotland and the Children’s Commissioner for Wales in order to understand key issues and reforms on children in custody and how custody visiting can respond. Engage with the National 	Chief Executive	This is an on going, strategic role for ICVA	<p><u>Outcomes</u> Schemes are informed of key issues in custody and empowered to respond.</p> <p>Custody visiting informs national debates on custody.</p> <p><u>Measure</u> Briefings shared with schemes.</p> <p>Custody visiting reports used for national work.</p>	<p><u>Quarter four update</u> Complete ICVA led a national debate on menstrual care in police custody, securing a commitment to changes in PACE Code C.</p> <p>ICVA has responded to the HMIP annual plan consultation, suggesting and evidencing inappropriate nudity / clothing as a thematic.</p> <p>ICVA has established quarterly meetings with the NPCC lead for custody.</p> <p>ICVA has worked with the APCC and NAAN in order to respond to letters from ministers on Appropriate Adults for vulnerable adults.</p> <p>ICVA attended the APCC Mental Health policy deep dive, feeding in key issues to the consultation and presenting on our role, our concerns and how we can support OPCCs to respond.</p> <p>ICVA attended the PACE Strategy Group and presented</p>

<p>Appropriate Adult Network to understand key issues with Appropriate Adult provision and how custody visiting can respond.</p> <ul style="list-style-type: none"> • Engage with the relevant recommendations of the Independent Review into Deaths and Serious Incidents in Police Custody in order to conduct appropriate work to improve the safety of custody. • Engage with HMIC and HMIP in order to deliver complementary oversight of custody. • Engage with the IPCC in order to keep up to date on current issues in police custody. • Attend relevant national meetings such as the PACE Strategy Group in order to represent the role of independent custody visitors and understand how custody visiting can contribute to national work. • Translate relevant findings into member briefings, guidance, projects and training. 				<p>on its role, highlighting recent findings.</p> <p>ICVA has developed a new guidance document for schemes following a death in custody, updated by the IOPC.</p> <p>ICVA has begun its new process to brief OPCCs following an inspection, covering Cambridgeshire, Gwent, Dyfed Powys and Humberside in order to equip schemes to respond to their force updates.</p> <p>ICVA participated in a HMIP/HMICFRS consultation to develop Expectations for inspections of TACT detention.</p> <p>We have distributed 11 further newsletters, a total of 41 newsletters across the full financial year. This quarter covered information on:</p> <ul style="list-style-type: none"> • Menstrual care. • Inspection reports from Gwent, Dyfed Powys and Humberside. • Launch of the final two bitesize modules of the year – vulnerability and the Angiolini Review. • Commissioning AA services. • The reform of the IPCC to the IOPC. • The annual review from the Independent Reviewer of Terrorism Legislation.
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				<ul style="list-style-type: none">• Use of force.• Voluntary attendance.• ICVA's communication work including its National Conference, YouTube updates and blogs.• Changes to PACE Code C.• Updates from the Ministerial Board on Deaths in Custody.• ICVA's new National Report Form.• New policy of ICV/AA dual roles.• GDPR. <p><u>Quarter three update</u> Eight further newsletters sent to schemes across the quarter, a total of 30 newsletters across the FYTD. This quarter covered information on:</p> <ul style="list-style-type: none">• Sanitary protection in police custody.• Report forms.• A fund for better mental health provision• The final IPCC 'Learning the Lessons' update• The regulations aligned to the reform of the Mental Health Act – including a YouTube video explaining the changes by Inspector Michael Brown.• The Quality Assurance Framework.• Updates on bitesize training including the 'use of force' module and scheme manager tips for delivery.• A summary of the 'six missed opportunities' IPCC
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				<p>report, outlining key issues in the death of a person in mental health crisis following police intervention.</p> <ul style="list-style-type: none">• PACE updates and consultations.• The combined roles of AAs and ICVs and separating them in the future.• Updates on our blog and YouTube channel.• Updates from the PACE Strategy Group.• A summary of the 'lessons learned' from the HMICFRS/HMIP inspection of the Met Detention South.• Angiolini review.• The launch of the Concordat on Children in Custody.• An update on the Ministerial Board on Deaths in Custody.• Guidance on how to respond to 'Operation Safeguard' – if police custody is used to house prisoners. <p>Custody visiting reports have contributed to a national debate and review on sanitary protection in police custody.</p> <p><u>Quarter two update</u> 22 newsletters sent to schemes across 26 weeks. Covered information on spitguards, the Independent Reviewer of Terrorism Legislation, Appropriate Adults, the National Custody Forum, Mental Health, the</p>
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				<p>Children's Concordat, inspections, IPCC guidance and PACE Strategy Group meetings.</p> <p>Three specific communications distributed on:</p> <ul style="list-style-type: none">• Best practice in completing TACT forms.• Notice of AGM.• Membership offer <p>ICVA has used scheme reports on long waits for section 140 and queries on voluntary attendance to national partnerships. On-going national work underway.</p> <p>ICVA has also used reports to consult on issues such as sanitary protection in custody.</p> <p>ICVA is working with the Youth Justice Board in order to ensure that TACT facilities are appropriate for children.</p> <p>ICVA's CEO and COO have shadowed separate inspections of police custody. The CEO has attended the HMIP development day and, alongside representatives of both inspectorates, has developed initial plans to provide greater strategic links between ICV schemes and inspections.</p> <p><u>Quarter one update</u> 12 newsletters sent to schemes across 13 weeks. Covered information on spitguards, the Independent</p>
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				<p>Reviewer of Terrorism Legislation, Appropriate Adults, the National Custody Forum, Mental Health and the Children's Concordat.</p> <p>Three specific communications distributed on:</p> <ul style="list-style-type: none"> • Best practice in completing TACT forms. • Notice of AGM. • Membership offer <p>ICVA has used scheme reports on long waits for section 140 and queries on voluntary attendance to national partnerships. On-going national work underway.</p> <p>Chief Operating Officer has attended inspection of police custody with HMIC/P and is developing initial ideas for joined-up working. Chief Executive to attend inspection later in the year.</p> <p><u>Baseline measures (April 2017)</u> Survey set baseline measures for the following outcomes:</p> <p><i>ICVA's newsletter keeps me informed about national custody issues:</i> Strongly agree: 62% Agree: 38%</p> <p><i>I feel informed about ICVA's national work:</i></p>
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				<p>Strongly agree: 57% Agree: 43%</p> <p><u>Updated measures (March 2018)</u></p> <p><i>ICVA's newsletter keeps me informed about national custody issues:</i> Strongly agree: 71% (+9%) Agree: 29%%</p> <p><i>I feel informed about ICVA's national work:</i> Strongly agree: 64% (+7%) Agree: 36%</p>
<p>1.2. Develop national reporting standards in order to collate accurate national data on contribute to work to improve custody standards.</p>	<p>Chief Executive</p>	<p>To be completed by the end of Q3.</p>	<p><u>Outcome</u> Clear data collecting standards that measure key areas and enable comparisons across independent custody visiting scheme in the UK.</p> <p><u>Measure</u></p>	<p><u>Q4 Update</u> Complete – a new National Report Form has been researched, piloted and launched to all schemes.</p> <p><u>Q3 Update</u> The Chief Operating Officer has drafted a form with required data recording. This has been piloted by the OPCC at Hampshire and is being finally consulted on at the National Expert Forum in January 2018. Due to be completed by the end of the financial year, slightly delayed in order to complete a pilot.</p>

			<p>Data collection standard document in place, data collated and in use by schemes.</p>	<p><u>Q2 Update</u> Initial plans have been scoped.</p> <p>Consultation completed with key stakeholders.</p> <p>In depth consultation undertaken with data expert from OPCC Hampshire, to be taken forward at scheme managers' conference.</p> <p><u>Quarter one update</u> Not yet started, initial discussions underway.</p>
<p>1.3. Review the Code of Practice and National Standards in order to deliver up-to-date and effective statutory guidance for ICV schemes.</p>	<p>Chief Executive and Project Manager</p>	<p>To be completed by the end of Q4.</p>	<p><u>Outcome</u> New Code of Practice in place to be laid before Parliament.</p> <p><u>Measure</u> Code of Practice placed before Parliament and in use by schemes.</p>	<p><u>Quarter three update</u> This action will not be completed in 2017/18 and is unlikely to be completed in 2018/19 due to pressures on Parliamentary time. ICVA will focus on developing new guidance and practice via the Quality Assurance Framework (developing into new National Standards) and memorandums of understanding.</p> <p><u>Quarter two update</u> Initial consultation meetings have taken place with key stakeholders and advice has been given.</p> <p>Home Office are unable to allocate Parliamentary time at present, have asked for further evidence of requirement to revise and alternative mechanisms we</p>

				<p>could use.</p> <p><u>Quarter one update</u> Initial consultation meetings to take place in July (NEF) and early August (External Expert Group).</p> <p>Project Plan in place. (Linked to 1.4)</p>
<p>1.4. Develop a bronze, silver, gold and platinum quality assurance framework in order to articulate, promote and reward high quality schemes.</p>	<p>Project Manager</p>	<p>To be completed by the end of Q4.</p>	<p><u>Outcome</u> Quality Assurance scheme in place that encourages best practice in custody visiting.</p> <p><u>Measure</u> QAF developed and accepted by NEF and Board of Directors.</p>	<p><u>Quarter four update</u> Complete The Quality Assurance Framework is complete and has been launched to schemes alongside supporting materials including an FAQ and a podcast.</p> <p><u>Quarter three update</u> ICVA has developed a draft framework, written alongside a scheme manager and then fully consulted on at the scheme managers' conference and via full written consultation with all schemes. The framework will be sent to the January Board of Directors and is on track to be achieved by the end of Q4.</p> <p><u>Quarter two update</u> ICVA has begun work on this. We have consulted the National Expert Forum on key areas, developed a framework and are in the process of developing the criteria for achieving each level.</p>

				<p>Have attained verbal Home Office approval to replace the National Standards with the QAF.</p> <p>Initial wording is in development.</p> <p><u>Quarter one update</u> Initial consultation meetings to take place in July (NEF) and early August (External Expert Group).</p> <p>Project Plan in place. (Linked to 1.3)</p>
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2. Supporting ICV Schemes

Action	Responsibility	Deadline	Outcome and measure	Updates
2.1. Provide training resources, maintain the members' website and give ad hoc advice in order to deliver ongoing support to ICV schemes.	Chief Executive and Project Manager	On going throughout the year.	<p><u>Outcome</u> Majority of schemes feel supported by ICVA's services.</p> <p><u>Measure</u> Member survey – set baseline measure.</p>	<p><u>Quarter four update</u> Complete ICVA has launched two further bitesize training modules, reaching its target of six for the year. The new modules cover vulnerability and the Angiolini Review. The Forum has become more active as the weekly newsletter contains a highlight of topics discussed and ICVA has provided ad hoc advice to schemes across the year.</p> <p><u>Quarter three update</u> ICVA has held a very successful scheme managers'</p>

				<p>conference and has published two additional bitesize training modules on 'use of force' and 'vulnerability'. We have continued to moderate and update the members' website and to give ad hoc assistance to schemes.</p> <p><u>Quarter two update</u> ICVA has developed and published new training resources for:</p> <ul style="list-style-type: none">• Induction training for new ICVs.• TACT training for TACT ICVs.• Bitesize training on the Children's Concordat, Mental Health and Equality and Bias. <p>Members' website has been moderated and updated with new materials on academic research and best practice uploaded to the library. The website includes an active forum for members to share practice and advice.</p> <p>Ad hoc advice provided as required.</p> <p><u>Quarter one update</u></p> <ul style="list-style-type: none">• New induction resources produced and published.• Three train-the-trainer sessions complete for induction training.• Bitesize training provided for Children's Concordat / Children in Custody.
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				<p><u>Baseline measures (April 2017)</u> Survey set baseline for the measure: <i>To what extent do you feel supported or unsupported by ICVA in the following areas:</i> Overall support from ICVA: Very supported: 48% Somewhat supported: 48% Neither supported nor unsupported: 4%</p> <p><u>Updated measures (March 2018)</u> <i>To what extent do you feel supported or unsupported by ICVA in the following areas:</i> Overall support from ICVA: Very supported: 79% (+31%) Somewhat supported: 21% Neither supported nor unsupported: 0%</p>
<p>2.2. Write and distribute a newsletter at least every two weeks, usually weekly, in order to communicate national work and horizon scanning to schemes</p>	<p>Chief Executive</p>	<p>On going throughout the year.</p>	<p><u>Outcome</u> Schemes feel informed about national work.</p> <p><u>Measure</u> Member survey.</p>	<p><u>Quarter four update</u> Complete 41 newsletters have been sent across 52 weeks. See action 1.1 for full list of additional updates this quarter. Notably updates on amendments to regulations on inspection reports, the IOPC and menstrual care.</p> <p><u>Quarter three update</u> 30 newsletters have been sent across 39 weeks. See</p>

				<p>action 1.1 for full list of additional updates this quarter. Notably updates on amendments to regulations on the Mental Health Act and sanitary protection in custody.</p> <p><u>Quarter two update</u> 22 newsletters sent to schemes across 26 weeks. Covered information on spitguards, the Independent Reviewer of Terrorism Legislation, Appropriate Adults, the National Custody Forum, Mental Health, the Children's Concordat, inspections, IPCC guidance and PACE Strategy Group meetings.</p> <p><u>Quarter one update</u> 12 newsletters sent to schemes across 13 weeks. Covered information on spitguards, the Independent Reviewer of Terrorism Legislation, Appropriate Adults, the National Custody Forum, Mental Health and the Children's Concordat.</p> <p><u>Baseline measures (April 2017)</u> Survey set baseline measures for the following outcomes:</p> <p><i>ICVA's newsletter keeps me informed about national custody issues:</i> Strongly agree: 62% Agree: 38%</p>
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				<p><i>I feel informed about ICVA's national work:</i> Strongly agree: 57% Agree: 43%</p> <p><u>Updated measures (March 2018)</u></p> <p><i>ICVA's newsletter keeps me informed about national custody issues:</i> Strongly agree: 71% (+9%) Agree: 29%</p> <p><i>I feel informed about ICVA's national work:</i> Strongly agree: 64% (+7%) Agree: 36%</p>
<p>2.3. Deliver a Scheme Managers' Conference in order to provide briefings on key national issues, professional development and peer support to members.</p>	<p>Chief Executive</p>	<p>October 2017</p>	<p><u>Outcome</u> Scheme members feel satisfied that conference has briefed them on important issues, provided professional development and enabled peer support.</p>	<p><u>Quarter three update</u> Complete The conference took place in November 2017 with speakers on the Angiolini Review, the National Custody Forum and a consultation on the National Expert Forum. The event also included training on communications.</p> <p>Attendees were asked to rate speakers on relevance to work on a 1-10 scale (10 being the highest score); the weighted average was 9.22.</p>

			<p><u>Measure</u> Conference survey.</p>	<p>Respondents were asked to rate speakers briefings on feeling informed by the presentation on a 1-10 scale (10 being the highest score);; the weighted average was 9.42.</p> <p>95% of respondents felt that the conference said that the event gave them sufficient information and chance to influence ICVA's work (including peer supported / reviewed work).</p> <p><u>Quarter two update</u> Scheme Manager's Conference has been arranged to take place in November. This is slightly later than planned due to ICVA running two ad hoc conferences – one of mental health and the Children's Concordat and one on TACT.</p> <p><u>Quarter one update</u> Not yet started. Schemes consulted on their requirements.</p>
<p>2.4. Offer and provide one regional event to each policing region in the UK.</p>	<p>Chief Executive and Project Manager Y</p>	<p>To be completed by the end of Q4.</p>	<p><u>Outcome</u> Members feel more engaged with ICVA. Members feel that ICVA is meeting their regional</p>	<p><u>Quarter four update</u> Complete ICVA has attended all events as requested.</p> <p><u>Quarter three update</u> ICVA has attended further events in Surrey</p>

			<p>needs.</p> <p><u>Measure</u> Member survey</p>	<p>ICVA also presented at the regional event for:</p> <ul style="list-style-type: none"> • North West and North Wales schemes, and • Northern Ireland Policing Board. <p>ICVA has included reminders for remaining regions in the scheme newsletter.</p> <p><u>Quarter two update</u> ICVA has attended the following regional events:</p> <ul style="list-style-type: none"> • East Midlands Regional ICV Conference – CEO facilitated and presented at event. • West Midlands – COO presented to regional engagement event. <p>ICVA has agreed to present at the following events:</p> <ul style="list-style-type: none"> • North West and North Wales regional conference, October 2017. CEO to present on ICVA updates and 'the perfect visit'. • Northern Ireland, November 2017. COO to present on developments in custody visiting. <p>ICVA has also presented to / attended the following areas:</p> <ul style="list-style-type: none"> • Sussex – attended local ICV event, delivered update

				<p>on national legislation.</p> <ul style="list-style-type: none">• Hampshire – attended local ICV event, delivered training on Children’s Concordat.• Avon and Somerset – attended local ICV event, delivered update on national legislation.• Dorset – attended and spoke at career development event.• Scotland – ‘Walk the Job’ visit with blog attracting 113 views.• Gwent (Q2) – ‘Walk the Job’ visit with blog just published. <p>ICVA has further visits planned in Hampshire, Derby and Gloucestershire.</p> <p><u>Quarter one update</u> ICVA has attended the following regional events:</p> <ul style="list-style-type: none">• East Midlands Regional ICV Conference – CEO facilitated and presented at event. <p>ICVA has also presented to / attended the following areas:</p> <ul style="list-style-type: none">• Sussex – attended local ICV event, delivered update on national legislation.• Hampshire – attended local ICV event, delivered training on Children’s Concordat.
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- Avon and Somerset – attended local ICV event, delivered update on national legislation.
- Dorset – attended and spoke at career development event.
- Scotland – ‘Walk the Job’ visit with blog attracting 113 views.
- Gwent (Q2) – ‘Walk the Job’ visit with blog just published.

Baseline measures (April 2017)

To what extent do you agree or disagree with the following statements:

I feel engaged in ICVA’s work:

Strongly agree: 33%

Agree: 52%

Neither agree / disagree: 14%

ICVA meets the needs of my region:

Strongly agree: 24%

Agree: 38%

Neither agree / disagree: 29%

Disagree: 10%

Updated measures (March 2018)

To what extent do you agree or disagree with the following statements:

I feel engaged in ICVA’s work:

Strongly agree: 36% (+3%)

				<p>Agree: 64% (+12%) Neither agree / disagree: 0% (-14%)</p> <p><i>ICVA meets the needs of my region:</i> Strongly agree: 25% (+1%) Agree: 46% (+8%) Neither agree / disagree: 21% (-8%) Disagree: 4% (-6%)</p>
<p>2.5. Deliver six bite size briefings on pertinent issues for scheme managers to deliver to their ICVs.</p> <p>(To be reduced to four if grant cut)</p>	<p>Project Manager</p>	<p>To be completed by the end of Q4.</p>	<p><u>Outcome</u> Members feel equipped to deliver training on key issues to ICVs.</p> <p><u>Measure</u> Member survey</p>	<p><u>Quarter four update</u> Complete ICVA has published one further bitesize module on the Angiolini Review, achieving six bitesize modules.</p> <p><u>Quarter three update</u> ICVA has published two further bitesize modules on:</p> <ul style="list-style-type: none"> • Use of Force, and • Vulnerability. <p>ICVA will produce one further bitesize on the Angiolini Review before the end of the financial year.</p> <p><u>Quarter two update</u> Bitesize training complete and published on ICVA member website on:</p> <ul style="list-style-type: none"> • The Children’s Concordat, • Mental Health in Custody, and

				<ul style="list-style-type: none"> • Equality and Bias. <p>ICVA also ran a briefing for all members in August 2017 in order to present and elaborate on the Concordat and on Mental Health. The majority of schemes attended the briefing and, as a result, felt confident to deliver the training.</p> <p><u>Quarter one update</u> Bitesize training complete and published on ICVA member website. Three train the trainer sessions completed. Briefing planned for scheme managers and volunteers for Q2 to help equip scheme managers to deliver training.</p> <p><u>Baseline measures (April 2017)</u> <i>To what extent do you agree or disagree with the following statements:</i> <i>I feel equipped to deliver bitesize training to my ICVs:</i> Strongly agree: 0% Agree: 15% Neither agree / disagree: 25% Disagree: 35% Strongly disagree: 10% N/A: 15%</p> <p><u>Updated measures (March 2018)</u></p>
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				<p><i>To what extent do you agree or disagree with the following statements:</i></p> <p><i>I feel equipped to deliver bitesize training to my ICVs:</i></p> <p>Strongly agree: 21% (+21%)</p> <p>Agree: 39% (+24%)</p> <p>Neither agree / disagree: 14% (-11%)</p> <p>Disagree: 18% (-17%)</p> <p>Strongly disagree: 0% (-10%)</p> <p>N/A: 7% (-8%)</p>
<p>2.6. Create and deliver two train-the-trainer sessions in order to empower scheme managers to deliver induction training to ICVs.</p>	<p>Project Manager Y</p>	<p>To be completed by the end of Q4.</p>	<p><u>Outcome</u> Members feel equipped to deliver induction and TACT training to ICVs.</p> <p><u>Measure</u> Member survey</p>	<p><u>Quarter two update</u> Complete – two sessions have taken place in London, one in Wales and one in Lancashire.</p> <p>ICVA has completed an additional ‘train the trainer’ for new TACT resources and a briefing on its bitesize sessions to support managers.</p> <p><u>Quarter one update</u> Three train-the-trainer sessions complete across England and Wales in Q1. Further session planned in Q2.</p> <p>New TACT material being drafted and train-the-trainer in TACT session to take place in Q2.</p> <p><u>Baseline measures (April 2017)</u></p>

				<p><i>To what extent do you agree or disagree with the following statements:</i></p> <p><i>I feel equipped to deliver induction training to my ICVs:</i> Strongly agree: 5% Agree: 24% Neither agree / disagree: 24% Disagree: 33% Strongly disagree: 5% N/A: 10%</p> <p><i>I feel equipped to deliver TACT training to my ICVs:</i> Strongly agree: 0% Agree: 0% Neither agree / disagree: 24% Disagree: 19% Strongly disagree: 14% N/A: 43%</p> <p><u>Updated measures (March 2018)</u></p> <p><i>To what extent do you agree or disagree with the following statements:</i></p> <p><i>I feel equipped to deliver induction training to my ICVs:</i> Strongly agree: 29% (+24%) Agree: 36% (+12%) Neither agree / disagree: 18% (-6%) Disagree: 11% (-22%) Strongly disagree: 0% (-5%) N/A: 7% (-2%)</p>
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				<p><i>I feel equipped to deliver TACT training to my ICVs:</i></p> <p>Strongly agree: 7% (+7%) Agree: 14% (+14%) Neither agree / disagree: 14% (-10%) Disagree: 18% (-1%) Strongly disagree: 4% (-10%) N/A: 43% (-)</p>
<p>2.7. Deliver a National Conference in order to provide professional development for members and volunteers, thank volunteers and provide briefings on key issues in custody to volunteers and members.</p>	<p>Chief Executive and Project Manager</p>	<p>March 2018</p>	<p><u>Outcome</u> Members feel that the conference has delivered professional development. ICVs feel valued by day.</p> <p><u>Measure</u> Conference survey</p>	<p><u>Quarter four update</u> Complete The National Conference took place on 28 March 2018 in London. The event included speakers from ICVA, the College of Policing, the University of Sheffield and the IAP. Attendees rated their overall experience of the conference as 9 (out of a possible 10).</p> <p><u>Quarter three update</u> The National Conference has been booked for Saturday 28 March 2018, in London.</p> <p>The theme will be 'Independent Custody Visiting – Creating Better Custody'.</p> <p>All schemes have seen sent a 'save the date' and two speakers are confirmed – Dr Layla Skinns (to present on her five year good police custody study and what ICVs</p>

				<p>do and can contribute) and Inspector Michael Brown (to present on reforms to the Mental Health Act and how ICVs contribute.</p> <p>ICVA is also seeking to invite the barristers for Doughty Street Chambers who, alongside ICVA team, can present on the Sanitary Protection campaign. ICVA has also invited a police choir to sing at the event and will include its own presentations on recent work.</p> <p><u>Quarter two update</u> Not yet started, planned for London, March 2018.</p> <p><u>Baseline measure (April 2017)</u> <i>How do you find out information about ICVA and custody visiting issues?</i> From ICVA's national conference: 52%</p> <p><u>Updated measures (March 2018)</u> <i>How do you find out information about ICVA and custody visiting issues?</i> From ICVA's national conference: 32% (-20%)</p>
3. Representing ICV Schemes				
Action	Responsibility	Deadline	Outcome and measure	Updates
3.1. Attend National Preventive	Chief	This is an on	<u>Outcome</u>	<u>Quarter four update</u>

<p>Mechanism meetings and Steering Group in order to represent the views and experiences of custody visiting and to communicate key issues back to members.</p> <p>(May attend via conference call if grant cut)</p>	Executive	going statutory duty for ICVA with four steering group conference calls and two meetings annually.	<p>ICVA contributed to NPM work and key issues.</p> <p><u>Measure</u> Custody visiting represented in key work by NPM.</p>	<p>Complete The Chief Executive attended a virtual steering group meeting. The COO and CEO have attended one-to-one briefings with the new NPM co-ordinator, contributed to thematic work on ill treatment and has joined the new policing subgroup. ICVA will lead an agenda item for the subgroup and has advised the partnership on menstrual care in detention.</p> <p><u>Quarter three update</u> The Chief Operating Officer attended the full UKNPM meeting in Edinburgh in October 2017 and the Chief Executive attended a steering group meeting in November 2017. ICVA has contributed to the Annual Report and the annual health check.</p> <p><u>Quarter two update</u> Attended further steering group conference call a full NPM meeting. Gained advice on defacto detention and are likely to take part in further research on lay visiting.</p> <p><u>Quarter one update</u> Attended June 2017 meeting via conference call. Discussed TACT, NPM Business Plan and Budget. TACT fed back to schemes.</p>
3.2. Represent members in quarterly meetings with the Home Office	Chief Executive /	On going throughout	<u>Outcome</u> Home Office are	<u>Quarter four update</u> Complete

<p>presenting questions, issues or challenges from members, attaining appropriate responses and communicating this with members in order to ensure that custody visiting is appropriately represented with the Home Office.</p>	<p>Treasurer</p>	<p>the year.</p>	<p>confident that ICVA are delivering on workplan. Schemes are able to raise issues with Home Office.</p> <p><u>Measure</u> Qualitative feedback from the Home Office. Ongoing feedback reports completed. Issues raised with Home Office from schemes.</p>	<p>ICVA attended a further update meeting to look at Q3 work in depth and discuss key issues including required changes to the Code of Practice.</p> <p><u>Quarter three update</u> ICVA completed an October meeting. Further to this, ICVA completed a full briefing on sanitary protection in December 2017, highlighting Q3 achievements at the same time. This will be followed up with written documentation.</p> <p><u>Quarter two update</u> Home Office have cancelled regular meetings due to staff illness. Ad hoc meeting took place in August to agree actions for TACT visiting.</p> <p>October feedback meeting complete.</p> <p><u>Quarter one update</u> No meetings have taken place in 2017/18, first meeting due in early August for Q1 feedback.</p>
<p>3.3. Review and update ICVA's website in order to ensure that it effectively conveys the importance of custody visiting.</p>	<p>Project Manager Y</p>	<p>To be completed by the end of Q2.</p>	<p><u>Outcome</u> ICVA provides timely and professional communication.</p>	<p><u>Quarter four update</u> Complete ICVA's new website is complete and was launched at the National Conference in March 2018.</p> <p><u>Quarter three update</u></p>

			<p><u>Measure</u> All audited areas of the website updated.</p>	<p>The Chief Operating Officer developed a specification to build a new website, going through a three offer procurement process. This has been commissioned and the website is being built at present, to be completed by the end of Q4.</p> <p><u>Quarter two update</u></p> <ul style="list-style-type: none"> • Report produced of the results of surveys • Overview of current site and site map completed • Investigated building own site, decision will go to the board regarding commissioning site build due to resources being available and resources to self-build • Website specification document complete and 2 of the 3 potential providers identified to be identified for quoting <p><u>Quarter one update</u> Survey has been sent to ICVs and members. New director recruited with communications experience.</p>
<p>3.4. Develop and implement a Communication Strategy in order to raise the profile and key messages of custody visiting with stakeholders and the public.</p>	<p>Chief Executive and Director Y</p>	<p>To be completed by the end of Q3.</p>	<p><u>Outcome</u> Awareness of custody visiting schemes expanded.</p>	<p><u>Quarter four update</u> Complete ICVA has launched its new website, has published its first podcast and is continuing to develop its work via its blog, YouTube channel and webinars.</p>

			<p><u>Measure</u> Volume of different communications.</p>	<p><u>Quarter three update</u> A strategy and priorities have been agreed and are being implemented. The Chief Executive is developing communication lines with the Director for Communications. ICVA has commissioned the building of a new website and has delivered a high-exposure media campaign on sanitary protection in police custody. This was covered on the Today Programme, all national newspapers, on social media, in teen magazines, the New Statesman and industry magazines as well as Parliamentary Questions. This campaign had the benefit of promoting the work and functions of ICVs.</p> <p><u>Quarter two update</u> Director recruited with communications experience (to be confirmed). Initial meetings held and draft Communications Strategy has been presented to ICVA's Awayday.</p> <p>ICVA's website is a priority, the Board will have portraits taken and initial communications lines agreed before delivering media training.</p> <p>ICVA has used key communications lines to make television and radio appearances and develop blogs to increase understanding of ICV role and promote key</p>

				<p>issues.</p> <p><u>Quarter one update</u> Director recruited with communications experience (to be confirmed). Initial meetings held and draft Communications Strategy to be presented to Awayday.</p>
<p>3.5. Raise the issue of oversight of voluntary interviews and seek to develop recommendations to ensure OPCAT requirements are met.</p>	<p>Chief Executive Y</p>	<p>To be completed by the end of Q4.</p>	<p><u>Outcome</u> National bodies made aware of issue of oversight of voluntary interviews. Resolution sought.</p> <p><u>Measure</u> Evidence of national partners being made aware of issue (minutes etc). Resolutions researched and suggested.</p>	<p><u>Quarter four update</u> Complete ICVA has contributed to draft guidance on voluntary attendance, ensuring that VAs taking place within custody can be included within the ICV remit. This covers the scope of physical police custody for OPCAT, but still omits those interviews taking place outside of custody. The current Code of Practice does not allow ICVs to oversee VA outside of custody. ICVA has noted this required change for the Code and will consider it when reviewing the Code. ICVA has also flagged this issue with the VA Working Group and National Custody Forum.</p> <p><u>Quarter three update</u> ICVA continues to work with the NCF subgroup, seeking to develop and share practical solutions to the issue.</p> <p><u>Quarter two update</u> Raised this issue via Home Office PACE Strategy Groups</p>

				<p>and the National Custody Forum (NCF).</p> <p>The NCF has set up a working group on this subject, ICVA is a member, project scoped and research underway. Project aims to develop an APP on voluntary attendance with College of Policing.</p> <p>Home Office will suggest revisions to PACE to cover voluntary interviews. Currently researching relevance for OPCAT.</p> <p><u>Quarter one update</u> Raised this issue via Home Office PACE Strategy Groups and the National Custody Forum (NCF).</p> <p>The NCF has set up a working group on this subject, ICVA is a member, project scoped and research underway. Project aims to develop an APP on voluntary attendance with College of Policing.</p> <p>Home Office will suggest revisions to PACE to cover voluntary interviews. Currently researching relevance for OPCAT.</p>
4. Internal				
Action	Responsibility	Deadline	Outcome and measures	Updates
4.1. Implement ICVA's review of	Chair / Chief	On To be	<u>Outcome</u>	<u>Quarter four update</u>

governance in order to ensure that ICVA has strong leadership and governance.	Executive Y	completed by the end of Q1.	<p>ICVA has strong governance in place and is effectively managed.</p> <p><u>Measure</u> Annual cycle of meetings achieved. Business Plans and budget in place. Skills audit complete and acted upon.</p>	<p>Complete The review of governance is now complete, a new skills audit is underway and this will continue as business as usual.</p> <p><u>Quarter three update</u> ICVA has secured the recruitment of a further director, Lord Willy Bach, with a similar ethos to ICVA, wide experience of the Justice department and on key issues such a legal aid. Katie Beaumont replaced by Brian McFadyen as member director and ICVA completed the recruitment of Marc Jones and Martin Barsby. Director recruitment is now closed for the time being.</p> <p>Jo Nicholls has volunteered to oversee Company Secretary functions and has developed a comprehensive governance document including the risk registers, register of interest and requirements of Companies House. She continues to develop policies for ICVA and will undergo training on the Company Secretary role.</p> <p><u>Quarter two update</u> New Board of Directors / NEF established and completed a meeting this financial year.</p> <p>Recruitment of two new directors complete with two additional potential recruits undergoing process.</p>
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				<p>First AGM under new rules to took place in July.</p> <p>First Awayday to took place in July, including training on what it means to be a director. The day also set ICVA's new vision, mission, governance priorities and communications strategy.</p> <p><u>Quarter one update</u> New Board of Directors / NEF established and completed a meeting this financial year.</p> <p>Recruitment of new directors underway with two possible directors going through recruitment process.</p> <p>First AGM under new rules to take place in July.</p> <p>First Awayday to take place in July, including training on what it means to be a director.</p>
<p>4.2. Conduct a strategic health check and implement required changes in order to ensure that ICVA has strong membership.</p>	<p>Chief Executive</p>	<p>On To be completed by the end of Q3.</p>	<p><u>Outcome</u> All areas of ICVA's business effectively governed.</p> <p><u>Measure</u> Processes in place to manage legal,</p>	<p><u>Quarter three update</u> Complete Key papers and documentation were presented and agreed at the October Directors' Meeting.</p> <p><u>Quarter two update</u> Director identified to act as Company Secretary and ensure that ICVA meets requirements.</p>

			<p>fiscal and strategic responsibilities.</p>	<p>Governance discussed and priorities agreed at July awayday.</p> <p>Key papers and documentation to be presented to October Board meeting.</p> <p><u>Quarter one update</u> Director identified to act as Company Secretary and ensure that ICVA meets requirements.</p> <p>Initial documentation in place, to be discussed at Awayday in Q2.</p>
<p>4.3. Meeting ICVA's requirements under Companies House and the Home Office grant agreement in order to ensure a well-run organisation.</p>	<p>Chief Executive Y</p>	<p>Ongoing throughout the year.</p>	<p><u>Outcome</u> ICVA is compliant with Companies House requirements.</p> <p><u>Measure</u> Companies House requirements and page up-to-date.</p>	<p><u>Quarter four update</u> Complete All requirements are up to date on Companies House and a final Home Office annual review is scheduled for May 2018.</p> <p><u>Quarter three update</u> All Companies House requirements are up to date; Q3 financial returns (required under grant) have been submitted.</p> <p><u>Quarter two update</u> No requirements due in Q2.</p>

				<p>Home Office meeting and update due to take place in October 2017.</p> <p>Confirmation statement uploaded to Companies House as required.</p> <p>Accountants' statement complete and uploaded to Companies House as required.</p> <p><u>Quarter one update</u> No requirements due in Q1.</p> <p>Home Office meeting and update due to take place in August 2017.</p> <p>Confirmation statement due with Companies House in Q2.</p> <p>Accountants' statement complete, to be uploaded to Companies House following AGM / Board of Directors in Q2.</p>
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