

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

Annual Report 2020/21.



Company number: 08632556

Registered address:

C/O Edwards and Keeping

Unity Chambers

34 High East Street

Dorchester

Dorset

DT1 1HA

Postal address:

PO Box 9322

Dorchester

DT1 9HW



Message from the Chair

2020/21 has been an exceptional year. COVID19 has changed every element of our lives and the UK has suffered many fatalities.

Across this time, monitoring police custody was at risk. Lockdown restrictions and the small physical spaces of custody may have meant that independent monitoring was paused. However, the leadership, support and dedication of our stakeholders and schemes kept independent monitoring going.

Independent custody visitors (or ICVs) were quickly designated as key workers and were legally able to visit custody. Local custody suites adapted to the health and safety needs of detainees, visitors and staff. Schemes showed incredible resilience and innovation as visiting continued, complemented by remote visits, custody record review and distance monitoring of custody.

There is no doubt that monitoring of detention spaces is never more important than in times such as these and I congratulate the independent custody visiting schemes and thank the volunteers who continued working over this time.

ICVs were able to highlight key challenges. The increase of virtual remand hearings being held in police custody, access to solicitors, hygiene and staffing challenges were all flagged. ICVA were able to further share these challenges with national organisations, raising early concerns to be resolved.

The Summer of 2020 saw the murder of George Floyd in America, sparking protests across the world that questioned the legitimacy of policing and the impact of bias and racism in policing. Independent custody visiting originated from similar debates in the 1980s in the UK and ICVA has prioritised reviewing our work on race and gender to ensure that we are effectively monitoring race in custody.

ICVA has responded to these concerns by working with the Criminal Justice Alliance to research monitoring of race and gender in police custody, and I look forward to the report which will be produced next year. ICVA also held its largest ever volunteer event, commissioning two webinars on anti-racism and allyship. It has been incredibly important for ICVA to reflect on the concerns of the public, develop learning for independent custody visitors and schemes and for ICVA to lead schemes to take meaningful steps to work towards effectively challenging disparities where they are found.

I am humbled by and proud of schemes' work across the pandemic. Independent custody visiting was not immune to the tragedies of COVID19. We know that within ICVA and within schemes, staff and volunteers have suffered, fallen unwell and lost loved ones. Schemes had to respond to huge disruption overnight and many scheme managers found they were managing home schooling, shielding and self-isolation. Within this hugely challenging environment, schemes remained committed to keeping monitoring of custody going. This dedication to human rights and protecting

the vulnerable is something that I deeply admire. Independent custody visiting should be rightly proud that we continued our work throughout a national crisis.

There is no doubt that ICVA is able to inform and promote national debate on the shoulders of the work of these incredible schemes. I have been delighted to work with such a tenacious and flexible group of members, officers, PCCs and ICVA's own Board and staff and ICVA maintained 100% membership in 2020/21.

Looking forward to 2020/21, ICVA will see a period of change as Katie Kempen, ICVA's Chief Executive, will leave the organisation in June. ICVA's Chief Operating Officer will step up as ICVA's interim Chief Executive and I will remain as ICVA's Chair until the end of the calendar of year to oversee a smooth handover as we recruit to the role.

Katie and I have worked as a team, leading ICVA for close to six years over which time we have overhauled ICVA's membership offer, delivered new and exciting resources for schemes, changed legislation to protect detainee dignity and overseen monitoring across a pandemic. It has been a huge honour to lead ICVA and only made possible by the commitment and effectiveness of schemes and volunteers. ICV schemes managers and volunteers are truly exceptional people and we have been fortunate to work to represent you.

Martyn Underhill
Chair
July 2021

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 2020/21

ICVA developed an initial business plan for 2020/21 before COVID19 restrictions hit. As it became clear that COVID19 would be changing our lives and the needs of schemes, ICVA developed a new COVID version of its business plan; this annual report reflects on the second version of the plan. ICVA's priorities across this time were as follows:

Leading, Supporting and Representing – COVID19

ICVA stepped in to lead, support and represent schemes with COVID19, this included:

- Providing advice and guidance to ICV schemes.
- Securing and communicating key worker status of ICVs.
- Answering scheme queries and setting up peer support measures.
- Running additional support meetings for schemes and the TACT network, who visit terrorism detention.
- Representing independent custody visiting at regular, national meetings with the Home Office, NPCC, NHS, Police Federation, Law Society and National Appropriate Adult Network.
- Regularly asking schemes for feedback and sharing and publishing feedback summaries.

Leading ICV Schemes – children and young people

ICVA's annual theme focused on children and young people. ICVA delivered on this theme by:

- Sharing national learning, policy and best practice.
- Delivering national conferences and training.
- Delivering 'straight to ICV' bitesize training modules.

Leading ICV Schemes – completing ICOP

Derbyshire OPCC led a pilot to review and strengthen independent custody visiting methodology, with five additional schemes joining a pilot in 2019/20. In 2020/21, ICVA:

- Oversaw completion of the pilot.
- Oversaw completion of the evaluation.
- Decided how to respond to the evaluation's finding.
- Presented the results of the evaluation to the Home Office for further consideration.

Leading - QAF2

ICVA had originally planned to run the second Quality Assurance Framework in 2020/21. ICVA kept QAF2 under review for the financial year to see whether schemes would have capacity to deliver it but ultimately the decision was made to support schemes to monitor during this extraordinary year.

Supporting ICV Schemes – equipping and empowering scheme managers

ICVA supports scheme managers to deliver effective independent custody visiting schemes. ICVA continued to empower and equip manager with support including training and a new members' website and online platform.

Supporting schemes –PCC elections

PCC elections were expected to take place in May 2020. These elections were delayed to May 2021. ICVA provided candidates with the information and support they need to fulfil their statutory duty of running an independent custody visiting scheme.

Representing ICV Schemes

ICVs visit custody every week and provide a contemporary view on the conditions of police custody. Their visits and reports are extremely valuable to national bodies seeking to understand and respond to challenges in custody.

ICVA represents these findings to national partners across the year.

Internal priorities

ICVA's Board of Directors conducts regular work to stay fit for purpose, ensuring that we meet legal, fiscal and strategic requirements for the organisation.

Business as Usual / continuing services

ICVA delivers a number of services that it continued to provide across 2020/21. This included:

- Delivering a weekly newsletter updating schemes in any national changes, lessons learned, best practice and guidance available to them.
- Leading a network of schemes that visit terrorism detention in order to resolve challenges, identify issues and report to the Independent Reviewer of Terrorism Legislation.

- Representing independent custody visiting within the National Custody Forum and within other stakeholder groups.
- Engaging with academics to support work on improving police custody.

Some of ICVA's normal business as usual were impacted by COVID19:

- Providing bespoke services to schemes to help them take part in and respond to HMICFRS and HMIP inspections of custody suites. As the inspectorates stopped inspecting custody, they stopped issuing regular reports for ICVA to share. ICVA has continued dialogue with inspectorates throughout this time, informing their strategic inspection of custody across the pandemic.
- ICVA's scheme managers' conference was delivered online.
- ICVA delivered online training sessions for ICVs in lieu of a National Conference.
- ICVA were not able to attend regional conferences as normal. ICVA attended online conferences where appropriate.

Adding value

ICVA also focused on adding value to schemes in recognition of an increase in subscription fees. ICVA sought to deliver:

- A new online platform that will deliver a members' forum, a members' library and further functionality for schemes to share information and communicate.
- A social media masterclass for scheme managers.
- Training and support on managing volunteers.
- Additional national 'off the shelf' resources, focusing on managing volunteers.
- A greater focus on ensuring that resources can be shared directly with ICVs e.g. briefing notes alongside bitesize training modules, videos with experts.

National Preventive Mechanism (NPM)

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; and
- Submit proposals and observations on existing or draft legislation.

ICVA's Chief Executive was a member of the UKNPM steering group across 2019/20, before leaving the steering group after a four-year term. ICVA's Chief Operating Officer continues as chair of the policing subgroup. ICVA regularly contributes to UKNPM thematic work including responses to international committees on torture prevention.

The UKNPM had a busy year in 2020/21. Members responded to COVID19 by adapting or pausing monitoring of detention. The UN Sub-Committee for Prevention of Torture (SPT) visited the UK in 2019 and reported in 2020. Members responded to the Mental Health Act White Paper.

ICVA chaired the UKNPM subgroup for policing, ensuring that all members that visit police custody share best practice and work together for efficient and effective police custody.

The Independent Custody Visiting Association's achievements

Leading, Supporting and Representing – COVID19

ICVA delivered leadership, support and representation to schemes throughout COVID19.

ICVA developed and shared a range of guidance for schemes. In the early days of the pandemic, ICVA's guidance focused on balancing public health requirements and a 'do no harm' principle with the importance of human rights monitoring. ICVA was able to work with the Home Office to secure key worker status for ICVs. ICVA was also able to share the Home Office direction that the schemes did not have to rigidly stick to the Code of Practice but should be flexible as needed to ensure that some monitoring continued. This enabled schemes to adapt to local circumstances. Where schemes were able to, ICVs kept visiting custody. Where this was not possible due to the needs of volunteers, local decisions or estate that made safe visiting difficult, schemes were able to adapt, introducing remote visiting and oversight.

A key element of pandemic response has been changes to hygiene and social distancing practices. ICVA has been able to share work on this, in particular disseminating guidance that the NPCC have developed in order to ensure that custody is as safe as possible. This has included detailed guidance on Personal Protection Equipment and hygiene for staff, visitors and detainees.

ICVA was also able to share new resources with schemes. ICVA provided Custody Record Review documents that enabled schemes to independently dip check custody records as an additional safeguard. A number of areas have used this technique to oversee and make improvements to custody.

As the pandemic progressed, schemes have highlighted issues that have, in turn, fed into and enriched ICVA's guidance. Schemes raised the flag on poor compliance with the Joint Interim Interview Protocol that has governed legal representation in police stations. ICVA, in turn, was able to provide detailed guidance to schemes on what to look for and report.

In addition to guidance, ICVA has implemented support measures for scheme managers. As with all office staff, scheme managers had to move to homeworking as lockdown progressed and ICVA sought to ensure effective support was in place for them. ICVA used its members' forum and library for schemes to share ideas and resources with others. ICVA used the same vehicles to share resources and chat with schemes. Furthermore, ICVA arranged additional meetings and networking events. ICVA hosted 'cup of tea and catch up' sessions for scheme managers to come together for peer support. Additionally, ICVA hosted more formal sessions including additional Board meetings and meetings of schemes who visit terrorism detention settings in order to ensure that monitoring could continue.

ICVA significantly increased its work representing schemes. ICVA initially gathered weekly feedback from schemes before moving to a fortnightly and, later, monthly survey. ICVA used this feedback in twice weekly, then weekly national meetings with

the Home Office, NPCC, Law Society and others to share objective feedback. ICVA was also able to target specific feedback to relevant organisations. ICV schemes raised very early alarms on emerging problems in custody. As custody suites took on video remand hearings, ICVs flagged the huge resource drain this placed on staff and subsequent concerns for detainee welfare and long detainee stays in custody. Furthermore, ICVs were first to raise the alarm that that Joint Interim Interview Protocol was not working as expected. Schemes fed back concerns that detainees were not being given the opportunity to give informed consent to remote legal advice but were instead presented with a *fait accompli*. ICVA was able to raise these concerns early on, which were then investigated and later confirmed by other bodies including the NPCC, HMICFRIS and National Appropriate Adult Network. In raising the early alarm, ICVs were able to ensure that these problems were confronted and responded to.

ICVA published a six-month review of COVID19, highlighting key issues and the work of ICV schemes across this period.

Leading ICV Schemes – children and young people

ICVA's annual theme has been 'children and young people'. Whilst many of our resources were redirected to COVID19 response, ICVA worked to ensure that we delivered promised resources and work on our theme. Across this time, ICVA delivered significant resources. This includes:

Bitesize training, delivered in 'straight to ICV' format via online video and written resources, including:

1. The Law and Children and Young People in Custody,
2. Dr Miranda Bevan's research on 'young suspect perspectives: insights for ICVs'.
3. Children and young people – treatment and conditions in custody.
4. Children and young people – diversion from custody.

Guidance for schemes and ICVs to use:

- Children and Young People in Custody – Adverse Childhood Experiences (ACEs) and Trauma Informed Working for Schemes and ICVs,
- Children and Young People – Strip and Intimate Searching – Briefing and Checklist for ICVs,
- Children and Young People –How to Engage – Briefing for ICVs – please also send the IOPC document for police officers on how to engage, and
- Appropriate Adults – Briefing and Checklist for ICVs.

ICVA worked in partnership with Dr. Miranda Bevan who had completed a significant piece of research into the perspectives of young detainees. Dr. Bevan presented her findings at our online scheme managers' conference, outlining the particular challenges and stresses for young detainees. Dr. Bevan has extended an offer to work in detail with schemes on improving custody for children and is now working with independent custody visiting schemes.

ICVA's online scheme managers' conference also welcomed [DIVERT](#) to talk about

their work whilst one of their young people was able to describe and answer questions on his experiences of custody.

Unfortunately, due to ongoing social distancing restrictions, ICVA was unable to run our National Conference for ICVs to attend. However, ICVA was able to deliver online training, run by the University of Cardiff, on the Appropriate Adult provision which was fully booked and explored the needs and Appropriate Adult entitlements of children in custody.

Leading ICV Schemes – completing ICOP

ICVA was delighted to work with schemes across Derbyshire, Dyfed-Powys, Gloucestershire, Humberside, Leicestershire and Nottinghamshire on the Independent Custody Observers Pilot. This pilot, initiated in Derbyshire, sought to strengthen the ICV role by adding reviews of custody records and enhancing visits to include wider observations of custody.

The pilot concluded at the start of the financial year and an independent evaluation found that the new methodologies were effective at strengthening monitoring and recommended further roll out and a review of the Code of Practice. ICVA's Board accepted these recommendations and ICVA has requested a review of the Code of Practice that will enable further roll out of the methodology.

Whilst ICVA has enjoyed the support of stakeholders and civil servants, we await full sign off from the Home Office before a review of the Code of Practice can move ahead. Whilst COVID19 has delayed this approval, ICVA has developed action plans that will facilitate a review once this has been agreed. Furthermore, schemes beyond the pilot areas have adopted the custody record review methodology as an additional safeguard and oversight mechanism during the pandemic. We anticipate that this early adoption of custody record reviews will ease the eventual further roll out of the new methodology as schemes have experience of, and can see the benefits to, ICOP methodology.

Leading - QAF2

ICVA's Quality Assurance Framework provides a co-designed framework that outlines the basic legal requirements of independent custody visiting schemes (Code Compliant) as well as more developed levels of independent custody visiting (Silver to Platinum levels).

ICVA was due to launch its second Quality Assurance Framework (commonly known as QAF2) in April 2020. QAF2 requires significant working across offices as well as evidence collection, presentation and peer-to-peer networking. This simply was not possible as schemes focused on adapting and maintaining monitoring of custody.

Schemes have been keen to showcase their work and ICVA has worked with scheme managers to keep QAF2 under review. It was not viable to launch QAF2 over 2020/21. However, the tool remains in place once schemes have the capacity to deliver it.

Supporting ICV Schemes – equipping and empowering scheme managers

A key tenet of ICVA's work is to support scheme managers to deliver effective schemes. Much of ICVA's support work was channeled into responding to COVID19. However, ICVA was able to deliver a wide range of further support to scheme managers to deliver their role. This has included:

- 42 newsletters (normally sent weekly) that advise schemes on changes to policy, practice, signpost to resources and share good practice.
- A new members' website, which provides a forum for discussion, a library of ICVA resources, a library of members' resources and member profiles.
- An information session for scheme managers on the Mental Health Act White Paper.
- Two distance learning courses: one on social media and one on managing volunteers for scheme managers to study at their own pace.
- An online scheme managers' conference bringing together experts on children and young people in custody as well as a networking and discussion session for scheme managers.
- Two 'train the trainer' sessions for scheme managers to learn or refresh their knowledge on inducting new independent custody visitors.
- A TACT network, bringing together scheme managers who are responsible for visiting terrorism detention in order to communicate with the Independent Reviewer of Terrorism Legislation, share good practice and hear from ICVA.

Supporting schemes – PCC elections

The election of Police and Crime Commissioners was due to take place in May 2020 but were delayed until May 2021. PCCs have a statutory duty to run an independent custody visiting scheme that candidates must be made aware of.

ICVA developed a range of resources for PCC candidates. This included written briefings, videos and social media contact. ICVA ran an online information event for candidates shortly before the election and will continue to raise awareness once candidates are in place.

Representing ICV Schemes

Custody could not stop and had to make significant and fast changes. Community scrutiny was crucial in order to spot and report issues as they emerged, enabling national organisations to respond to them.

Under these circumstances, ICVA started a weekly feedback survey, in addition to its quarterly meeting with regional representatives, in order to get feedback from schemes. The survey eventually reduced to fortnightly and then monthly requests for feedback. ICVA has used these responses to represent ICV scheme feedback to national partners. ICVA joined the newly created Operational Partners Group, chaired by the Home Office to bring together key organisations working in police custody to communicate and resolve problems. Other attendees include the Home Office, NPCC, Law Society, NHS, National Appropriate Adult Network and Police

Federation. ICVA was able to use this forum to represent scheme feedback and raised early problems. ICVA used this to highlight problems ensuring that detainees were able to give informed consent to receive legal advice remotely. ICVA also raised challenges to police custody posed by the additional demands of running video remand hearings.

ICVA published a six-month COVID report highlighting key themes. This was, in turn, used as information by other organisations who used it to instigate their own further research into these key issues.

Outside of COVID19, ICVA continued to represent schemes through their normal channels. ICVA is an active member of the National Preventive Mechanism and Chairs its Policing Subgroup. ICVA is an active member of the National Custody Forum and has represented findings on anti-rip suits to its lead to consider for reform. ICVA attends the PACE Strategy Group where it has presented ICV findings throughout the year. ICVA also attend the Ministerial Board in Deaths in Custody where the ICOP project has been presented as a means in which to understand whether there is disproportionality in treatment within police custody. ICVA regularly meets with key stakeholders including the Home Office and inspectorates in order to share ICV feedback and inform each others' work.

Race and gender

The murder of George Floyd instigated anger, review and reflection about racism and bias throughout criminal justice systems across the world. Independent custody visiting has its roots in community response to racism established as it was following the Scarman Report.

Independent custody visiting is an important safeguard in the criminal justice system. It can highlight disproportionality or problems in custody. Community scrutiny of the often-hidden area of custody can also deliver community reassurance that custody is fair and appropriate.

ICVA has contributed to national discussions exploring disproportionality in police custody, sharing its work on ICOP as a means to examine whether disproportionality is present. The scheme in Derbyshire was able to run a deep dive into custody records and explore how different people are treated. Furthermore, the work of ICV schemes in Norfolk and Suffolk has inspired the NPCC to replicate their work to scrutinise use of strip searching. ICVA will continue to contribute to these discussions and have an important and statutory duty to deliver monitoring of custody. It is crucial that this monitoring remains independent and can deliver real challenge and change.

Equally, independent custody visiting must be effective in challenging unfairness or bias where it finds it. ICVA has reflected on the organisation's capability and capacity to do so. In order to ensure that we can deliver leadership, support and representation on this key area, ICVA has worked with the Criminal Justice Alliance who are running independent research to explore how independent custody visiting

monitors race and gender and how it ensures that this volunteering is welcoming and representative to all communities. We are grateful to schemes who have actively engaged in this research and we look forward to the report and recommendations.

In the meantime, ICVA has delivered training on anti-racism to ICVs and scheme managers. ICVA ran its biggest ever events through online training on this topic. The training encouraged attendees to be aware of our own histories and perspectives and to recognise and challenge racism where we see it. ICVA will continue to prioritise and develop this work moving forward.

Internal priorities

ICVA's Board of Directors conducts regular work to stay fit for purpose. ICVA regularly reviews its legal requirements, fiscal position and strategic requirements.

ICVA had expected to review governance following PCC elections. ICVA will now review its governance as a new Chief Executive comes into post in early 2022.

ICV findings on the state of police custody

ICV schemes provided a wealth of independent feedback across this period, delivering more than 450 feedback reports to ICVA in addition to normal reporting. This feedback has delivered a picture of custody under COVID.

Custody – coping under pressure

Police custody had to continue whilst lockdown came into force and new public health measures were put in place. This had a significant impact. Police forces faced the same external pressures as other essential services. Custody suites have juggled staff shortages, risk of infection, implementing social distancing regulations and new processes such as Virtual Enabled Justice. The first six months of COVID19 saw rapid and frequent change and placed unprecedented pressure on police custody.

Many ICV schemes sent feedback stating that custody continued to function and cope throughout this period of change, although this was not straightforward and often strained staff and infrastructure. Schemes have sent in reports of praise and progress that should be recognised and commended.

As the pandemic has progressed across the year, the pace of change has slowed. However, custody suites have continued to be flexible in making changes. This has included tighter regulations on PPE, most police force areas withdrawing from video remand hearings and fluctuations on the volume of arrests. Schemes have continued to share positive feedback that custody has largely coped under these changes.

Early days of the pandemic

The early days of the pandemic and subsequent lockdown presented specific challenges to police custody as it had to implement new social distancing requirements in a short period of time. This created uncertainty and initial problems in custody suites.

ICV schemes reported problems managing essential visitors to custody as there was initial uncertainty about police's responsibilities in maintaining health and safety and public health requirements.

A key feature of early reports were staff shortages. As staff were advised to self-isolate, schemes reported shortages in custody suites. This has eased somewhat across the pandemic, but schemes sometimes report that staff shortages and worries about resilience remain an ongoing challenge.

Schemes initially reported shortages of Personal Protective Equipment (PPE), sometimes meaning we received reports that police did not issue essential visitors with required equipment. The NPCC issued guidance to police forces prompting them to deliver parity of care to essential visitors and to issue them with PPE. This issue was resolved over time as PPE became more freely available to custody suites and new visiting arrangements were implemented.

The UK has varying custody estate with some custody suites able to deliver social distancing relatively simply whilst the layout and size of other suites makes social distancing difficult to achieve. ICV schemes reported how police adapted custody estate, putting up screens, adapting room layouts and marking distance on floors. Some feedback noted that some custody suites could not be adapted. Schemes reported that police custody had revised their cleaning regimes to reduce risk of infection to detainees, staff and visitors.

Schemes generally reported good access to hygiene and ICVA were informed of detainees being provided hand gel or hand washing on arrival. ICVA also received feedback such as increased showers and enhanced care for child detainees. However, there were some challenges accessing appropriate hygiene. For example, some custody suites have sinks with time limits that restrict water use. Water was released for less than the 20 seconds recommended by public health regulations. Other schemes noted that individual soaps were not being provided to detainees.

These issues were all confronted within the early days of the pandemic. Over time, the changes became embedded and part as business as usual.

Video Enabled Justice / Virtual Courts

A key feature of police custody over 2020/21 was the often-sudden introduction of Video Enabled Justice (VEJ) into custody suites. Detainees were able to attend Video Remand Hearings (VRH) in a specific room in police custody rather than physically attend court to do so. This initiative was introduced in the early days of the pandemic to manage court hearings.

Custody suites entered the pandemic at different stages of using VEJ. A small number of areas had an established history of using VEJ and had developed the required infrastructure and staff to use it successfully. Indeed, a number of schemes reported that VEJ was working well and could provide some benefits to detainees who faced less travel through its use.

However, there were many challenges with VEJ. Some challenges directly impacted detainees. Some schemes fed back that remote communication can be difficult for vulnerable detainees to engage with.

Another key challenge was the increased demand that VEJ placed on custody suites. Detainees spent additional time in custody as, rather than be moved to court, they stayed in police custody for the court process, and some faced further waits before being moved to the prison estate. This impacted custody in a number of ways:

Police custody is designed for short stays. There are limited distractions that detainees can access, such as books, which have been further curtailed due to concerns on cleanliness and contamination. Some schemes reported concerns that this would cause stress to detainees.

Another impact of VEJ was the additional pressure it placed on staff looking after detainees for extended periods. VEJ placed additional demand on police custody staff who have to both manage the court process and care for detainees over this extended period. This additional strain was a significant challenge for both staff absorbing the demand and for detainees who were being cared for by staff under strain.

Furthermore, ICVA received reports that custody suites reached capacity and had to close due to the increased demand created by VEJ. In these instances, detainees have to travel further to attend an open custody suite. These can be significant distances. We have had some reports that schemes have not been able to conduct monitoring as staff have not had capacity to facilitate it, which is not acceptable.

These demands led to most police force areas withdrawing from VEJ after a number of months.

Access to solicitors

Some national organisations including the NPCC, CPS and Law Society agreed a Joint Interim Interview Protocol to manage legal advice during the pandemic. This Protocol sought to reduce solicitor visits to custody through ensuring that interviews were necessary. It also enabled detainees to access legal advice via telephone or video conferencing, where appropriate and with their informed consent.

ICV schemes were very early to express concern that this Protocol was not being upheld, raising concerns very shortly after the Protocol was agreed. Some schemes provided reports that solicitors were reluctant to attend custody suites. As with VEJ, some schemes were also concerned that detainees could find it difficult to engage with legal advice via remote communication

Perhaps the most significant concern schemes fed back questioned whether detainees were giving informed consent to receiving remote advice. Detainees should be given the opportunity to consider whether remote or in-person advice is best for them and provide informed consent to remote advice where this occurs. Schemes questioned whether detainees were provided with this opportunity and reported concern that remote advice was presented to them a fait accompli. Furthermore, schemes fed back that informed consent was not being recorded on the custody record.

ICVs early feedback has later been mirrored by research conducted by other bodies including the National Appropriate Adult Network, HMICFRS and the NPCC. Work has been conducted to seek to improve compliance with the Protocol and the signatories are making plans to withdraw from it entirely as social distancing regulations lift in 2021.

Appropriate Adults

Appropriate Adults (AAs) are a valuable safeguard for children and vulnerable adults, helping them to understand and engage with the custody process. Where a

detainee cannot access their own AA, such as a parent, police will request one through a local scheme. AAs continued to attend police custody throughout the pandemic.

Early in the pandemic, ICV schemes reported that the number of AAs who were able to attend police custody fell. A number of areas reported long waits to access AAs. Some AA schemes adjusted by adapting the services they provided. Whereas AAs would normally assist detainees to understand their rights and entitlements in person, this was completed remotely in some areas.

The initial shortage of AAs impacted detainees who may then see longer detention times and who do not benefit from face-to-face contact with an AA when understanding their rights and entitlements.

As the year progressed, the reports of delays accessing AAs reduced considerably.

TACT

ICVs visit detainees held under terrorism detention. Terrorism Act (commonly referred to as TACT) detention has different arrangements as ICVs must be alerted when a TACT detention takes place and visit more frequently. ICVs who visit TACT also report to the Independent Reviewer of Terrorism Legislation (IRTL), Jonathan Hall, who maintains oversight of terrorism detention.

Schemes with TACT detention implemented remote visiting as a matter of priority and ensured that ICVs were speaking to detainees, either via telephone or video conferencing. ICVA held additional support meetings with scheme and the IRTL over the pandemic in order to ensure that this crucial independent oversight continued.

Overall, custody has coped during the pandemic, with a number of significant issues arising. The NPCC and other national organisations have been proactive in responding to feedback raised by ICVs. However, issues such as access to solicitors have remained difficult to resolve and have continued into early 2021/22.

Annual reporting requirements

Purposes and governance

ICVA reviewed its Articles of Association, amending them in July 2019. ICVA's Articles are available on [Companies House](#).

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. 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 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. Directors appoint the Chair and Vice Chair.

Directors and staff

The following people have acted as directors for ICVA across 2020/21:

- William Bach
- Katie Beaumont
- Erika Dallinger (appointed July 2020)
- Nicholas Hardwick
- Elizabeth Kelly
- Lucy McKay
- Joanne Nicholls, Company Secretary

- Natasha Plummer, Vice Chair
- Elise Pout
- Kirsty Scott (appointed July 2020)
- Elizabeth Shenton
- Martyn Underhill, Chair
- Rachael Waldron (appointed July 2020)

The following people have worked for ICVA in 2020/21:

- 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 additional 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 2021/22, 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	Lead	Deadline	Outcome and measure	Update
<p>C1. Provide leadership and guidance that will explain the duties and responsibilities of independent custody visiting, including guidance from the UN and Home Office, in order to lead schemes in responding to COVID19:</p> <ul style="list-style-type: none"> • Communicate key messages from the United Nations and UKNPM. • Communicate Home Office messaging on key worker status of ICVs. • Communicate Home Office messaging on adjusting independent custody visiting from the Code of Practice. • Provide ongoing updates on national guidance to ICV schemes. 	<p>Chief Executive</p>	<p>Ongoing throughout COVID19.</p>	<p><u>Outcome</u> Schemes have the information required to make local decisions on adapting independent custody visiting during COVID19.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> • Guidance from UN bodies shared with schemes. • Guidance on key worker status shared with schemes. • Guidance on adapting Code of Practice requirements shared with schemes. • Ongoing updates provided throughout COVID19. 	<p><u>Quarter one update</u> On track: Since the start of COVID19, ICVA has produced the following guidance and resources for schemes:</p> <ul style="list-style-type: none"> • Overall guidance on making local plans, Public Health guidance, contingency planning, monitoring during the pandemic (including UN / NPM advice) and recovery. • Shared Home Office confirmation (via email and headed letter) of key worker status to all schemes. • Shared Home Office view that Code of Practice can be altered across COVID19 in order to maintain monitoring during the pandemic. • Guidance on overseeing the use of Video Remand Hearings. • Active engagement with schemes via the members' forum. • Sharing of resources from other bodies (e.g. IMBs) via the members' forum. • Additional meetings for schemes visiting TACT suites.

				<ul style="list-style-type: none">• ‘Cup of Tea and Catch Up’ virtual meetings for scheme managers. <p>ICVA has also run a weekly, recently turning to fortnightly, monitor to gather feedback from schemes. It has used this to provide feedback and updates on custody to key stakeholders.</p> <p><u>Quarter two update</u></p> <p>On track:</p> <p>In quarter two, ICVA has continued to share guidance that is relevant across the period, including:</p> <ul style="list-style-type: none">• PACE Consultation – briefing schemes on the consultation to temporarily amend PACE in order to apply the CPS / NPCC protocol on interview during COVID.• Lay Observers Expectations – shared the expectations of Lay Observers in order to respond to Video Enabled Justice in police custody.• Diversity and equality including recruitment – ICVA shared and promoted resources surrounding diversity and equality (including race) following the Black Lives Matter movement. <p><u>Quarter three update</u></p> <p>On track:</p> <p>In quarter three, ICVA has continued to share relevant guidance, in particular:</p>
--	--	--	--	--

				<ul style="list-style-type: none"> • Highlighting the importance of informed consent for remote legal advice and for this to be recorded and checked. • Updating schemes on national developments to Video Enabled Justice. • Providing guidance on access to hygiene and the need for detainees to be offered face coverings on release from custody. <p><u>Quarter four update</u> Complete In quarter four, ICVA has continued to share relevant guidance, in particular:</p> <ul style="list-style-type: none"> • Significant problems with remote legal advice – in particular access to and quality of the advice. • The importance of informed consent and ensuring that this is provided and recorded. • The PACE Code consultation result. • New PPE guidance.
<p>1.1. Develop a plan for a year-long thematic on children and young people in order to equip schemes to recognise and respond to failings on detainee dignity in their area. The plan should include:</p>	<p>Chief Operating Officer</p>	<p>End of April 2020.</p>	<p><u>Outcome</u> Robust, scheme and research informed plan in place to deliver support that schemes require.</p>	<p><u>Quarter one update</u> Complete The Chief Operating Officer has produced, and is implementing, an annual plan for ICVA’s work.</p>

<ul style="list-style-type: none"> • National research. • Complementary stakeholder projects. • Plans to deliver guidance, training and conferences. 			<p><u>Measures</u></p> <ul style="list-style-type: none"> • Desktop research complete. • Stakeholder research complete. • Consultation with scheme managers / National Expert Forum complete. • Plan written and agreed. 	
<p>1.2. Roll out and support schemes to deliver the Quality Assurance Framework 2 (QAF2) in order to ensure that independent custody visiting schemes are meeting their statutory duties and, where moving beyond code compliant, aspiring to best practice.</p> <ul style="list-style-type: none"> a. Publishing QAF. b. Collating scheme targets. c. Developing mechanisms to support peer assessments. d. Supporting peer assessments. 	Chief Operating Officer	<ul style="list-style-type: none"> a. April 2020 b. June 2020 c. June 2020 d. By end April 2021 e. By end April 2021 f. By end April 2021 	<p><u>Outcome</u></p> <p>ICV schemes can demonstrate that they meet statutory requirements and are rewarded for additional successes.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> a. QAF published b. Schemes registered target level c. Schemes consulted and peer assessment designed and in place. 	<p><u>Quarter one update</u></p> <p>ICVA's officers are keeping this under review and anticipate launching QAF2 in January 2021.</p> <p><u>Quarter three update</u></p> <p>The Board agreed to delay the QAF beyond January 2021. This is now under review.</p> <p><u>Quarter four update</u></p> <p>The QAF is under consideration for the 2021/22 business plan.</p>

<p>e. Assessing all platinum scheme applications.</p> <p>f. Overseeing the completion of QAF assessments.</p> <p>Delayed: This action is dependent on schemes having capacity to complete QAF2.</p>			<p>d. Schemes feel supported in peer assessment role.</p> <p>e. All platinum schemes assessed.</p> <p>f. All schemes completed QAF and results collated.</p>	
<p>1.3. Complete ICOP and present findings and recommendations to ICVA’s Board, stakeholders (particularly the Home Office) and members in order to ensure that independent custody visiting is as effective as possible.</p> <p>a. Independent evaluation complete and presented to ICVA’s Board.</p> <p>b. Recommendations presented to ICVA’s Board.</p> <p>c. Evaluation and recommendations presented to ICVA’s stakeholders, particularly the Home Office.</p>	<p>Chief Executive Officer</p>	<p>a. April 2020</p> <p>b. July 2020</p> <p>c. July 2020</p> <p>d. Q3</p>	<p><u>Outcome</u></p> <p>An evaluated and extended pilot on proposed improvements to independent custody visiting methodology with potential to roll out nationally if successful.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> • Evaluation completed. • Recommendations developed. • Response agreed by Board and stakeholders. • Plan in place to deliver agreed response. 	<p><u>Quarter one update</u></p> <p>On track</p> <p>The evaluation is complete and will be presented to ICVA’s July Board meeting.</p> <p><u>Quarter two update</u></p> <p>On track</p> <p>The evaluation and recommendations have been presented to the NPCC and APCC, both of whom have accepted and encouraged the recommendations.</p> <p>ICVA has presented the evaluation to Home Office civil servants, who have accepted them and are preparing a report to the Minister for sign off.</p> <p><u>Quarter three</u></p> <p>Underway</p>

<p>d. Response to the pilot agreed and plans in place to deliver this.</p> <p>NB, action a has been delayed by COVID19. Other deadlines expected to be met within the financial year.</p>				<p>The Home Office are waiting for legal advice before recommending ICOP to the Minister. This process has taken considerably longer than expected due to the demand on Home Office legal teams.</p> <p>ICVA staff have developed project plans and governance in preparation for sign off, these have been presented to Home Office civil servants who are content with the plans.</p> <p><u>Quarter four update</u> Complete ICVA has completed all actions. ICVA staff have developed action plans and governance arrangements to move forward once the Home Office is in a position to proceed.</p>
<p>1.4. Following the results of ICOP, work with the Home Office to consider whether and how the Code of Practice for Independent Custody Visiting should be reviewed in order to ensure that it remains fit for purpose and delivers effective and efficient independent custody visiting schemes.</p>	<p>Chief Executive Officer</p>	<p>Q4</p>	<p><u>Outcome</u> An effective Code of Practice is available for ICV schemes to implement.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> Plans with Home Office in place. 	<p><u>Quarter one update</u> Not yet required</p> <p><u>Quarter two update</u> On track Home Office civil servants have agreed high level plans including establishment of a steering group and an action plan. To be implemented once ministerial sign off is in place.</p>

<p>This is expected to be completed within the financial year but will rely on Home Office capacity to respond.</p>				<p><u>Quarter three update</u> ICVA and civil servants have developed draft plans for revising the Code of Practice. These are now contingent on ministerial sign off.</p> <p><u>Quarter four update</u> Complete for 2020/21 ICVA continue to work with Home Office civil servants and have plans in place to review the Code once they have achieved sign off.</p> <p>On request of the Home Office, ICVA has asked for feedback / comments from all schemes on the Code of Practice as preparation for the review.</p> <p>ICVA staff have continued to communicate with the Home Office about rolling out ICOP and reviewing the Code. Whilst civil servants remain supportive, they have not been able to progress legal advice due to competing demands. ICVA remains engaged and ready to develop this action in 2021/22.</p>
<p>1.5. Play an appropriate role in responding to new national and local policy requirements of the Government and newly elected PCCs.</p>	<p>Chief Executive Officer</p>	<p>a. In line with Royal Commission's requirements . b. July 2020.</p>	<p><u>Outcome</u> Independent custody visiting drives improvements to national and local policing policy.</p>	

<p>a. Play an appropriate role in the Royal Commission to review and improve the efficiency and effectiveness of the criminal justice system.</p> <p>b. Review and respond to the priorities and requirements of newly elected PCCs.</p> <p>These actions are no longer relevant due to COVID19.</p>			<p><u>Measures</u></p> <p>a. ICVA submits evidence to the Commission.</p> <p>b. ICVA audits and responds to PCC requirements.</p>	
<p>1.6. ICVA will be an active stakeholder in national projects regarding police custody.</p> <p>ICVA work with national stakeholders in order to be aware of any projects or thematic work that will impact independent custody visiting. ICVA will lead and direct schemes as required in order to ensure that independent custody visiting makes meaningful contributions to national projects and work.</p>	<p>Chief Executive</p>	<p>This is an ongoing, strategic role for ICVA, with benchmarks as follows:</p>	<p><u>Outcomes</u></p> <p>Schemes are informed of key issues in custody and empowered to respond.</p> <p><u>Measures</u></p> <p>Briefings shared with schemes.</p> <p>Independent custody visiting reports used for national work.</p>	<p><u>Quarter one update</u></p> <p>On track.</p> <ul style="list-style-type: none"> • ICVA regularly attended (initially twice a week and now weekly) the Home Office’s Operational Partners Group for police custody, feeding back ICV scheme feedback and asking questions on behalf of schemes. ICVA has used these meetings to feedback information to schemes. • ICVA attended the online PACE Strategy Group where it presented key concerns from schemes, namely problems arising from video enabled justice and concerns around informed consent for remote interviews.

<p>Notably, ICVA will:</p> <ul style="list-style-type: none"> • Attend and be an active partner in the PACE Strategy Group in order to ensure that independent custody visiting schemes are aware of national work and to prepare schemes for required changes to local practice. • Regularly discuss methodology and expectations and share information and findings with HMICFRS and HMIP in order to ensure that all three organisations are working as effectively as possible. • Attend and be an active partner in the National Custody Forum in order to ensure that independent custody visiting schemes are aware of, and able to respond to forthcoming national priorities and joint working. • Engage with the IOPC in order to keep up to date on current 		<p>Quarterly, in line with PACE Strategy Group meetings.</p> <p>Ongoing communication complement by bi-annual meetings.</p> <p>Ongoing, in line with project subgroups and National Custody Forum events.</p> <p>Ongoing, in line with 'learning the lessons' documents and national investigations. Bi-annual meetings.</p>		<ul style="list-style-type: none"> • ICVA has held two meetings with HMICFRS, briefing them on contemporary findings within custody suites. • ICVA has been in contact with the Independent Advisory Panel, briefing them on key concerns in custody and on ICOP. The Ministerial Board on Deaths in Custody will occur in Q2. • ICVA has worked with key bodies, including the NPCC, NPM and IMBs to share work and learning. ICVA has used these communications to share resources with schemes and develop guidance for schemes. <p><u>Quarter two update</u></p> <p>On track</p> <ul style="list-style-type: none"> • ICVA is an active member of the Home Office Operational Partners Group, responding to COVID19 in police custody. ICVA has presented feedback on Video Enabled Justice and informed consent to remove interviews. The NPCC and Home Office have instigated work to improve informed consent to remote interviews in response. • ICVA has been in regular contact with the inspectorates, sharing ICV findings from police custody.
--	--	--	--	--

<p>issues in police custody and inform local independent custody visiting schemes of their implications.</p> <ul style="list-style-type: none"> • Regularly communicate with the policing representatives on the Independent Advisory Board in order to understand national trends and projects and advice local schemes of required changes to respond to them. • Attend the Ministerial Board on Deaths in Custody in order to understand wider trends regarding safety in detention • Work with national charities, organisations and individuals committed to improving detention in order to understand key and future work underway that is relevant to independent custody visiting. • Translate relevant findings into member briefings, guidance, projects and training. 		<p>In line with Board meetings.</p> <p>Ongoing.</p> <p>Ongoing.</p>		<ul style="list-style-type: none"> • ICVA officers have met with the IOPC to brief them on detainee dignity work and catch up on matters of shared interest. • ICVA officers have met with the IAP representative on policing, John Wadham, and the IAP Chair, Juliet Lyon to present the ICOP evaluation, gaining support from both. • ICVA has worked with Just for Kids Law to develop a Q&A video on the Children’s Concordat, this has been shared with all ICV schemes. • ICVA has worked with LSE to understand research on the needs of child detainees and has a video presentation ready to be shared with ICVs. <p><u>Quarter three update</u></p> <p>On track</p> <ul style="list-style-type: none"> • ICVA attended the November 2020 PACE Strategy Meeting where Video Enabled Justice and informed consent to remote legal advice were discussed. • ICVA have been held video calls and email correspondence with HMICFRS and HMIP, sharing annual reports and information to inform HMICFRS’ thematic COVID19 review. • ICVA has attended the NPCC Custody Forum phone call and shared relevant information (on
---	--	---	--	--

<p>NB, these actions may be amended due to COVID19 and adaptations other agencies make to their work.</p>				<p>healthcare commissioning and the performance scorecard) with schemes.</p> <ul style="list-style-type: none"> • ICVA attended a quarterly catch-up with the IOPC in December where it discussed a forthcoming recommendation on strip searching and how to communicate with ICV schemes following a death in custody. ICVA and the IOPC will be reviewing guidance for schemes. • The Chief Executive had a meeting with the Chair of the IAP where they discussed potential work to respond to deaths in custody, including ICOP and planned ministerial work. • The Chief Executive attended the Ministerial Board on Deaths in custody where the group discussed how to effectively respond to prevention of future death reports. Further work is expected on this area. • ICVA had a further meeting with INQUEST to catch up on work under development. • Where relevant (e.g. recommended changes to strip and intimate searching), ICVA has updated schemes via its newsletter. <p><u>Quarter four update</u> Complete</p> <ul style="list-style-type: none"> • ICVA attended the latest Home Office PACE Strategy Group and represented feedback from ICV schemes including on informed consent.
--	--	--	--	---

				<ul style="list-style-type: none"> • ICVA have been in touch with the inspectorates, sharing the results of ICVA’s research and sharing methodologies. • ICVA have met with the NPCC custody lead and suggested a new working group on anti-rip suits in the next National Custody Forum. ICVA has attended subgroups on disproportionality and has supported work on performance management. • ICVA has conducted a further quarterly update meeting with the IOPC where we discussed informed consent, access to recommendations and informed consent to recording of strip searches. • ICVA has taken part in an IAP / MBDIC consultation on the future of the Ministerial Board for Deaths in Custody, giving advice on its future. • ICVA has worked with NAAN, Transform Justice and Fair Trials to bring attention to problems with remote legal advice in police custody. • ICVA has shared relevant information with ICV schemes.
2. Supporting ICV Schemes				
Action	Lead	Deadline	Outcome and measure	
			<u>Outcome</u>	<u>Quarter one update</u>

<p>C2. Provide resources and guidance that will support schemes to continue monitoring throughout COVID19:</p> <ul style="list-style-type: none"> • Provide guidance documents at key milestones across the pandemic. • Utilise the members’ forum and library to communicate and share resources with schemes. • Respond to requests for support from scheme managers. • Run additional remote meetings for scheme managers as required. 	<p>Chief Executive</p>	<p>Ongoing throughout COVID19.</p>	<p>Schemes have the resources needed to adapt independent custody visiting during COVID19.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> • Guidance provided to schemes. • Members’ forum updated with relevant communication and information threads. • Members’ library updated with COVID section for members’ use. • Responded to requests from schemes. • Additional meetings take place as required. 	<p>On track:</p> <p>Since the start of COVID19, ICVA has produced the following guidance and resources for schemes:</p> <ul style="list-style-type: none"> • Overall guidance on making local plans, Public Health guidance, contingency planning, monitoring during the pandemic (including UN / NPM advice) and recovery. • Shared Home Office confirmation (via email and headed letter) of key worker status to all schemes. • Shared Home Office view that Code of Practice can be altered across COVID19 in order to maintain monitoring during the pandemic. • Guidance on overseeing the use of Video Remand Hearings. • Launched a Coronavirus section in the members’ library including a range of resources for schemes to access. • Active engagement with schemes via the members’ forum. • Sharing of resources from other bodies (e.g. IMBs) via the members’ forum. • Additional meetings for schemes visiting TACT suites. • ‘Cup of Tea and Catch Up’ virtual meetings for scheme managers.
---	------------------------	------------------------------------	---	--

				<p>ICVA has also run a weekly, recently turning to fortnightly, monitor to gather feedback from schemes. It has used this to provide feedback and updates on custody to key stakeholders.</p> <p><u>Quarter two update</u> On track ICVA has provided guidance on the proposed changes to PACE, on responding to the Black Lives Matter movement and expectations from Lay Observers, who visit courts.</p> <p>ICVA has shared resources using the members' forum and has hosted discussions about key issues arising from COVID there.</p> <p>In response to requests from scheme managers, ICVA has produced a blog and themed newsletter on Black Lives Matter, pointing scheme managers in the direction of appropriate resources. ICVA is also commissioning a training package on having difficult conversations in response to a scheme manager request.</p> <p>ICVA continued 'tea and catch-up sessions', has hosted additional National Expert Forum meetings and TACT network meetings to respond to COVID and is now organising scheme manager catch ups themed</p>
--	--	--	--	---

				<p>around key issues arising from COVID e.g. maintaining physical visiting during the pandemic.</p> <p><u>Quarter three update</u> On track ICVA has continued to update schemes on requirements as they have evolved across the pandemic e.g., on the issuing of face coverings upon release.</p> <p>ICVA has run dedicated sessions, including during the scheme managers' conference, bringing scheme managers together to share how they are responding to the pandemic and restrictions. This has been complemented by forum threads and one-on-one guidance and discussion as needed.</p> <p>The Chief Operating Officer has run additional TACT network meetings to ensure that TACT schemes continue to monitor and are supported.</p> <p><u>Quarter four update</u> Complete In quarter four, ICVA has continued to share relevant guidance, in particular:</p> <ul style="list-style-type: none">• Significant problems with remote legal advice – in particular access to and quality of the advice.
--	--	--	--	---

				<ul style="list-style-type: none"> • The importance of informed consent and ensuring that this is provided and recorded. • The PACE Code consultation result. • New PPE guidance.
<p>2.1. Review, redesign and launch a new members' website in order to provide members with a fit-for-purpose online discussion area and library of resources.</p> <p>To include:</p> <ol style="list-style-type: none"> Set up reference group to design specification for site. Commission development of site. Oversee development of site. Launch new members' website. <p>NB, the original deadlines for this work have been amended in response to COVID19.</p>	Chief Operating Officer	<ol style="list-style-type: none"> Q2 Q1 Q2 Q3 Q4 	<p><u>Outcome</u> Members can access fit for purpose website providing a forum for discussion, library of resources and meeting other needs.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> • Reference group established. • Specification developed. • Website commissioned. • Website completed and launched. 	<p><u>Quarter one update</u> On track The Chief Operating Officer has established a reference group including scheme managers from Lancashire, Surrey, Derbyshire, South Wales and Kent. The group will meet on 7 July.</p> <p><u>Quarter two update</u> Ahead of schedule ICVA's COO worked with the reference group to develop a specification for the members' website and put this out to tender. ICVA has commissioned work on the website, and it is currently being built ahead of schedule.</p> <p><u>Quarter three update</u> On track The new members' website has been built, content drafted and uploaded onto the new site. The Chief Operating Officer has run meetings with the working group to establish categories for the library and</p>

				<p>forum to arrange topics. User testing and launch on track to be delivered in Q4.</p> <p><u>Quarter four update</u> Complete The new members' website is live and has been launched to all members via a 'how to' video, which lets people know how to perform key functions. The website is now in use.</p>
<p>2.2. Provide training resources and guidance, maintain the members' website and give ad hoc advice in order to deliver ongoing support to ICV schemes.</p> <p>NB, this will include a focus on delivering materials that can be distributed to ICVs without additional work by scheme managers e.g. video material and written briefings.</p>	<p>Chief Operating Officer</p>	<p>Ongoing throughout the year.</p>	<p><u>Outcome</u> Majority of schemes feel supported by ICVA's services.</p> <p><u>Measure</u> Member survey.</p>	<p><u>Quarter one update</u> On track: ICVA has developed guidance for schemes responding to COVID as previously noted. This has included guidance that can be directly passed to ICVs for use such as the Video Enabled Justice Guidance. ICVA has published two distance learning modules and one bitesize training modules as noted later in the table. The bitesize was designed to be sent straight to ICVs with the possibility of scheme managers holding an online meeting / conference call to then review. ICVA has used the members' forum and library to deliver support and conversation with members.</p> <p><u>Quarter two update</u></p>

				<p>ICVA has provided written guidance on working with children and young people in police custody. ICVA has developed a 'guest bitesize' with Dr Miranda Bevan from LSE who has produced a distance training resource on 'young suspect perspectives: insights for ICVs.'</p> <p><u>Quarter three update</u> On track ICVA has delivered a 'straight to ICV' bitesize training on 'children and young people – treatment and conditions in custody'.</p> <p>ICVA has also delivered a briefing and checklist on strip searches and intimate searches for children and young people.</p> <p>ICVA has also produced a briefing on human trafficking, upon request from a scheme.</p> <p><u>Quarter four update</u> Complete ICVA has provided a range of training and guidance for ICVs including:</p> <ul style="list-style-type: none">• Training on the Appropriate Adult function.• Guidance on the Appropriate Adult function.• Training, resources and videos on anti-racism training.
--	--	--	--	--

				ICVA has also delivered its latest 'straight to ICV' bitesize training on 'Children and Young People – diversion from custody'.
2.3. Write and distribute a newsletter at least every two weeks, usually weekly, in order to communicate national work and horizon scanning to schemes	Chief Executive Officer	Ongoing throughout the year.	<p><u>Outcome</u> Schemes feel informed about national work.</p> <p><u>Measure</u> Member survey.</p>	<p><u>Quarter one update</u> On track ICVA distributed ten newsletters in Q1. These included information on:</p> <ul style="list-style-type: none"> • Launching distance learning modules, • The Home Office PACE consultation, • Video Remand Hearings, • Howard League awards, • Leicestershire's inspection, • Volunteers' Week, • BAME deaths in custody, • Youth Justice Board guidance, • Using feedback from schemes, • British Transport Police's inspection, • COVID testing for ICVs, • Annual report template, • SPT advice, • AA guidance, • NPCC guidance, and • Reviews of detention.

				<p><u>Quarter two update</u> On track ICVA distributed ten newsletters in Q2, taking this to a total of 20 for the FYTD. These included information on:</p> <ul style="list-style-type: none">• Scheme feedback during COVID19,• PACE consultation,• AA resources,• An NPM seminar,• The Children’s Concordat,• Recruitment,• Thanks from the NPCC,• Diversity and equality,• IMB Annual Report,• Children and young people in custody, and• Recommendations following a death in custody. <p><u>Quarter three update</u> On track ICVA produced ten newsletters in Q3, taking this to a total of 30 for the FYTD (NB, a newsletter was not delivered on 31 January as ICVA’s offices were closed for the festive period). These included information on:</p> <ul style="list-style-type: none">• Informed consent to remote legal advice,• NPCC National Custody Forum work strands,• Face coverings in custody,
--	--	--	--	---

				<ul style="list-style-type: none">• Reporting on lessons arising from a death in custody,• COVID six-month review,• Black History Month,• Criminal Justice Alliance research on race and custody,• QAF,• Train the trainer,• Video Enabled Justice,• The impact of COVID19 on volunteering in the criminal justice sector,• IOPC recommendation on cutlery in police cells,• The NPCC draft custody performance framework, and• The Healthcare specification for services in custody. <p><u>Quarter four update</u> Complete ICVA produced 12 newsletters in Q4, taking the total to 42 for 2020/21. These included information on:</p> <ul style="list-style-type: none">• IOPC recommendations,• New training available for ICVs,• Prevention of Future Death reports,• Mental Health Act White Paper,• ICV feedback,• A podcast with an ICV appearance,
--	--	--	--	---

				<ul style="list-style-type: none"> • PPE guidance, • PACE consultation, • The NPM annual report, • NPM policing subgroup, • Problem with remote legal attendance, • The Kevin Clarke inquest, • International Women’s Day videos, • The new members’ website, • New bitesize, • PCC election briefings, and • The Independent Reviewer of Terrorism Legislation annual report.
<p>2.4. Deliver a Scheme Managers’ Conference, themed on children and young people in custody, in order to provide continuing professional development on key issues to scheme managers.</p> <p>NB, This will be dependent on public health requirements and may be amended or delayed.</p>	Chief Operating Officer	October 2020	<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>Measure</u> Conference survey.</p>	<p><u>Quarter one update</u> Not yet started.</p> <p><u>Quarter two update</u> Underway The scheme managers’ conference will take place online and is planned for 25 November. This is later than normal, in response to uncertainty and workloads resulting from COVID19.</p> <p><u>Quarter three update</u> Complete</p>

				<p>The scheme managers conference took place on 25 November a theme of children and young people. Scheme managers saw presentations from DIVERT, a young person with experience of police custody and from Dr Miranda Bevan on her research of young people's experience of custody. Scheme managers were also able to share their experiences of independent custody visiting in a pandemic.</p>
<p>2.5. Offer and provide one regional event to each policing region in the UK in order to support local schemes and communicate key issues to ICVs.</p> <p>NB, This will be dependent on public health requirements and may be amended.</p>	<p>Chief Executive Officer and Chief Operating Officer</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 needs.</p> <p><u>Measure</u> Member survey</p>	<p><u>Quarter one update</u> Not yet started. ICVA intends to attend an online event for South Wales in September 2020, but has not received any other requests.</p> <p><u>Quarter two update</u> On track Many areas are not running regional events at present, however ICVA has attended the Hampshire ICV conference and intends to attend the South Wales conference in November. Both events have been online.</p> <p><u>Quarter three update</u> On track Very few events are taking place. ICVA have attended all requested events. The Chief Executive attended and presented at the ICV event in South Wales.</p>

				<p><u>Quarter four update</u> Complete No further events.</p>
<p>2.6. Deliver four size training resources e.g. bitesize modules on different topics relating to children and young people for scheme managers to deliver to their ICVs in order to ensure that ICVs are able to effective monitor the detention of children and young people.</p>	<p>Chief Operating Officer</p>	<p>To be completed by the end of Q4, one resource produced each month.</p> <p>(NB, this should say one resource produced each quarter)</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 one update</u> On track ICVA has published its first Bitesize on ‘The Law and Children and Young People in Custody.’</p> <p><u>Quarter two update</u> On track ICVA has developed a ‘guest bitesize’ with Dr Miranda Bevan from LSE who has produced a distance training resource on ‘young suspect perspectives: insights for ICVs.’</p> <p><u>Quarter three update</u> On track ICVA developed and issued a ‘straight to ICVs’ bitesize on ‘children and young people – treatment and conditions in custody’.</p> <p><u>Quarter four update</u> Complete</p>

				ICVA developed and issued a 'straight to ICVs' bitesize on 'children and young people – diversion from custody.'
<p>2.7. Create and deliver one train-the-trainer sessions in order to empower scheme managers to deliver induction / TACT training to ICVs.</p> <p>NB, This will be dependent on public health requirements and may be amended or delayed.</p>	Chief Operating Officer	To be completed by the end of Q4.	<p><u>Outcome</u> Members feel equipped to deliver induction to ICVs.</p> <p><u>Measure</u> Member survey</p>	<p><u>Quarter one update</u> Not yet started.</p> <p><u>Quarter two update</u> On track The COO is reviewing and amending course resources to enable the training to be delivered online. The course will be promoted to scheme managers after Christmas.</p> <p><u>Quarter three update</u> On track Two sessions have been organised to be delivered in quarter four.</p> <p><u>Quarter four update</u> Complete Two sessions delivered.</p>
2.8. Deliver a National Conference, themed on children and young people, in order to provide professional	Chief Operating Officer	March 2021	<p><u>Outcome</u> Members feel that the conference has delivered</p>	<p><u>Quarter one update</u> Not yet started.</p>

<p>development for members and volunteers, thank volunteers and provide briefings on key issues in custody to volunteers and members.</p> <p>NB, This will be dependent on public health requirements and may be amended or delayed.</p>	<p>and Chief Executive</p>		<p>professional development. ICVs feel valued by day.</p> <p><u>Measure</u> Conference survey</p>	<p><u>Quarter two update</u> Not yet started.</p> <p><u>Quarter three update</u> Under development Revised public health requirements mean that a face-to-face conference cannot take place in March 2021. ICVA staff are considering plans to deliver a pre-recorded conference for ICVs to access online.</p> <p><u>Quarter four update</u> Complete ICVA did not hold a National Conference in person as social distancing requirements made this illegal. In lieu of a National Conference, ICVA delivered three major online training events for scheme managers and ICVs in Q1. The first was on the Appropriate Adult provision followed by two on anti-racism training.</p>
<p>2.9. Deliver required resources to support newly elected PCCs to deliver their statutory role to provide an independent custody visiting scheme.</p> <p>a. Consult with APCC on what new PCCs require. b. Design engagement plan.</p>	<p>Chief Executive Officer</p>	<p>a. June 2020 b. July 2020 c. By the end of Q4</p>	<p><u>Outcome</u> PCCs feel equipped to fulfil their duty to run an independent custody visiting scheme.</p> <p><u>Measure</u></p>	

c. Implement engagement plan.			<ul style="list-style-type: none"> Engagement with APCC complete. Plan designed. Plan implemented. 	
<p>2.10. Review and refresh ICVA’s weekly newsletter in order to ensure that it meets the needs of scheme managers.</p> <p>a. Consult scheme managers on their requirements.</p> <p>b. Articulate ICVA’s requirements for newsletter.</p> <p>c. Review newsletter’s current performance.</p> <p>d. Implement refreshed newsletter.</p>	Chief Executive Officer	<p>a. Q1</p> <p>b. Q1</p> <p>c. Q2</p> <p>d. Q3</p>	<p><u>Outcome</u></p> <p>ICVA’s newsletter delivers value to ICVA and scheme managers.</p> <p><u>Measure</u></p> <p>Review complete.</p> <p>New newsletter arrangements in place.</p> <p>Members’ survey.</p>	<p><u>Quarter one update</u></p> <p>On track</p> <p>ICVA consulted the National Expert Forum for their views and articulated their requirements and changes needed. To be taken forward in Q2.</p> <p><u>Quarter two update</u></p> <p>On track</p> <p>ICVA has high satisfaction rating and positive feedback from schemes. It is unable to access analytics and will research a revised format.</p> <p><u>Quarter three update</u></p> <p>Complete</p> <p>The current high satisfaction rating with ICVA’s newsletter, combined with the challenges of delivering a new format during a pandemic, when scheme managers need reliable access to information, has led to the decision to maintain the current newsletter format. This will be kept under review.</p>

<p>2.11. Run and maintain a network of scheme managers who attend TACT detention in order to update schemes on current issues, share practice and communicate with the Independent Reviewer of Terrorism Legislation (IRTL).</p>	<p>Chief Operating Officer.</p>	<p>One annual meeting by the end of Q3.</p> <p>Additional meetings and communications to take place as required.</p>	<p><u>Outcome</u> TACT schemes feel empowered and informed to manage TACT schemes.</p> <p><u>Measure</u> Meeting taken place. Key issues shared and resolved.</p>	<p><u>Quarter one update</u> On track: ICVA has run two TACT network meetings with the IRTL during the COVID pandemic to ensure that adequate oversight of detention is in place, share practice and any issues.</p> <p>All schemes have been asked to use a revised reporting form, on request of the IRTL, to standardise reporting and ensure required information is captured.</p> <p>Schemes have shared learning and practice on remote visiting where required.</p> <p>ICVA has assisted in ensuring better comms with Northern Ireland and the IRTL and providing support for the resumption of visits.</p> <p><u>Quarter two update</u> On track: ICVA has been invited and responded to the consultation regarding healthcare commissioning for TACT detention at the request of the IRTL.</p>
--	---------------------------------	--	---	--

				<p>ICVA has held one further meeting for the TACT network to share updates and reflections on TACT monitoring during the pandemic.</p> <p><u>Quarter three update</u> On track ICVA has held an additional TACT network meeting in Q3, sharing work on COVID response and signing off the TACT healthcare specification.</p> <p><u>Quarter four update</u> Complete ICVA has held a further meeting of the TACT network to discuss monitoring during lockdown, the IRTL annual report for 2020 and additional resources for new TACT ICVs. TACT meetings will continue to be held at a frequency determined by the need of the schemes and IRTL in order to effectively support.</p>
<p>2.12. Create and publish a distance learning module on managing volunteers in order to support scheme managers to fulfil their role.</p>	<p>Chief Operating Officer.</p>	<p>Q1.</p>	<p><u>Outcome</u> Scheme managers feel supported to fulfil their role.</p> <p><u>Measure</u> Member survey. Module feedback.</p>	<p><u>Quarter one update</u> Complete This distance learning module has been completed and published.</p>

<p>2.13. Create and deliver a distance learning 'social media masterclass' in order to support scheme managers who wish to use social media to publicise their work.</p>	<p>Chief Executive</p>	<p>Q1</p>	<p><u>Outcome</u> Scheme managers feel supported to fulfil their role.</p> <p><u>Measure</u> Member survey. Module feedback.</p>	<p><u>Quarter one update</u> Complete This distance learning module has been completed and published.</p>
<p>3. Representing ICV Schemes</p>				
<p>Action</p>	<p>Lead</p>	<p>Deadline</p>	<p>Outcome and measure</p>	
<p>C3.1. Represent the findings of ICVs to national partners during COVID19 in order to highlight challenges or good practice and help to resolve problems:</p> <ul style="list-style-type: none"> • Establish a new feedback mechanism for schemes to share reports with ICVA. • Develop and publish regular summaries of updates from schemes. • Feedback scheme findings to relevant national bodies, with recommendations as required. 	<p>Chief Executive</p>	<p>Ongoing throughout COVID19.</p>	<p><u>Outcome</u> ICVA represents the findings of ICV schemes to national bodies, highlighting issues and seeking to help provide solutions.</p> <p><u>Measures</u></p> <ul style="list-style-type: none"> • New feedback mechanism designed and implemented. • Regular summaries written and published. 	<p><u>Quarter one update</u> On track</p> <ul style="list-style-type: none"> • ICVA has successfully implemented a 'midweek monitor' survey for schemes to complete. This was initially run weekly and is now fortnightly. Schemes answer survey questions and can feed back additional qualitative information. • ICVA has published regular updates, in line with midweek monitor responses from schemes, on the findings of schemes and how these have been used. • ICVA has published summaries of findings from schemes on its website. ICVA has also emailed these to key stakeholders and has shared

<ul style="list-style-type: none"> • Take part in relevant national, strategic meetings and provide ICV feedback as required. 			<ul style="list-style-type: none"> • Feedback provided to national bodies and stakeholders. • Participation in relevant meetings. 	<p>feedback with the Home Office Operational Partners Group.</p> <ul style="list-style-type: none"> • ICVA has attended the Home Office Operational Partners Group, various NPM meetings and individual stakeholder meetings to provide ICV feedback and share work. <p><u>Quarter two update</u></p> <p>On track</p> <ul style="list-style-type: none"> • The Midweek Monitor has continued throughout Q2, requesting feedback from schemes each fortnight. • ICVA has complemented this via additional meetings for feedback including TACT network meetings, NEF meetings, tea and catch ups and will be followed by scheme manager catch ups in early Q3. • ICVA has published feedback summaries each time the survey has been sent to schemes. • ICVA has shared the published feedback with stakeholders. ICVA has also reported to the Home Office Operational Partners' Group where we have seen action in response to our concerns. In particular, the NPCC has provided guidance and is now establishing governance around detainee informed consent to remote interviews and legal advice.
--	--	--	---	---

				<ul style="list-style-type: none">• ICVA has attended the new Home Office Strategic Partners Group, which looks at the strategic priorities of national custody partners, where we have shared ICV scheme feedback. This feedback particularly focused on informed consent and Video Enabled Justice. <p><u>Quarter three</u> On track</p> <ul style="list-style-type: none">• The Midweek Monitor has continued throughout Q3, requesting feedback from schemes monthly.• ICVA has continued to complement this with scheme meetings including catch-ups, Christmas meetings and additional TACT network meetings.• ICVA has published feedback summaries each time the survey has been sent to schemes.• ICVA has shared the published feedback with stakeholders. ICVA has also reported to the Home Office Operational Partners' Group where work has continued to ensure that detainees provide informed consent to access remote legal advice. <p><u>Quarter four</u> Complete</p> <ul style="list-style-type: none">• The Midweek Monitor has continued throughout Q4, requesting monthly feedback from schemes.
--	--	--	--	--

				<ul style="list-style-type: none"> • ICVA has provided summaries of the feedback, published them online and shared them with key stakeholders. • ICVA has attended the Home Office Operational Partners' Group weekly and raised issues from ICVs. • ICVA also shared feedback on informed consent, contributing to work by the National Appropriate Adult Network, Transform Justice and Fair Trials to improve performance in this area.
<p>C3.2. Develop and deliver communications that explain and promote the role of independent custody visiting in order to ensure that PCC candidates are aware of their statutory duties, ICVA's role and the benefits of the system.</p>	<p>Chief Executive</p>	<p>By end of Q4</p>	<p><u>Outcome</u> PCC candidates aware of independent custody visiting role and duties.</p> <p><u>Measure</u> Impressions, engagement and contacts with candidates. Proportion of schemes using ICVA products for candidate briefings.</p>	<p><u>Quarter one update</u> On track ICVA has resources in place and will share these with candidates closer to the election.</p> <p><u>Quarter two update</u> On track As with Q1, ICVA has resources in place to share with candidates closer to the election.</p> <p><u>Quarter three update</u> On track ICVA has revised its elections communications and created a new webpage to incorporate them. Resources are ready for distribution.</p>

				<p><u>Quarter four update</u> Complete ICVA has delivered election briefings, two videos, a value report and has invited all candidates to an online briefing on independent custody visiting.</p>
<p>3.1. Represent the views and findings of independent custody visiting scheme when contributing to national discussions and projects relating to police custody.</p> <p>ICVA will collate feedback from independent custody visiting schemes and share this with national stakeholders in order to lead change to custody and / or to contribute to national projects.</p> <p>Notably, ICVA will:</p> <ul style="list-style-type: none"> Present quarterly reports on key findings from schemes at the PACE Strategy Group in order to ensure that national stakeholders are aware of, and 	Chief Executive Officer	<p>This is an ongoing, strategic role for ICVA, with benchmarks as follows:</p> <p>Quarterly, in line with PACE Strategy Group meetings.</p>	<p><u>Outcome</u> Independent custody visiting findings are used as evidence to inform and drive national projects as relevant.</p> <p><u>Measure</u> Reforms instigated / projects shaped by feedback from ICVs.</p>	<p><u>Quarter one update</u> On track:</p> <ul style="list-style-type: none"> ICVA attended the Q1 PACE Strategy Group meeting where it shared key findings from schemes with all partners. ICVA has run two meetings with HMICFRS to brief them on findings in custody during COVID. ICVA has briefed members of the IAP on its work and ICOP. ICVA published a Q4 report on its website and has written an annual report and summary for publication after the AGM. <p><u>Quarter two update</u> On track:</p> <ul style="list-style-type: none"> The Home Office has not run a PACE Strategy Group in Q2. However, ICVA did attend the new Home Office Strategic Custody Meeting. ICVA presented the key feedback from schemes at this meeting.

<p>able respond to, contemporary issues in police custody.</p> <ul style="list-style-type: none"> • Share ICV findings with HMICFRS and HMIP in order to ensure that all three organisations are sharing information that allows effectively partnership meeting and monitoring and reporting on similar issues. • Represent the findings of independent custody visiting schemes in the National Custody Forum in order to ensure that the NPCC and national policing network are aware of, and able to respond to, contemporary issues in police custody. • Share high-level findings with the policing representatives on the Independent Advisory Board in order to ensure that they are aware of, and able to respond to, contemporary issues in police custody. • Where relevant and appropriate, share the findings 		<p>Ongoing communication complement by bi-annual meetings.</p> <p>Ongoing, in line with project subgroups and National Custody Forum events.</p> <p>Bi-annual meetings.</p> <p>In line with Board meetings.</p> <p>Ongoing.</p>		<ul style="list-style-type: none"> • ICVA has had meetings with the inspectorates, highlighting key issues in custody. ICVA will share a six-month COVID review with them in early Q3. • The National Custody Forum has not taken place. However, ICVA has had regular meetings with the NPCC, discussing current challenges. ICVA will attend the National Custody Forum when it occurs. • ICVA officers have had a meeting with the police representative for the IAP (John Wadham) and email contact with the IAP Chair (Juliet Lyon). We have briefed them on the ICOP methodology and have received their support. • ICVA attended the July Ministerial Board on Deaths in Custody and discussed key issues for custody as well as the importance of community scrutiny. The Home Office report included ICOP within their report to the Board. • ICVA wrote and published a Q1 summary report and shared this with key stakeholders. <p><u>Quarter three update</u></p> <p>On track</p> <ul style="list-style-type: none"> • ICVA attended the November 2020 PACE Strategy Meeting where its findings on Video Enabled Justice and informed consent to remote legal advice were discussed.
--	--	---	--	--

<p>of independent custody visiting schemes in discussions at the Ministerial Board on Deaths in Custody in order to inform current debates on deaths in police custody and wider detention.</p> <ul style="list-style-type: none"> • Publish a high-level quarterly report that outlines key challenges, successes and ICV work in order to deliver transparency and share learning with all national stakeholders. <p>NB, some of these measures may be altered depending on how other bodies adapt their work.</p>				<ul style="list-style-type: none"> • ICVA have been held video calls and email correspondence with HMICFRS and HMIP, sharing annual reports and information to inform HMICFRS' thematic COVID19 review. • The NPCC Custody Forum has not taken place due to COVID19. ICVA has attended the NPCC Custody Forum phonecall, where issues ICVs have raised, including informed consent, were discussed and followed up. • ICVA attended a quarterly catch-up with the IOPC in December where staff raised concerns following a death in custody. Both parties agreed to revise the guidance as a result of the meeting. • The Chief Executive had a meeting with the Chair of the IAP where they discussed potential work to respond to deaths in custody. • The Chief Executive attended the Ministerial Board on Deaths in custody where the group discussed how to effectively respond to prevention of future death reports. Further work is expected on this area. <p><u>Quarter four update</u> Complete</p> <ul style="list-style-type: none"> • ICVA attended the latest Home Office PACE Strategy Group and represented feedback from ICV schemes including on informed consent.
--	--	--	--	---

				<ul style="list-style-type: none"> • ICVA have been in touch with the inspectorates, sharing the results of ICVA’s research and sharing methodologies. • ICVA have met with the NPCC custody lead and suggested a new working group on anti-rip suits in the next National Custody Forum. ICVA has attended subgroups on disproportionality and has supported work on performance management. • ICVA has conducted a further quarterly update meeting with the IOPC where we discussed informed consent, access to recommendations and informed consent to recording of strip searches. • ICVA has taken part in an IAP / MBDIC consultation on the future of the Ministerial Board for Deaths in Custody, giving advice on its future. • ICVA has worked with NAAN, Transform Justice and Fair Trials to bring attention to problems with remote legal advice in police custody. • ICVA has shared relevant information with ICV schemes.
3.2. Attend National Preventive Mechanism business meetings, Steering Group meetings and Chair	Chief Executive for	This is an ongoing statutory duty for ICVA with two	<u>Outcome</u> ICVA contributed to NPM work and key issues.	<u>Quarter one update</u> On track:

<p>policing subgroup meetings in order to represent the views and experiences of custody visiting and to communicate key issues back to members.</p> <p>NB, ICVA is engaged and active in the UKNPM, but this action may change depending on how the UKNPM structures its meetings.</p>	<p>steering group.</p> <p>Chief Operating Officer for business meetings and chairing Policing Subgroup</p>	<p>steering group conference calls and two full business meetings and two policing subgroups annually.</p> <p>ICVA's Chief Executive Officer will stand down from the NPM Steering Group when she completes her four-year term in 2020, as required.</p>	<p><u>Measure</u> Independent custody visiting represented in key work by NPM.</p>	<ul style="list-style-type: none"> • ICVA has drafted responses and provided feedback to the NPM annual report, the 10-year NPM report and the report to the JCHR regarding monitoring work during Covid-19. • ICVA attended all early calls during the pandemic to share good practice with other NPM members. • ICVA has completed the agenda for, and organised the next meeting of the NPM policing subgroup, to include presentations from the IOPC and IRTL, focusing on Race and the Terrorism Bill amends respectively. <p><u>Quarter two update</u> On track:</p> <ul style="list-style-type: none"> • ICVA has responded to and help shape the NPM response to the Ministry of Justice consultation document on the legal basis for their Arm's Length bodies. • ICVA has provided material and commented on drafts of the NPM annual report. • ICVA has had an introductory meeting with the new Head of Secretariat for the NPM. <p><u>Quarter three update</u> On track The Chief Operating Officer attended the NPM business meeting, NPM COVID meeting and post SPT working group.</p>
--	--	--	--	---

				<p>ICVA's Chief Operating Officer compiled a detailed review and report for the NPM into Schedule Seven detention, making a recommendation that the NPM ought to consider how to monitor this area.</p> <p>ICVA worked with the IRTL and NPM to discuss this report following the meeting and NPM work will be ongoing.</p> <p>ICVA has drafted responses and fact checked contributions for the NPM Annual Report, the NPM response to the Ministry of Justice consultation on arm's length bodies and the NPM COVID report.</p> <p><u>Quarter four update</u> Complete.</p> <p>ICVA's COO chaired a meeting of the policing sub-group for the NPM including a full discussion on Schedule 7 examination and detention and community scrutiny.</p> <p>A follow up meeting and various correspondence regarding Schedule 7 has been undertaken with the NPM secretariat.</p> <p>ICVA's COO has drafted responses to the SPT who are seeking information to make a general comment</p>
--	--	--	--	---

				<p>regarding Article 4 and posed a question for the SPT's consideration on 'de facto' detention.</p> <p>ICVA has responded to the call for current issues in police custody in preparation for the visit from the CPT in 21/22.</p>
<p>3.3. Represent independent custody visiting and monitoring police detention in responding to recommendations from the SPT visit to the UK in order to ensure that monitoring police detention is well executed in the UK.</p> <p>NB, ICVA is engaged in this process, but it may be delayed by the UKNPM due to COVID19.</p>	Chief Operating Officer	Anticipated to be the second half of 2020.	<p><u>Outcome</u> Independent custody visiting effectively responds to recommendations from the SPT.</p> <p><u>Measure</u> TBA once response received.</p>	<p><u>Quarter one update</u> On track:</p> <ul style="list-style-type: none"> • ICVA has provided initial thoughts to the NPM regarding the report, (currently not for further release). • ICVA has accepted invitations to work on specific strands of the recommendations in the forthcoming quarters. • SPT work has, at least in part, been delayed by the NPM needing to co-ordinate responses to COVID19. <p><u>Quarter two update</u> On track:</p> <ul style="list-style-type: none"> • ICVA has attended a legislation specific meeting of NPM members and Bristol University to begin to look at options for legislative footing. <p><u>Quarter three update</u> On track:</p>

				<p>The NPM have published the SPT report and their response to it. ICVA will take forward specific actions on this area.</p> <p><u>Quarter four update</u> Complete The NPM awaits the publication of the SPT report to government, and ICVA have commented on a draft response.</p>
<p>3.4. Represent members in regular meetings with the Home Office 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>Chief Executive Officer</p>	<p>Ongoing throughout the year.</p>	<p><u>Outcome</u> Home Office are 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><u>Quarter one update</u> On track:</p> <ul style="list-style-type: none"> • ICVA completed a quarterly meeting in April 2020, communicating key issues surrounding COVID, ICV schemes and custody. • ICVA completed a second meeting specific to ICOP, briefing the Home Office on emerging findings from the pilot and discussing next steps. <p><u>Quarter two update</u> On track:</p> <ul style="list-style-type: none"> • ICVA completed a quarterly meeting with the Home Office in July 2020. • ICVA has had further, ICOP specific meetings with the Home Office. <p><u>Quarter three update</u></p>

				<p>On track:</p> <ul style="list-style-type: none"> ICVA completed a quarterly meeting with the Home Office in October 2020. <p><u>Quarter four update</u> Complete</p> <ul style="list-style-type: none"> ICVA completed a quarterly meeting with the Home Office in January 2021.
<p>3.5. Represent the findings and consequent recommendations of independent custody visitors on detainee dignity to the NPCC, inspectorates and other key stakeholders in order to ensure that detainee dignity is prioritised within police custody.</p> <p>a. Continue to pursue progress on recommendations on detainee dignity from 2019/20 business plan.</p> <p>b. Support National Custody Forum workstream on detainee dignity.</p>	<p>Chief Executive Officer and Chief Operating Officer</p>	<p>Q4</p>	<p><u>Outcome</u> ICVA provides a national voice to the NPCC on recommendations on detainee dignity.</p> <p><u>Measure</u> NPCC respond to ICVA's recommendations. ICVA supports ongoing work of NPCC performance management group.</p>	<p><u>Quarter one update</u> This has not yet occurred due to work on COVID19. However, ICVA has provided information to individual forces looking at this area.</p> <p><u>Quarter two update</u> This has not yet occurred due to custody priorities focusing on COVID19. Officers have presented the work to interested police force areas and to the IOPC and will pick up again with the NPCC when possible.</p> <p><u>Quarter three update</u> ICVA have arranged a meeting with the NPCC to consider this work in January 2021.</p> <p><u>Quarter four update</u> ICVA has attended a meeting with the NPCC where we presented this issue to them and have followed</p>

<p>NB, this action is likely to be delayed whilst custody responds to COVID19. ICVA will pursue this work once custody has the capacity to respond.</p>				<p>this up with a written report. ICVA has chased for a response and will continue to do so.</p>
<p>3.6. Represent and promote schemes within the networks in which they work including PCC networks, the National Custody Forum, other authorities and the Chief Executive network.</p> <p>NB, this is likely to be altered as meetings and network changes due to COVID19.</p> <p>We will celebrate and promote the success of schemes through awarding achievement under the Quality Assurance Framework.</p>	<p>Chief Executive Officer</p>	<p>Ongoing throughout the year.</p>	<p><u>Outcome</u> Stakeholders are aware of custody visiting and value it.</p> <p><u>Measure</u> Number of engagements completed.</p>	<p><u>Quarter one update</u> On track: ICVA has regular meetings with the APCC and has attended one in Q1 to brief on key work. The National Custody Forum has not taken place. ICVA has represented schemes in key webinars including with the Criminal Justice Alliance, Secretary of State and Shadow Secretary of State for Justice as well as one on the UKNPM and civil society where we have promoted schemes' work.</p> <p><u>Quarter two update</u> On track ICVA has continued to increasingly work in partnership with organisations including the APCC, NPCC, IOPC and the inspectorates. These meetings have responded to revised governance and arrangements in response to COVID19.</p> <p><u>Quarter three update</u> On track</p>

				<p>ICVA has worked in partnership with the CJA to take forward research into race, gender and independent custody visiting. ICVA has continued to work with the National Custody Forum and the APCC.</p> <p><u>Quarter four update</u> Complete ICVA has presented work on anti-rip suits to the NPCC on request that it goes to the National Custody Forum. ICVA has shared election briefings with the APCC and has worked with the National Appropriate Adult Network, Fair Trials and Transform Justice on the issue of informed consent to remote legal advice.</p>
<p>3.7. Maintain ongoing communication with stakeholders and the public in order to ensure stakeholder and public awareness of independent custody visiting, ICVA and key issues in police custody.</p> <p>a. Maintain ICVA’s website. b. Maintain social media channels. c. Engage with media on key issues for independent custody visiting.</p>	Chief Executive Officer	Ongoing throughout the year.	<p><u>Outcome</u> Stakeholders and the public are aware of independent custody visiting, ICVA and key issues in police custody.</p> <p><u>Measures</u> Impressions Page view Followers Media engagement</p>	<p><u>Quarter one update</u> On track</p> <ul style="list-style-type: none"> • ICVA has maintained its website with updates on COVID and independent custody visiting (including blogs from scheme managers) and bespoke posts and blogs for Volunteers’ Week and Pride 2020. • ICVA has complemented work on its website with its social media channels, which have been active and included updates from scheme managers during the pandemic. • ICVA has engaged with media, providing quotes for Derbyshire OPCC’s QAVs award and assisting

Sussex ICV's appearance on BBC Radio Four's Woman's Hour.

Quarter two update

On track:

- ICVA has maintained its website. ICVA has improved the website by adjusting the 'news' section to enable easier loading and reducing crashing of the website.
- ICVA has added articles reflecting on the year gone by, on COVID, Video Enabled Justice, Equality and Diversity and providing a statement following the killing of Sergeant Matt Ratana in Croydon. ICVA also provided a video, upon request from the NEF, to assist ICV recruitment. ICVA also hosted a guest blog by DCC Nev Kemp, NPCC lead for police custody.
- ICVA has updated its Instagram and Twitter feeds regularly.

Quarter three update

On track

- ICVA has maintained its website with updates on Black History Month, the Children's Concordat, ICOP, wellbeing dogs, briefing on the SPT report, election materials and a Christmas message.
- ICVA has written and published a six-month review into COVID19.

				<ul style="list-style-type: none"> ICVA has complemented work on its website with its social media channels. <p><u>Quarter four update</u> Complete</p> <ul style="list-style-type: none"> ICVA has maintained its website with updates on a year of online working, a guest blog from a trans ICV to share her experiences as part of LGBTQ+ history month, a blog on informed consent to remote legal advice, a blog linking to interviews for International Women’s Day and election resources. ICVA has developed resources on its social media, notably including many more resources on its YouTube channel.
4. Internal				
Action	Lead	Deadline	Outcome and measure	
<p>4.1. ICVA will prepare and take part in funding discussions with the Home Office in order to agree grant funding proposals for the year ahead.</p> <p>ICVA will prepare and take part in the Comprehensive Spending Review in order to agree grant funding proposals for the year ahead.</p>	Chief Executive Officer and Treasurer	<p>Ongoing throughout the year</p> <p>Q2</p>	<p><u>Outcome</u> ICVA reaches a sustainable financial agreement.</p> <p><u>Measure</u> Agreement in place.</p>	<p><u>Quarter one update</u> On track ICVA has signed a grant agreement for 2020/21 and is taking part in ongoing discussions with the Home Office.</p> <p><u>Quarter two update</u> On track</p>

				<p>ICVA will continue monthly meetings with the Home Office. However, there is uncertainty over public spending and the budget moving forward.</p> <p><u>Quarter three update</u> On track ICVA continues quarterly meetings with the Home Office. Despite uncertainty, ICVA is expecting to receive a consistent grant agreement.</p> <p><u>Quarter four update</u> Complete ICVA has verbally agreed a grant agreement and expects a consistent payment in 2021/22. ICVA has developed objectives (from its business plan) for the grant agreement and is awaiting a draft.</p>
4.2. Meet ICVA's requirements under Companies House and the Home Office grant agreement in order to ensure a well-run organisation.	Company Secretary	Ongoing throughout the year.	<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 one update</u> On track ICVA is up to date with the Confirmation Statement due to Companies House in September.</p> <p>ICVA's Chief Operating Officer has been working with ICVA's Director Lizzie Shenton on developing policies required by the Grant Agreement.</p> <p><u>Quarter two update</u></p>

				<p>On track ICVA has a raft of new policies to improve organisational roles and responsibilities, transparency and information risk management. These have all been agreed by the Board and where appropriate published. These include:</p> <ul style="list-style-type: none"> • Equal Opportunities • Environmental • Health and Safety at work • Safeguarding • Whistleblowing • Information Security • Complaints <p><u>Quarter three update</u> ICVA has continued work to implement its Information Security policy. An updated version will be sent to the Board in Q4. ICVA is up-to-date on all Companies House requirements.</p> <p><u>Quarter four</u> Complete ICVA is up to date on all Companies House requirements.</p>

<p>4.3. ICVA’s Board to respond to turnover in PCCs in order to ensure effective PCC representation on the Board and good running of the organisation.</p> <p>a. Awayday to take place in June 2020</p> <p>b. Recruitment to take place for AGM</p> <p>c. Election for Chair and Vice Chair to take place at AGM</p> <p>This will be taken forward to 2021/22. Election of Chair and Vice Chair to take place in July 2020.</p>	Board	<p>a. June 2020</p> <p>b. July 2020</p> <p>c. July 2029</p>	<p><u>Outcome</u></p> <p>ICVA’s Board is resilient to change across the election period delivers robust governance after PCC elections.</p> <p><u>Measure</u></p> <ul style="list-style-type: none"> • Awayday takes place. • Recruitment completed as necessary. • Elections complete. 	
<p>4.4. Join / maintain membership with appropriate membership bodies, including the Criminal Justice Alliance and the NCVO in order to access shared beneficial resources, advice and funding opportunities.</p>	Chief Executive	Q2 Q1	<p><u>Outcome</u></p> <p>ICVA can access advice and resources to apply for external funding and share resources with other relevant bodies.</p> <p><u>Measure</u></p> <p>Memberships in place.</p>	<p><u>Quarter one update</u></p> <p>Not yet started.</p> <p><u>Quarter two update</u></p> <p>Complete:</p> <p>Memberships to both the CJA and NCVO are in place.</p> <p>ICVA has utilised resources from the NCVO to go alongside of ICVA training materials.</p>

				ICVA is working with the CJA in order to produce a thematic review report into custody visiting with a particular focus on race and gender. This report is in the evidence gathering stage presently, with a steering group meeting in place.
--	--	--	--	---