



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

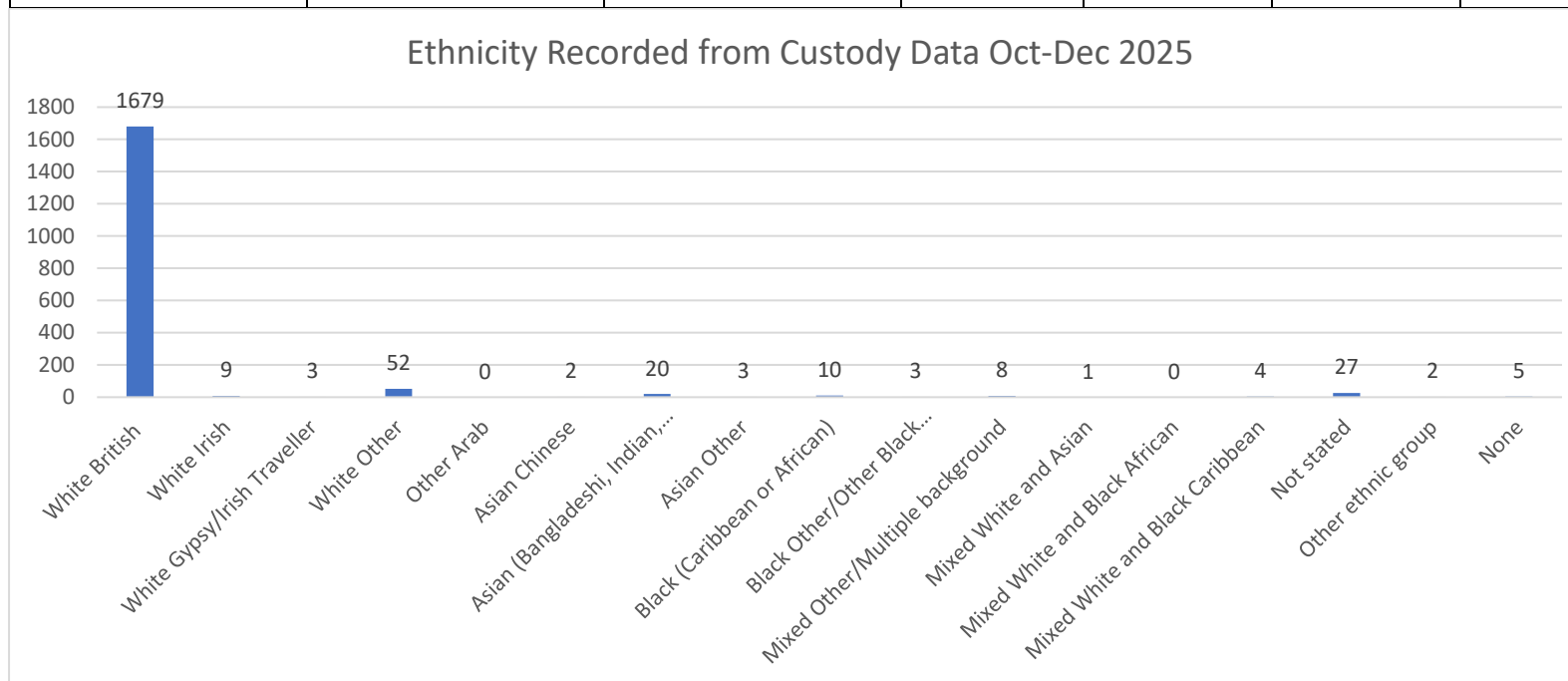
This document is available in Welsh as well as English.

October – December 2025-26

Independent Custody Visiting Quarterly (ICV) Update:

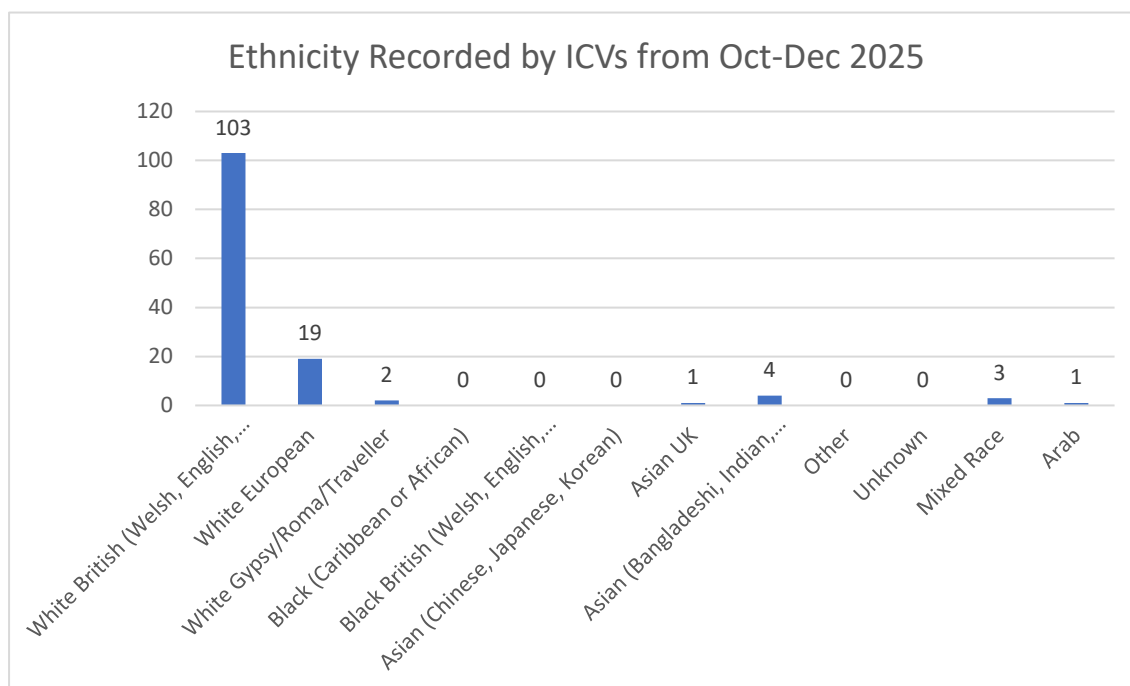
October - December 2025- Data from Custody

Total number of adult detainees through custody	Total number of juvenile detainees through custody	Total number of detainees through custody	Total number of males	Total number of females	Total number of intersex	Total number of unknown
1763	65	1828	1447	373	0	8



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Oct-Dec 2025- Data from ICVs

Number of ICV visits	Total number of detainees in custody at time of ICV visits	Total number of adult detainees	Total number of juvenile detainees	Total number of detainees unavailable	Number of detainees observed	Total number of detainees visited	Total number of male detainees	Total number of female detainees
52	147	137	10	32	47	68	117	30



Active ICVs: 15

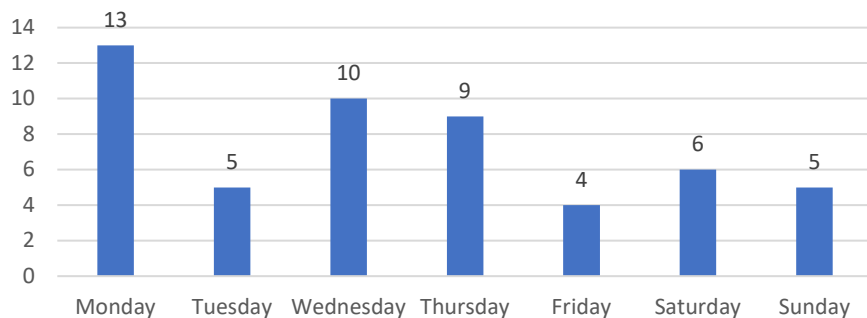
- Pembrokeshire: 4
- Powys: 4
- Ceredigion: 3
- Carmarthenshire: 4

There has been one volunteer who has departed and four volunteers taking a temporary break from the scheme.

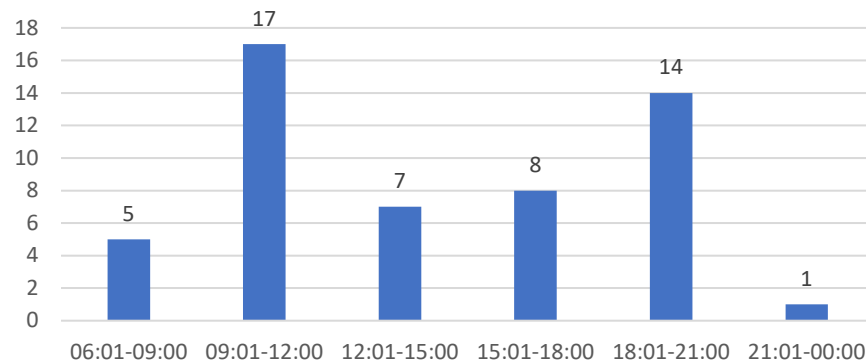
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Timings of Visits:

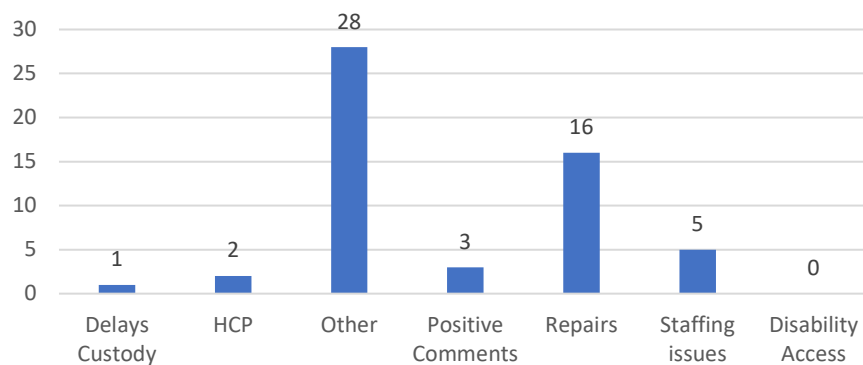
Frequency of visits conducted from Oct-Dec 2025



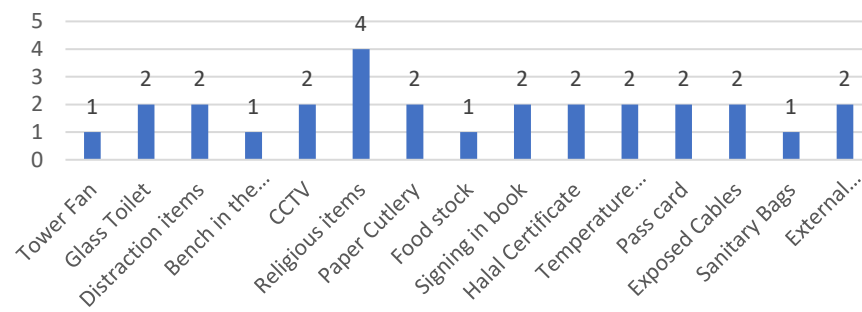
Timings of visits from Oct-Dec 2025



Themes Issues Raised Oct-Dec 2025



Breakdown of 'Other' Issues identified Oct-Dec 2025



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Scheme Update:

Repairs

- The most prominent issue raised by ICVs this past quarter was related to repairs. The most consistent issue related to a cell remaining inactive for the duration of the quarter concerning the length of time required to replace a ventilation damper part.
- A further persistent issue has occurred at a specific custody suite with regards to faulty affray alarms and the vehicle bay gate requiring a replacement. There was also a report of a faulty computer screen that had persisted throughout the period of December affecting Custody Sergeants at the suite.
- ICVs suggested placing CCTV in the kitchen area of a custody suite as well as the detained property lockers to support staff from potential complaints. Whilst the CCTV for the locker has been agreed and is currently out for tender, the kitchen area falls within the safer custody requirements; therefore, the Force cannot justify additional funding for this suggestion.
- A number of cells were reported by ICVs requiring urgent repair and this appears to have been complied with in the main over the past quarter.
- It was noted that some office furniture required replacing due to their age and the lack of back support. This was raised again during the end of the reporting period.

Station Closures & Staffing Issues

- Due to a specific station closure and weather conditions in the December period, there was one visit that was abandoned by ICVs this past quarter.
- There were no other issues recorded specifying difficulty associated with station closures this past quarter.
- On the 13th November 2025, the Assistant Chief Constable Andrew Edwards alongside the Police and Crime Commissioner, met with the ICVs to discuss concerns raised from the previous quarter relating to staffing issues. The desired purpose of the meeting was to

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provide some context and reassurance to the ICVs relating to the custody closures and the difficulties custody services had with appropriate staffing levels during the second quarter.

- An issue was raised in relation to staffing issues concerning front office staff which had an impact on the custody suite and an ICV visit as telephone calls came through to custody and this can become problematic as it took custody staff away from their duties.

'Other' Issues Identified

- **Religious items**- A lack of Buddhist religious materials were highlighted during the past quarter and this was rectified with the relevant religious text purchased.
- **Distraction Items**- ICVs again raised their concerns in relation distraction or fidget items due to concerns about their safe use. This was considered by the Force and those items deemed to pose a risk to safety have been removed.
- The Force have now established 10 tablets across all custody suites that contain easy access to Rights & Entitlements, Videos and Games for Children. Adults who are not deemed a risk will also have the option of use but will be addressed on a case by case basis.
- **Signing in Book** – Once again during Q3, issues relating to the signing in book were raised. On one occasion there was no signing in book in reception and on another occasion an ICV had to request the signing in book and there was a lack of clarity on where the book was.
- **Halal Certificates** – It was noted during visits that the Halal certificates in two separate custodies were out of date and required renewing.
- **Food Temperature Checks** – whilst undertaking reviews of the kitchen facilities, ICVs noted that on occasions the food temperature books were not being complete in a timely manner and staff were updating the details on the custody record.
- **HCP Pass Card** – It was noted with ICVs that there were delays in some HCPs obtaining a pass card which would allow them to exit custody suites. The length of times waiting highlighted were 5 and 6 months respectively.
- **Exposed Cables** – ICVs have continued to raise the issue of exposed cables at the Newtown custody suite.

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- **Paper Cutlery** – ICVs have raised that the paper cutlery provided to detained persons is not fit for purpose and is an issue that requires consideration. They were implemented due to the risk associated with the previous use of *sporks*.
- **External Agencies**- There was an issue in relation to Geoamy not collecting two detainees from a custody suite to take them to a court appearance. This was highlighted by staff as an issue due to one of the detained persons being aggressive. This was raised with the Chief Inspector who advised that all custody suites have plans in place for this eventuality and it was something that was unforeseen due to staff sickness within Geoamy.
 - There were also difficulties in obtaining an Appropriate Adult (AA) due to difficulties in contacting the agency, which meant significant delays to the total time in detention for the DP.

Positive Comments

- A general theme across all custody suites was that of the helpfulness of staff and there were specific examples where the staff welcomed newly recruited ICVs and provided them with more in depth information on the workings of custody which has assisted the ICVs development.
- A DEO in a custody suite had taken it upon themselves to ensure a very organised laundry, clothing store and kitchen which ICVs welcomed and considered to be good practice to be shared with other custody suites.
- ICVs noted that on occasions when custody was busy the attitude and behaviour of staff did not change, and they were as welcoming as when custody is quieter.
- Following several occasions of raising the glass toilet areas as concerns ICVs welcomed the changes made by staff to ensure they were clean and tidy.

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Digital E-Learning

- Since November 2025, ICVA have supplied a brand new E-Learning platform for ICVs. Modules include:
- Induction for new ICVs
- Induction for new TACT ICVs
- Back to Basic Refresher
- Human Rights Overview
- Custody Record Reviewing
- Learning Difficulties and Disabilities

ICVA Scheme Accreditation

- Every two-yearly cycle ICVA undertake an assessment of ICV Schemes run by the OPCC Offices nationally. There are four tier levels:
 - Code Compliant,
 - Silver,
 - Gold
 - Platinum.

Over the past quarter, the OPCC has achieved Silver Standard accreditation following an assessment of evidence submitted. The OPCC will now work to submit evidence to retain our previous standard of Gold Standard at the end of the next quarter.

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Decision to Abolish OPCC in 2028

- In November 2025, all OPCCs across the nation were advised by the Policing Minister that they intend to abolish Police Crime Commissioners by 2028.
- The PCC and ICVA provided a personal letter to all ICVs offering their surprise and support to all ICVs after the decision.
- The work of the OPCC will continue as usual, with a focus on supporting detainees. The Minister stated that the UK Government will work with Welsh Government to develop a new arrangement for Wales, recognising the unique nature of the existing partnership working. The PCC will continue to work closely with colleagues in Welsh Government to shape the future direction of policing governance in Wales, ensuring a robust, transparent and locally accountable model which the public can trust.

ICV Panel Meeting

- In October 2025, the ICV Panel meeting covered a vast array of topics covered from the [Quarterly 2 data](#), and some important actions/recommendations were made and agreed.
- There was a new agenda focus which provided a platform for ICVs to raise their thoughts, queries or concerns regarding matters they encountered and wanted clarification either from the Force or OPCC. The format seemed effective in facilitating good discussions regarding ICV practices and Force issues. The Force representatives who attend the meeting welcomed the honest feedback provided by ICVs visits and also value the issues raised as it assists them in escalating any specific issues accordingly.

Hate Crime Webinar

- In October 2025, to recognise National Hate Crime Awareness week, the PCC hosted an hour webinar exploring hate crime and the barriers the Force faces in supporting those with disabilities.
- ICVs amongst other volunteers of the OPCC were invited to attend. Feedback from those who managed to attend advised that it was a positive and insightful webinar.

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Force Response:

In relation to the observations above, these are the thoughts of Inspector Andrew Rogers, who is commenting on behalf of Dyfed Powys Police with regards to the past quarter:

"I am pleased to see that the strong working relationship is continuing between ICVs and DPP Custody Staff. It is especially pleasing to see a continuation of positive comments made by ICVs in relation to the welcome they received from custody staff, the helpfulness of custody staff, and that this positive attitude towards ICVs remained consistent even when custody was busy.

Custody Services note there have been numerous observations in the past quarter relating to repairs, but I am pleased to see that ICVs have reported an improvement in this area with requests for cell repairs being complied with, in the main, over this period. Custody has seen an improvement in repairs in custody being prioritised and resolved quickly following conversation with Estates Department regarding the agreed process. However, expectations must be managed, and consideration must be given that some repairs will be more complex in nature than others, and this will result in resolutions taking longer.

It is positive to see that the reporting of station closures and staffing issues has been kept to a minimum over the past quarter. ICVs and the OPCC are already sighted on the resourcing issues that have been experienced in Powys recently. However, Custody Services can offer reassurance that at present, due to an increase in trained custody sergeants and permanent moves into custody, resourcing in Powys is now much healthier with full coverage in the month of January.

I note there are several 'other' issues identified over the past quarter, and I will make comment on some:

- In relation to distraction items, ICVs have raised concerns in relation to distraction or fidget items due to concerns about their safe use. The distraction packs in use in DPP custody suites were subject to research and scoping work with other forces nationally who purchased and are using the same items. As with any items provided to detainees in custody, the use of distraction items is subject to thorough risk assessment by the custody officer on duty and will only be provided for use to those who are suitable.*
- Custody Services are aware of out-of-date Halal certificates present in certain suites and are in the process of requesting new certificates.*

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- *HCP Pass Cards have been provided to the majority of HCPs for ease of access to custody. The example provided, with a waiting time of 5/6 months, was investigated and the length of time appears to have been exaggerated as the HCP had only been employed by the medical contract for 4-6 weeks at that point. This is monitored on a weekly basis, during meetings with Mitie, and requests for access cards are made in a timely manner.*

I would like to thank the ICVs for their continued feedback, support of our Custody Units, and attendance at Custody Scrutiny Panels which allow us to remain accountable and transparent in our treatment of detainees.”