



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

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Comisiynydd Heddlu a Throseddu  
Dyfed-Powys  
Police and Crime Commissioner



Heddlu Police  
**DYFED  
POWYS**

**April 2024 -March 2025**

**Police and Crime Commissioner for Dyfed-Powys  
Authored by: Tom Walters**

## **Custody Independent Scrutiny Panel:**

### **Annual Review 2024-2025**

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## **Overview, Background, Purpose and Methodology**

In 2022, the National Police Chief Council (NPCC) and the Association of Police and Crime Commissioners (APCC) identified that there was limited independent scrutiny of disproportionality and custody in forces across England and Wales. Following several high-profile incidents in recent years there has been a decrease in public confidence in the treatment of the public by the police.

The APCC and the NPCC have suggested that a Custody Independent Scrutiny Panel (CISP) would improve transparency, increase public confidence and identify both good and poor practices.

The overall purpose of the CISP is to ensure that the implementation of police detention and custody procedures in Dyfed-Powys are proportionate, lawful, and necessary.

Membership of the scrutiny panel consist of pre-existing (but not exclusive to) volunteers from:

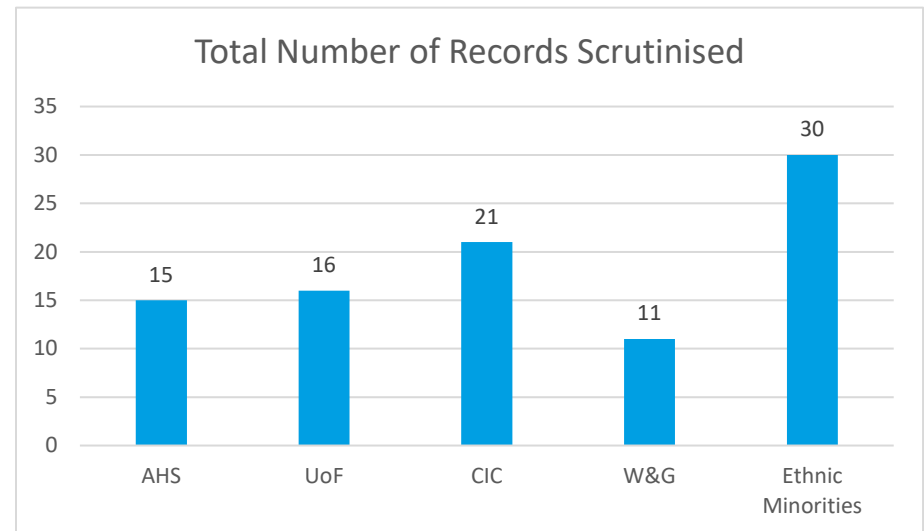
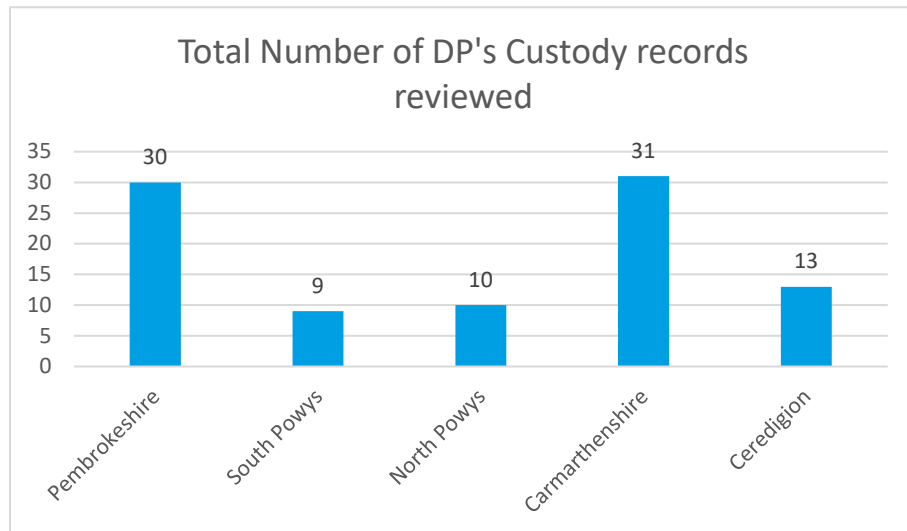
- 1) Independent Custody Visitors (ICV)
- 2) Quality Assurance Panel (QAP)

In addition to the Panel members, the scrutiny process was accompanied and assisted by a Custody Inspector who has also provided Force comments/observations for this report.

## Custody Record Review Findings

The data below outlines the results of the feedback forms completed by the Panel members over the period from April 2024- March 2025.

### Total Proportion of Detainees Held in Custody Over 2024-2025



Please see [annex of abbreviations](#) for definitions of terminology.

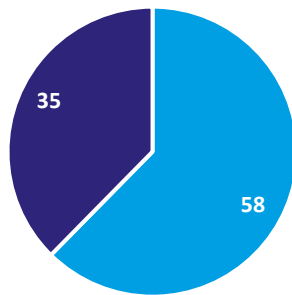
#### **Force comments/observations:**

*Based on the above data, it is clear that we have achieved a good cross section of custody records from all custody suites and scrutinised numerous areas, such as children in custody, use of force, and use of AHC, which regularly come under scrutiny on a national level. The fact that Pembrokeshire and Carmarthenshire have had the most number of records reviewed is to be expected as Haverfordwest and Dafen experience the highest levels of throughput.*

## Demographic

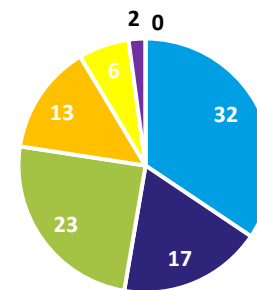
- Of the 5 CISP meetings held, 93 custody records were reviewed. Here is the breakdown of the demographics consisting of those 93 records.

Gender



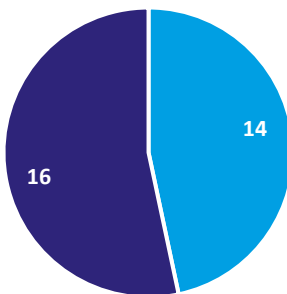
■ Male ■ Female

Age

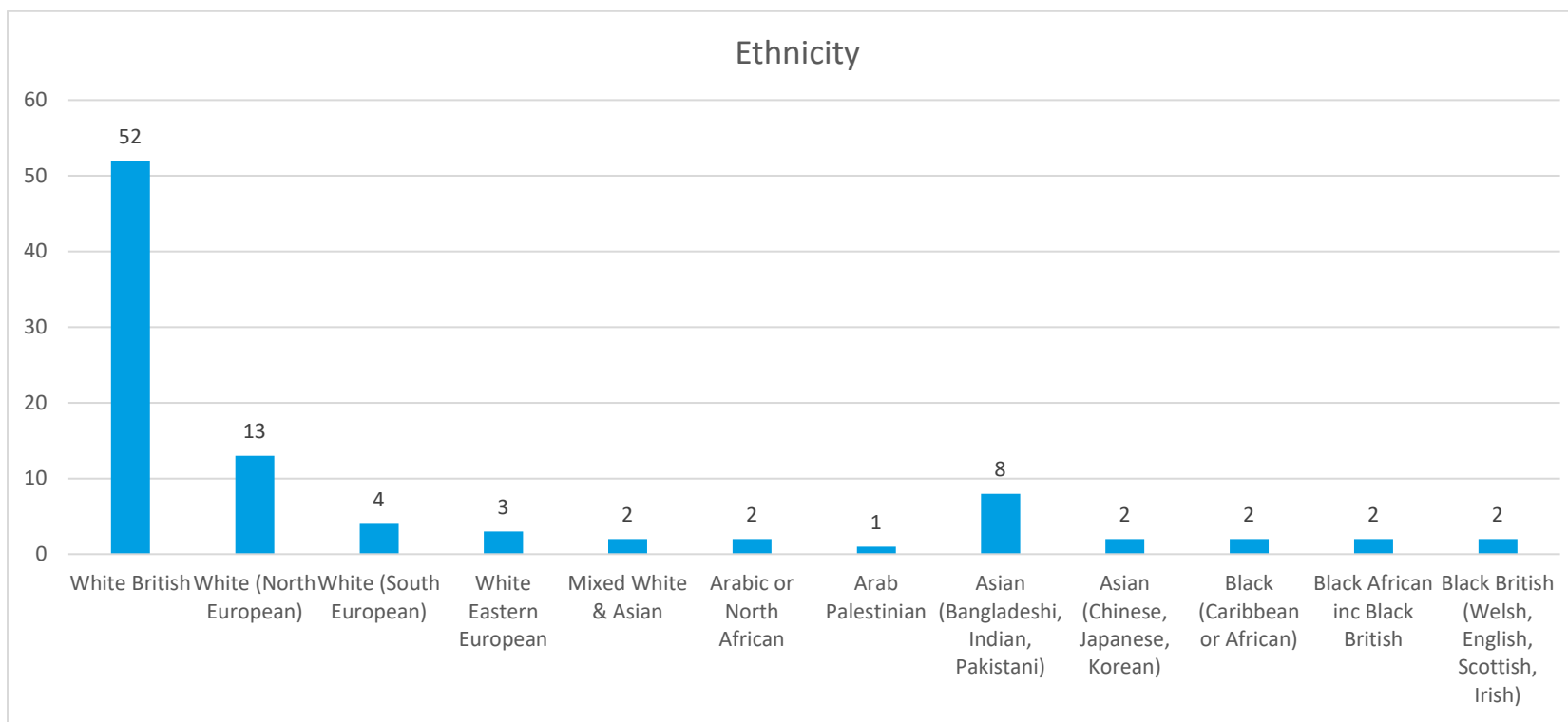


■ 13-18 years ■ 19-25 years ■ 26-35 years ■ 36-45 years  
■ 46-55 years ■ 56-65 Years ■ 66 +

Gender CIC



■ Male ■ Female

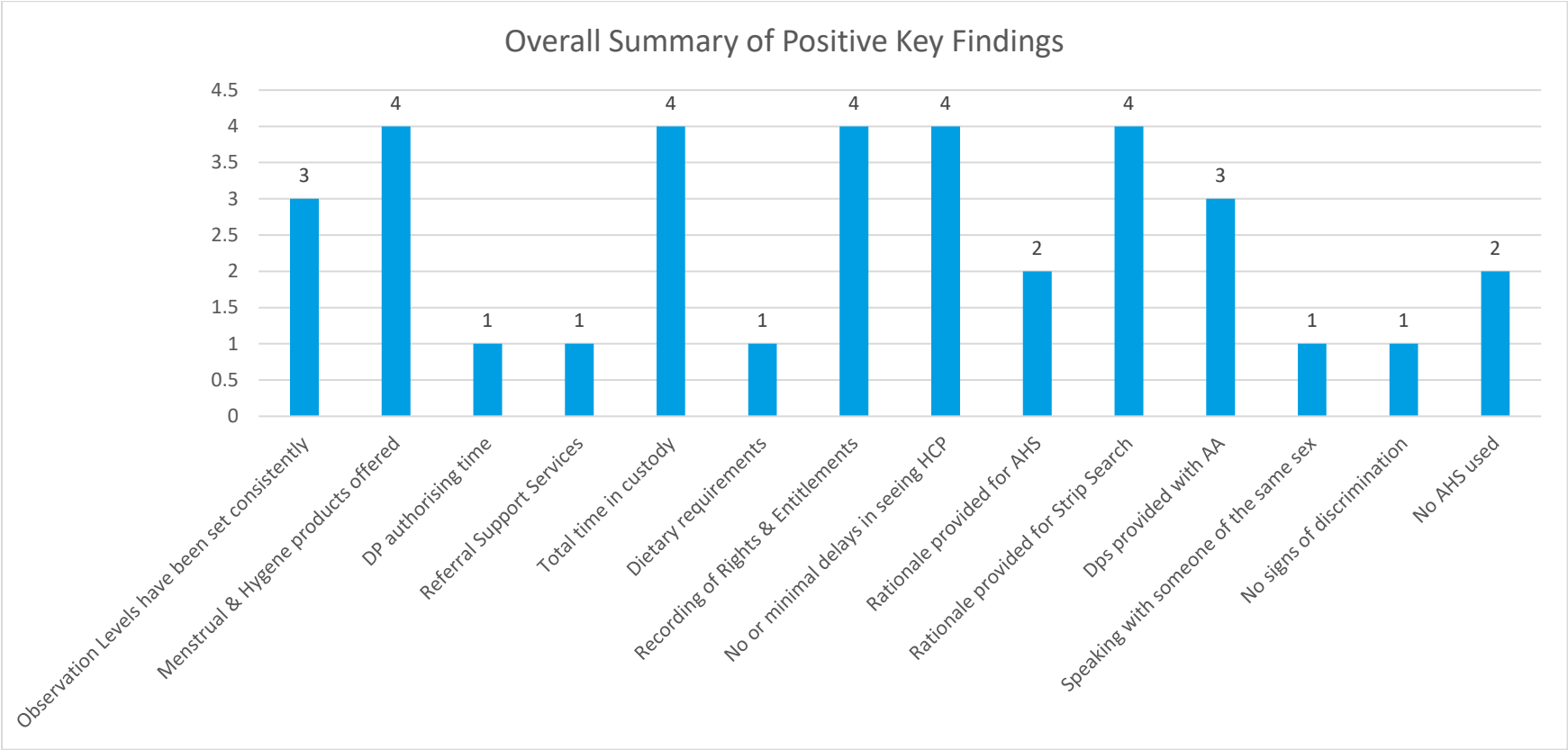


**Force comments/observations:**

*I believe we have achieved a good cross section of both age and gender. In relation to ethnicity, our focus on ethnic minorities custody records has allowed us to cover a good range of ethnicities during this financial year; however, "White British" being the most reviewed ethnicity is to be expected based on the demographic of DPP as a Force.*

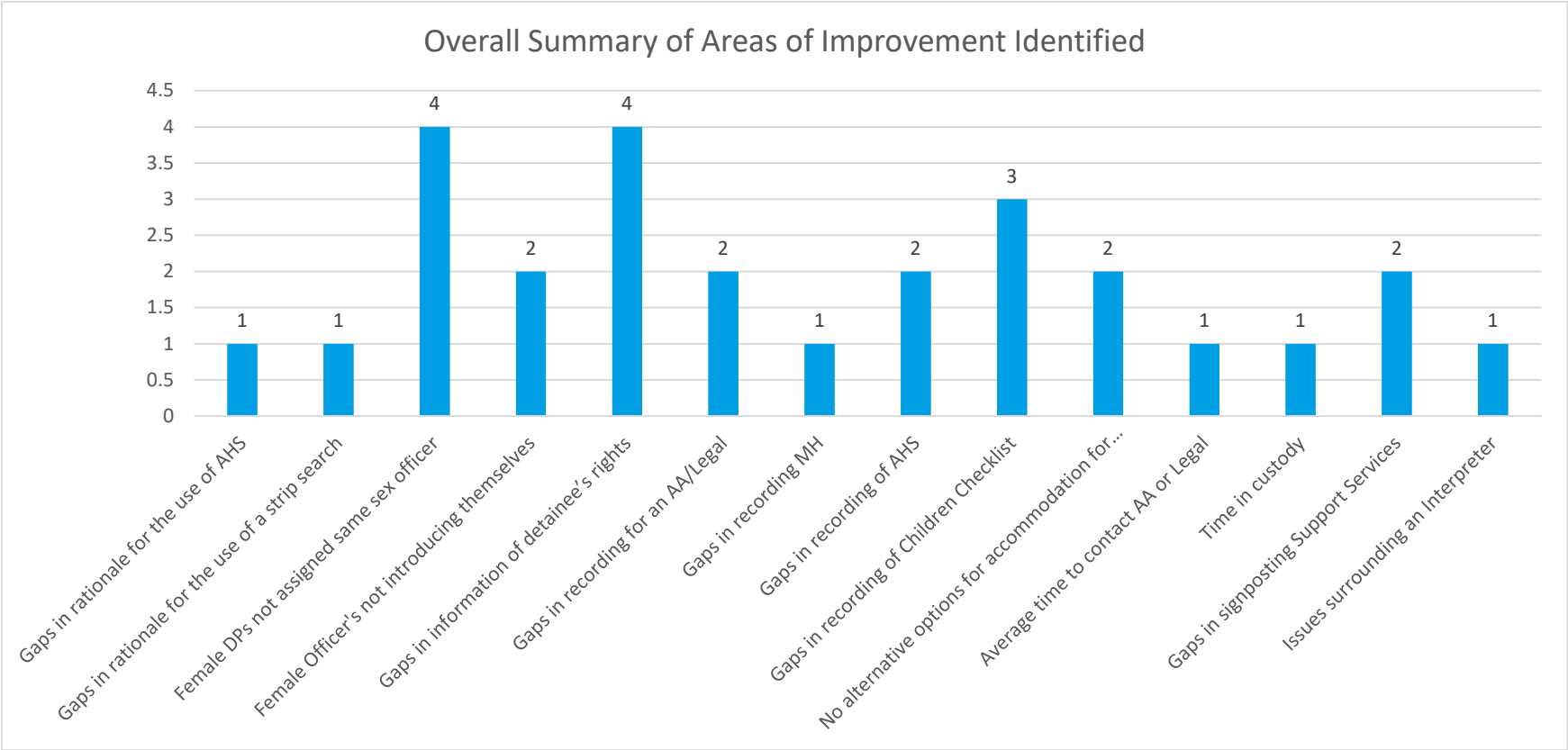
# Overall Summary of Findings

*This is a tally of the total number of highlighted areas of positive work identified for Custody by the Panel over the course of the 6 meetings.*





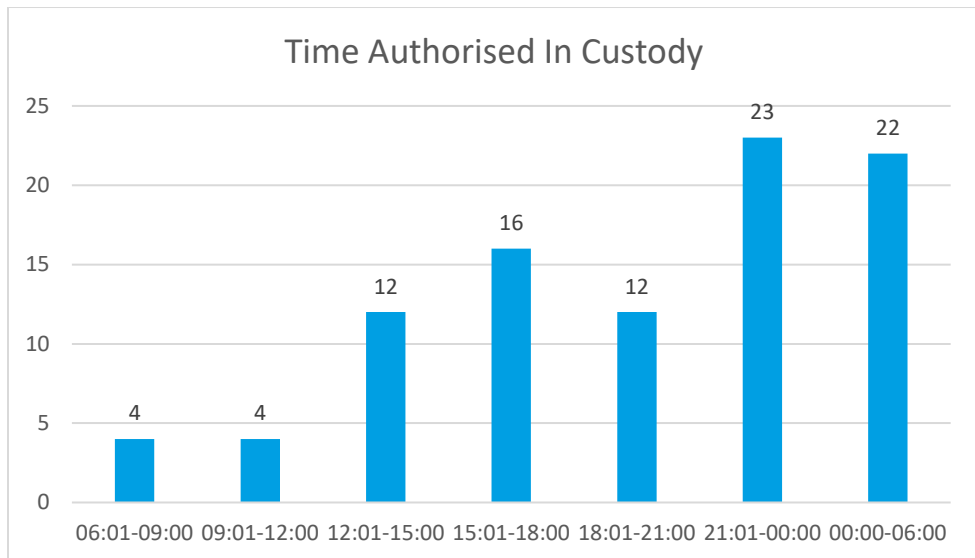
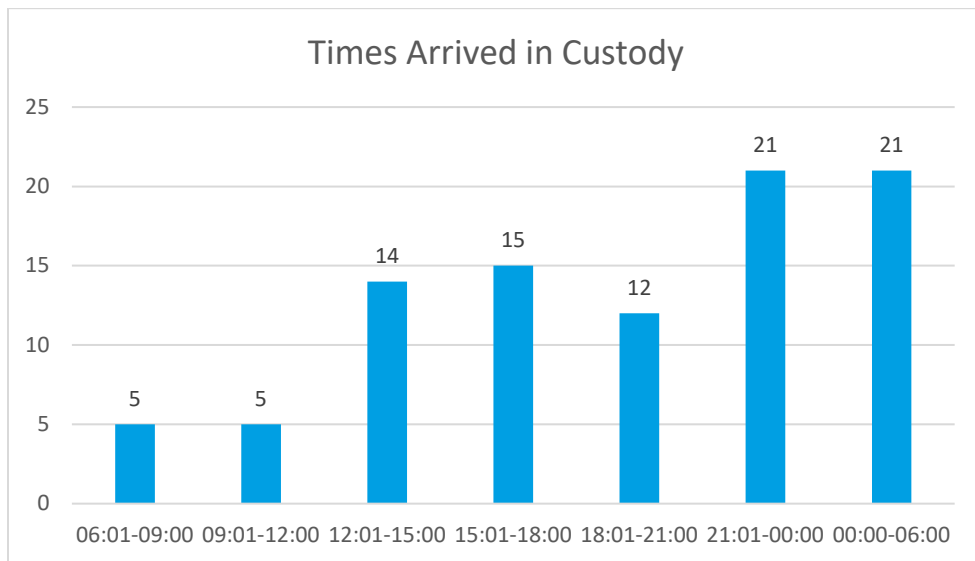
*This is a tally of the total number of highlighted areas of improvement identified for Custody by the Panel over the course of the 6 meetings.*



**Force comments/observations:**

*It is pleasing to see so many positive findings listed by the panel members during their reviews. On review of the areas for improvement documented by the panel members, it is evident that recording and the level of detail in recording is an issue. Feedback has been provided to all custody staff regarding the importance of detail within detention log entries, particularly around any rationales. Performance has been continually monitored in key areas regarding children in custody and females in custody, which are audited each morning, and vast improvements have been made in these key areas in recent months.*

## Times Arrived in Custody



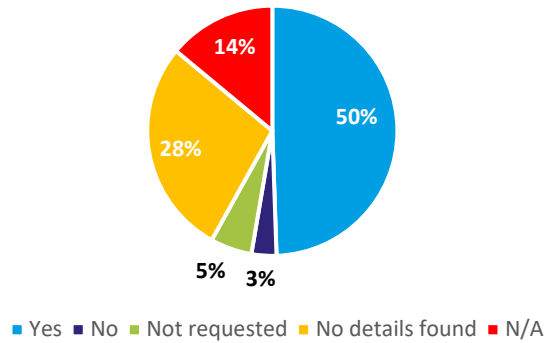
- The average time lapsed from arrival to detention authorised was **21 minutes** in total.
- The average total time in detention was **18 hours and 15 minutes.**

### Force comments/observations:

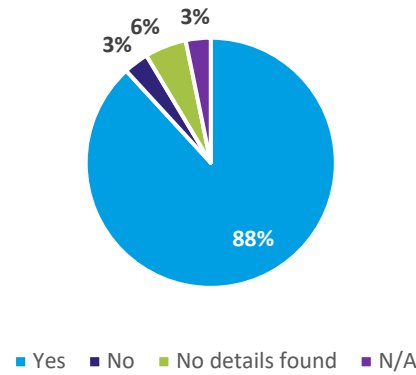
*It is pleasing to see that the average time for detention to be authorised is 21 minutes. This evidences that the vast majority of detainees are speaking with the custody sergeant soon after their arrival at custody and delays are at a minimum.*

## Provisions in Custody

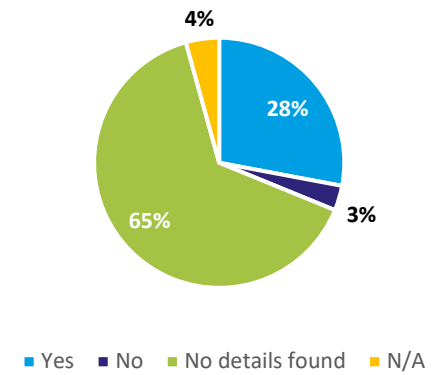
Were religious requirements catered for?



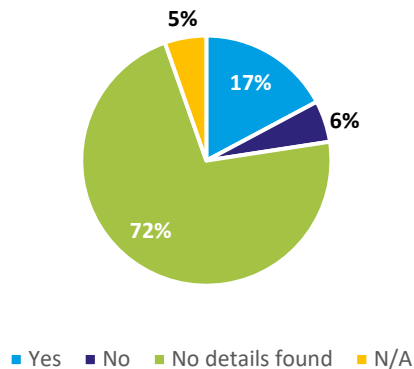
DP was asked about dietary requirements and allergies?



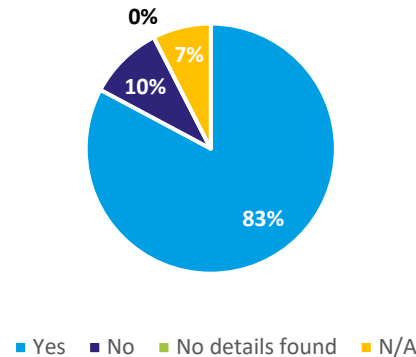
Was the DP instructed in the use of the cell call bell?



Was the DP instructed that the toilet is pixelated?



Food and refreshments offered regularly?



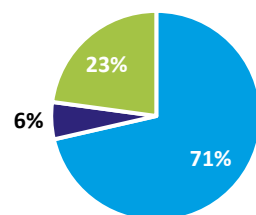
### Force comments/observations:

*These are all areas which we know are covered with each detainee, especially regarding the cell call bell and toilet pixelation. Each detainee is informed of this on arrival at the cell and the information is also on each cell wall via stencil.*

## Females in Custody

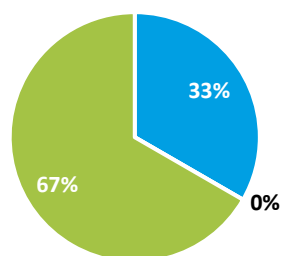
*The focus on Women & Girls in custody began from the meeting in June. Therefore this aspect of the report will have a total of 78 records instead of 93 viewed by the Panel.*

Was a female officer assigned where necessary for a female DP?



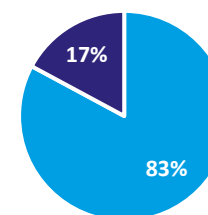
■ Yes ■ No ■ No details found

Did a female officer introduce themselves to the DP?



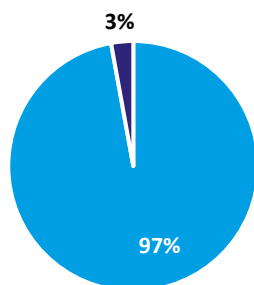
■ Yes ■ No ■ No details found

Was the DP asked if they would like to speak with someone from the same sex?



■ Yes ■ No

Were menstrual products offered?



■ Yes ■ No

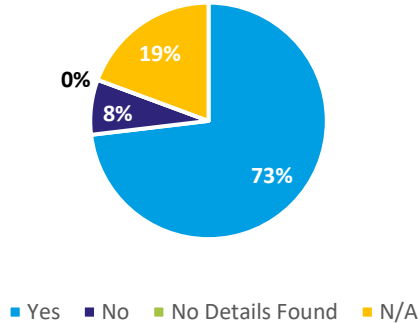
### Force comments/observations:

*Females in custody has been a key performance area under scrutiny by Custody Services for the past 6 months. Daily audits of all custody units are completed each morning to ensure that all female detainees are allocated a female member of staff and that this is documented on the care plan. Vast improvements have been made in this area and 100% compliance is to be achieved.*

## Hygiene

*This aspect covers all 93 detainee custody records.*

Does the record make any reference to hygiene requests being made/given, for example; showers and handwashing facilities being offered?

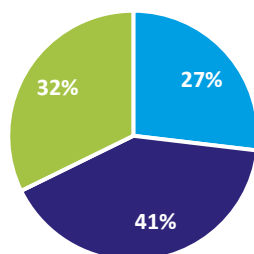


### **Force comments/observations:**

*It is pleasing to see that a large proportion of detainees have made use of hygiene facilities. It must be noted that ALL detainees are informed of the availability of hygiene facilities when signing for their rights and entitlements. Hygiene facilities is included within a list of numerous other items such as food, etc. It must also be considered that not all detainees will require the use of shower facilities depending on the length of time they are detained in custody and what time of day they are detained.*

## Custody Early Warning Signs (CEWS)

Is there evidence of a CEWS score being undertaken?



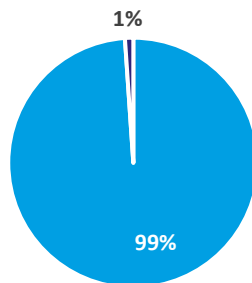
■ Yes ■ No ■ N/A

### Force comments/observations:

*As of the 10<sup>th</sup> April 2025, CEWS is no longer being used in any DPP custody suite. This decision was made following consultation with the clinical lead for our force medical provider. Whilst this only entailed obtaining basic information such as heart rate, blood oxygen levels, temperature, etc, the advice from the clinical lead was that this information could affect the custody officer's decision as to whether each detainee required to be seen by HCP. It was highlighted that some medical issues would not affect CEWS results but that detainee would still need to see a HCP. CEWS was introduced a Covid precaution and then developed into another use for which it was not intended. It was not widely used in all custody units and was only a regular feature in Brecon.*

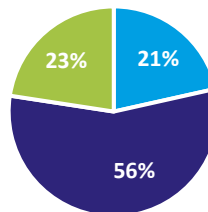
## Rights and Entitlements

Was the DP given rights - either at booking in or later ?



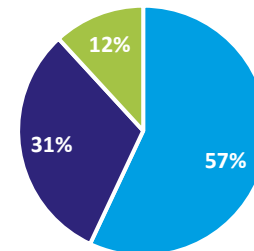
■ Yes ■ N/A

Was there a delay in receiving R+E (e.g. with AA/interpreter present) of more than 1 hour?



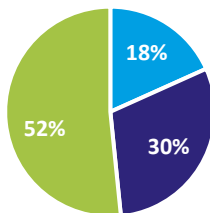
■ Yes ■ No ■ N/A

Did the DP see or speak to a Solicitor?



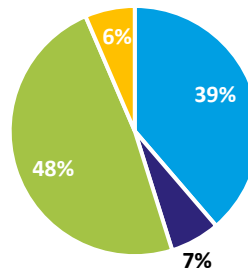
■ Yes ■ No ■ No details found in the record

If there was a lengthy delay in seeing a solicitor, was there any rationale available?



■ Yes Rationale Given ■ No Rationale Given ■ N/A

Was solicitor advice given in person?



■ Yes ■ On the phone ■ N/A ■ Other

- *The average time it took for the Detention Officer (DO) to request a solicitor after detention was authorised was 2 hours and 39 minutes.*
- *The average time it took for police to contact a solicitor after detention was 2 hours 29 minutes.*
- *The average time it took between DP's request for a solicitor and a solicitor arriving was 7 hours and 9 minutes.*

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**Force comments/observations:**

*The majority of this data, particularly the average time between request and solicitor arriving, is not within the control of custody staff. From experience, almost all solicitors will ONLY attend custody when interview has been scheduled and they are provided with a time for interview to take place. Solicitors will not attend custody prior to this and any legal advice before interview is usually provided via telephone should detainees want to speak with their solicitor on their arrival at custody.*

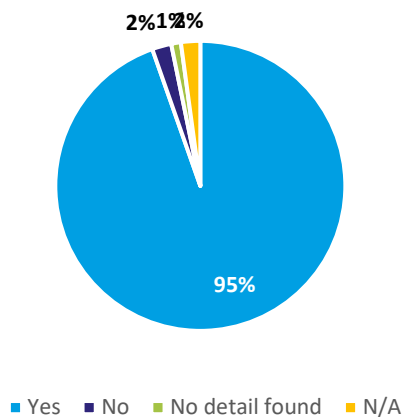


## Observation level

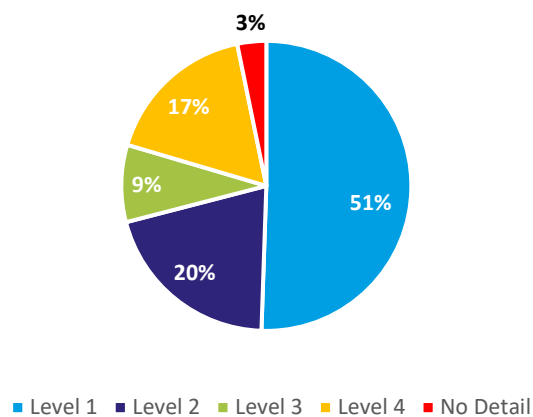
*Risk Level is judged on 4 levels:*

- *Level 1 General (at least once every hour),*
- *Level 2 Intermittent (every 30 minutes),*
- *Level 3 Constant (constant observation CCTV and accessible at all times),*
- *Level 4 Close Proximity (physically supervised in close proximity).*

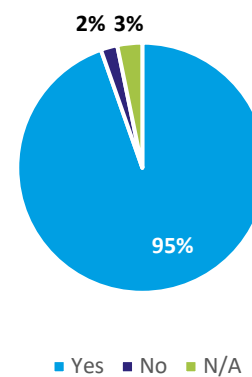
Was an observation level set



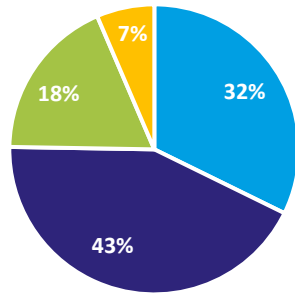
What level was set?



Was the observation level adhered to?

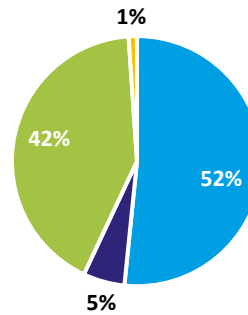


Was the DP on rousal?



■ Yes ■ No ■ N/A ■ No detail found in record

Was this adhered to?  
(Including the 4Rs)



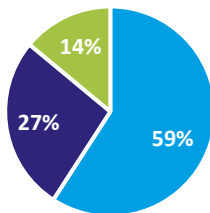
■ Yes ■ No ■ No detail found in record ■ N/A

**Force comments/observations:**

*Observation levels must be set for a care plan to be completed and it is always recorded on the care plan itself from a drop-down menu. It is expected that Level 1 observations would be the most frequently used level.*

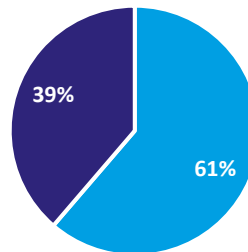
## Support Services

Was the DP given access to/offered/referred to any support services?



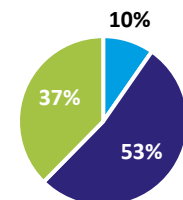
■ Yes ■ No ■ N/A

Did the DP see a healthcare professional?



■ Yes ■ No

Was there a delay in healthcare professionals attending and DP receiving a health assessment?



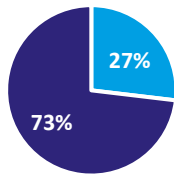
■ Yes ■ No ■ N/A

### Force comments/observations:

*It is pleasing to see that the majority of detainees were referred to or offered the use of support services. This is an area that we are actively looking to improve to provide greater "wrap around" support to all detainees. This is being completed in liaison with Mitie (medical provider) who have access to a vast array of links to support services. This is also being improved via the Reachable Moments Project with Adferiad regarding improving the level of support for children both during and post custody. I note that 39% of detainees did not see the HCP but not all detainees will require review.*

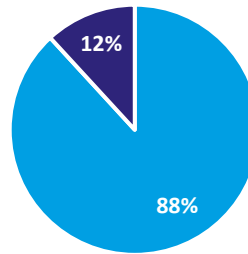
## Anti-Harms Clothing (AHC)/Special Risk Clothing (SRC)

Was the detainee given a safety suit/Special Risk Clothing (anti rip-suit) to wear?



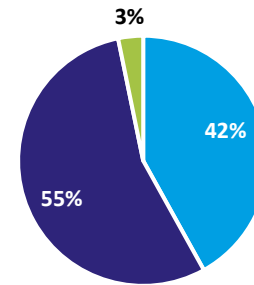
■ Yes ■ No

Did the detainee engage with the risk questions?



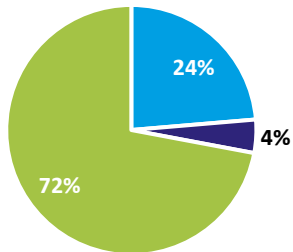
■ Yes ■ No

Was the detainee assessed as at risk of self-harm?



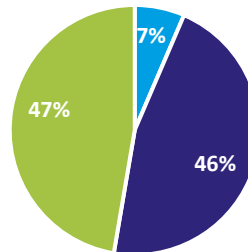
■ Yes ■ No ■ DP Did not answer this question

Where a suit was provided has a rationale been provided?



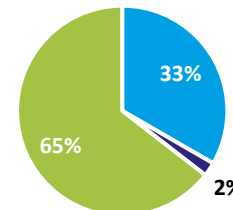
■ Yes ■ No ■ N/A

Was clothing removed by force?



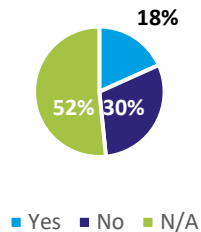
■ Yes ■ No ■ N/A

If clothing was removed, were there continuing risk assessments?

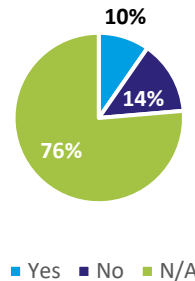


■ Yes ■ No ■ N/A

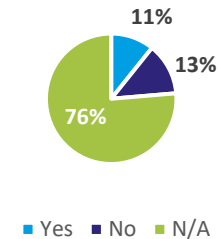
Does the record contain evidence of de-escalation, distraction items or other methods of reducing the detainees risk level?



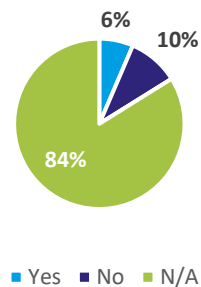
Does the record contain evidence of the Special Risk Clothing being discussed in staff handovers?



Does the record contain evidence of the Special Risk Clothing/Anti-Rip Suit being removed at the earliest opportunity?



Does the record contain evidence of the Special Risk Clothing/Anti-Rip Suit being removed prior to interview?

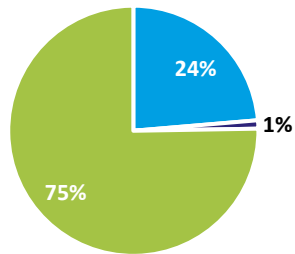


#### Force comments/observations:

*The use of AHC is an area that has been under national scrutiny for an extended period. Following extensive review of DPP use of AHC, and the rationale/reason for its use, the decision has now been made to remove AHC from DPP custody units with immediate effect. AHC is no longer used within DPP. Positive feedback on this decision has been received from custody staff. Prior to this decision being made, AHC had not been used at all in 2025 and it is clear that custody officers are evidencing better risk management on their care plans and using other options at their disposal.*

## Strip Searches

Was there a good rationale for strip search?

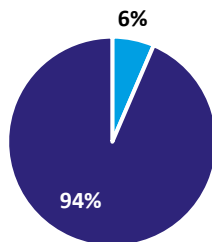


■ Yes ■ No ■ N/A

### Force comments/observations:

*On review of this data, it is likely obscured by the fact that the number of detainees who were subject of a strip search only formed a small part of the records reviewed. However, it is pleasing to see that only 1% of strip searches were identified having a poor rationale by the panel members.*

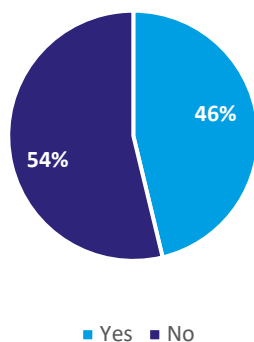
Was there an Appropriate Adult present during the strip search?



■ Yes ■ N/A

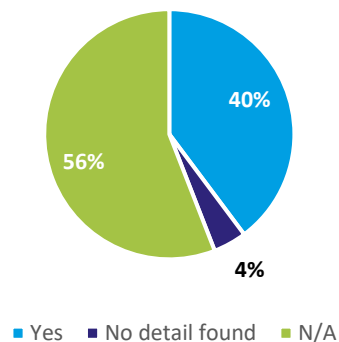
## Appropriate Adults (AA)

Did the Force identify that an AA was necessary?

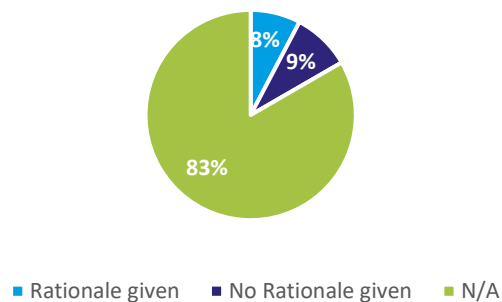


- The average time it took for the first contact between the Police and the AA recorded was 3 hours and 19 minutes.
- The average length of time after detention it was recorded that the DP and the AA had their first contact was 4 hours and 10 minutes.

Was the nominated person/AA contacted?



Was there any rationale available for a delay in AA's arrival?



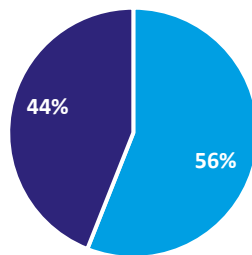
### Force comments/observations:

*This data has highlighted a possible issue regarding AAs and vulnerable adults. Whilst AAs are contacted immediately for children in custody, I do not believe that there is currently the same level of urgency with regard to an AA for a vulnerable adult. This is an area which is continuing to be explored and improvements will be made to reduce the average time taken to request an AA.*

*The average time taken for an AA to speak with a detainee can vary greatly depending on AA availability and distance being travelled by the AA.*

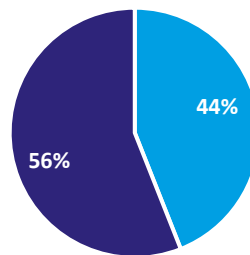
## Children in Custody

(Children only) Was the child charged?



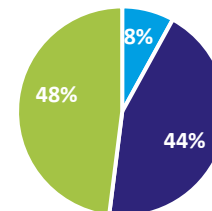
■ Yes ■ No

(Children only) Was the young person detained overnight?



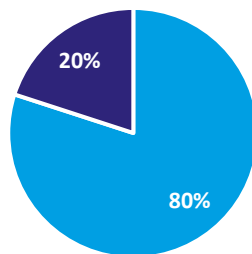
■ Yes ■ No

(Children only) Was an alternative care setting sought?



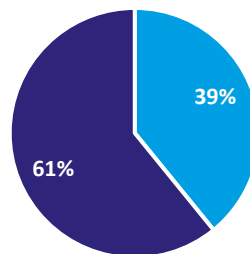
■ Yes ■ No ■ N/A

Was the Children in Custody checklist used?



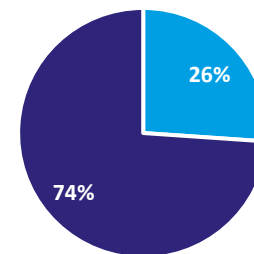
■ Yes ■ No

Was the Voice of the Child recorded?



■ Yes ■ No

Has a reachable moments interview occurred?



■ Yes ■ No



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**Force comments/observations:**

*Children in Custody is a primary focus for Custody Services at present with numerous changes to custody processes being agreed recently by chief officers. These process changes are aimed at reducing the number of children entering custody with greater scrutiny around the necessity for arrest and the other options available. However, there will be occasions where children do need to enter the custody environment and the focus then is to reduce the level of potential trauma they may experience. In order to do this, funding has been approved for the "Reachable Moments Project" which is being completed in close liaison with Adferiad. This project will ensure that all children in DPP custody are provided with a mentoring service by reachable moment workers employed by Adferiad. These workers will come to custody and remain with the child throughout their detention, providing them with support, building rapport, and signposting to support services. This support will continue post custody and will involve follow up meetings between the child and their reachable moments worker with bespoke support based on the needs of the individual. Changes to the custody environment have also been proposed to include a change of décor to provide adapted spaces/cells for children and those with neurodiversity. This will also include an improved variety of distraction tools for use by children and those with neurodiversity.*

*In relation to data regarding child checklist, voice of the child, etc – daily audits are being completed each morning to ensure that these are being completed for all children in custody. The target for this is 100% compliance.*

## Annex- Custody Abbreviations Glossary

Acronym	Definition
AA	Appropriate Adults (safeguard the interests, rights, entitlements and welfare of children and vulnerable people who are suspected of a criminal offence)
CIC	Children in Custody
DP	Detained Person (more commonly used by police)
DEO	Detention Escort Officer
DO	Detention Officer
HCP	Health Care Professional
OPCC	Office of the Police and Crime Commissioner
AHS	Anti-Harm Suite
SRC	Special Risk Clothing
UoF	Use of Force
W&G	Women & Girls