



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

This document is available in Welsh as well as English.

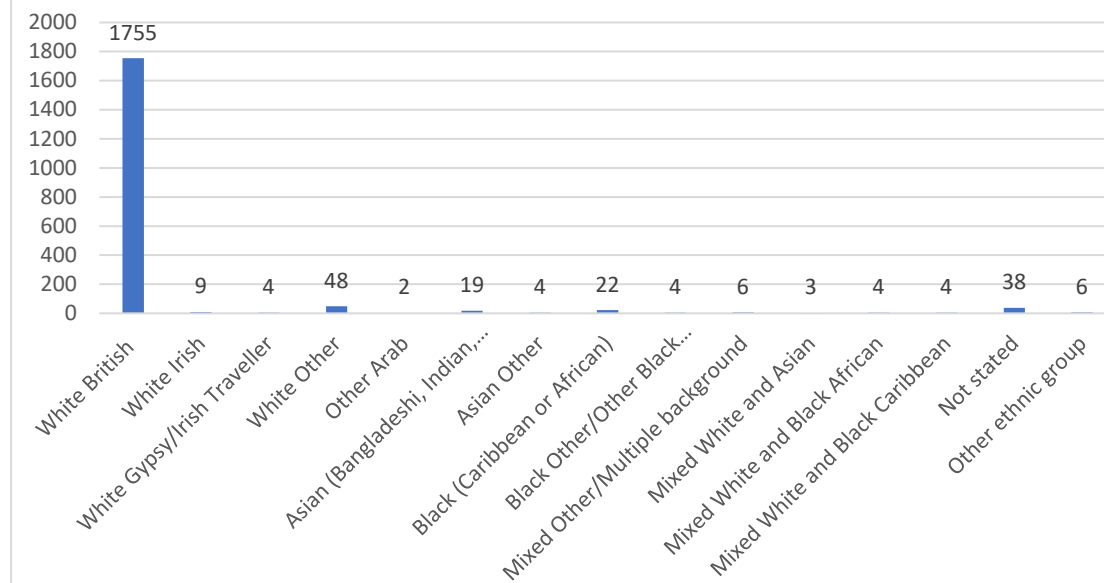
April – June 2025-26

Independent Custody Visiting Quarterly (ICV) Update:

April - June 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 |
|---|--|---|-----------------------|-------------------------|--------------------------|-------------------------|
| 1837 | 91 | 1928 | 1583 | 331 | 1 | 13 |

Ethnicity Recorded from Custody Data April-June 2025

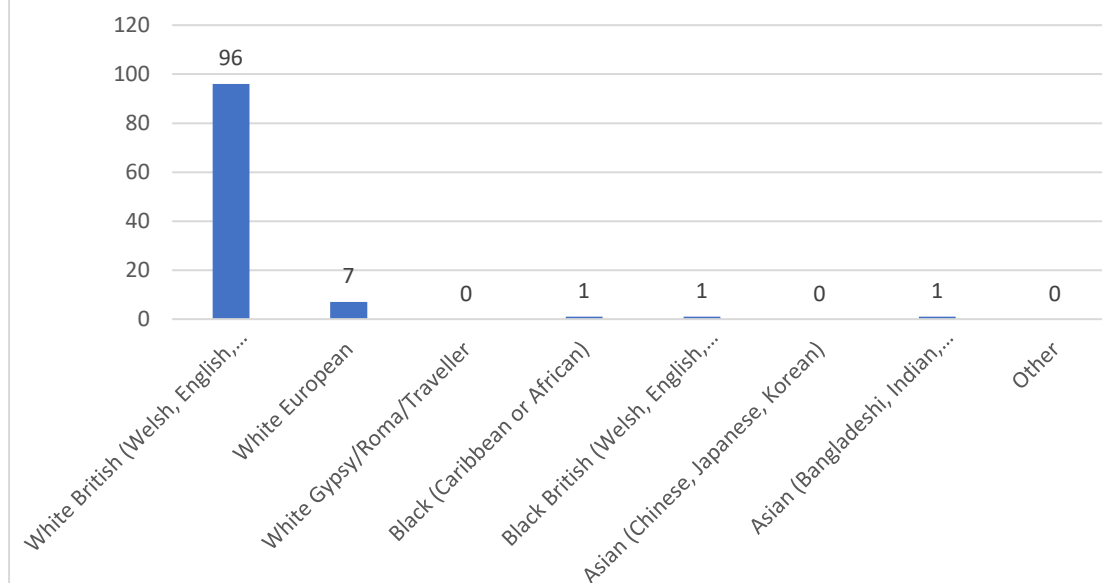


April – June 2025-26

April - June 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 |
|----------------------|--|---------------------------------|------------------------------------|---------------------------------------|------------------------------|-----------------------------------|--------------------------------|----------------------------------|
| 41 | 131 | 125 | 6 | 10 | 16 | 11 | 115 | 16 |

Ethnicity Recorded by ICVs from April-June 2025



Active ICVs: 13

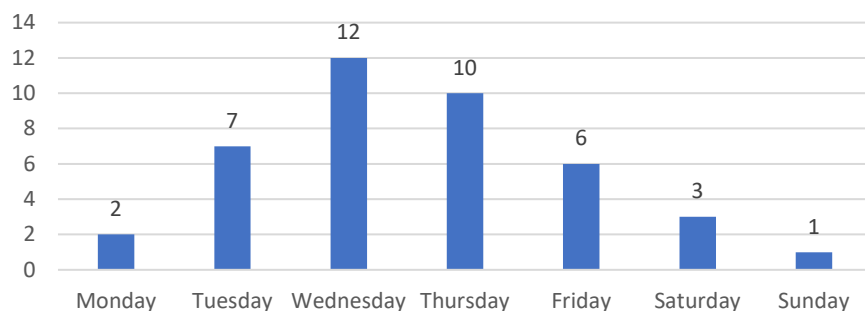
- Pembrokeshire: 5
- Powys: 3
- Ceredigion: 2
- Carmarthenshire: 3

Currently there are three new applicants that are in the process of receiving their induction training. There are also three volunteers awaiting vetting and four volunteers taking a temporary break from the scheme.

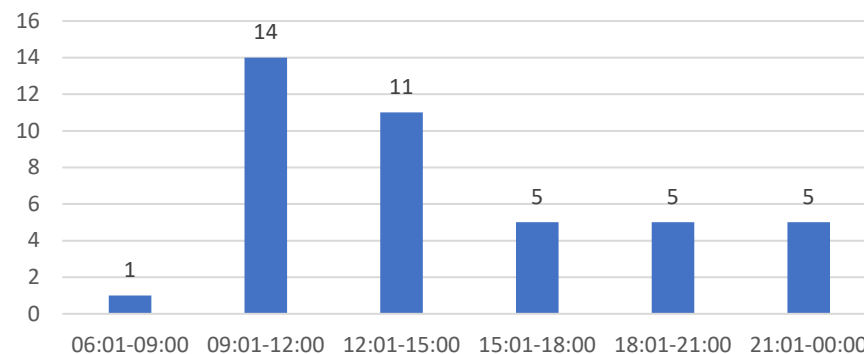
April – June 2025-26

Timings of Visits:

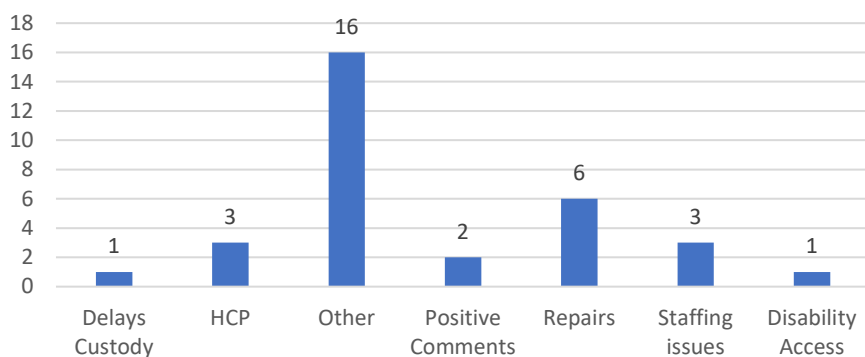
Frequency of visits conducted from April-June 2025



Timings of visits from April-June 2025



Themes Issues Raised April-June 2025



Breakdown of 'Other' Issues identified April-June 2025



April – June 2025-26

Scheme Update:

Staffing Issues

- There were two visits specifying staffing concerns both at Newtown and Dafen. Within Newtown, ICVs expressed concerns with regards to resilience, given that a long serving sergeant was soon to be departing and the summer period is expected to be the busiest period of the year. The Force have provided reassurances that there are plans to cover any custody officers and no impact to coverage over the summer period.

Health Care Professional (HCP), Option 1 Calls and Religious Items

- Issues in relation to HCP coverage have all stemmed from the lack of embedded practitioners in Brecon Custody Suite. ICVs concerns are in relation to:
 - Difficulties in access remote HCPs for medical advice on DPs.
 - The stress on the custody staff to be aware and make decisions based on the DPs medical background.
 - If a DP is required to be transferred to see a HCP or requires hospital treatment, this could be a journey that takes in excess of 90 minutes.

The Force have responded specifying that the medical contract does not include embedded cover for Brecon due to issues surrounding the financial cost in comparison to the need and demand at the custody suite. Brecon has the least demand in comparison to the other custody suites and the new contractor has implemented a remote medical system to allow custody staff to consult with HCP for those detainees with low-risk needs. The Force meets with the contractor on a monthly basis and they are actively overcoming the issues associated with the remote medical system. If a detainee has signs of chest pains, head injury, or any other serious injury or ailment, they are to be taken to hospital and not custody in the first instance, which has always been the case and is for the embedded units also. The issue surrounding the distance to

April – June 2025-26

hospital or transfer to a neighbouring custody unit is part of the unique challenges that Dyfed-Powys faces due to its geographical area and this issue is out of their control. ICVs will continue to monitor.

Repairs

- There were a number of repair concerns that ICVs raised over the past quarter. These repairs included:
 - **Newtown**- Issues with the heating temperature sensors, cell buzzers non-operational, cells being unavailable due to water supply issues, placement of monitors are hindering staff at the front desk and issues with the intoximeter
 - **Brecon**- Issues with water flow in two cells and the food heating safety record being missing.
 - **Aberystwyth** – Wooden surface of the cell beds have been worn down and not hygienic. The yard gate is also not operational.
 - **Dafen**- Issues with toilet not flushing in one of the cells and another cell had a faulty buzzer.
- In relation to all repairs, these have now been rectified by the Force. ICVs are monitoring the duration these repairs are taking to ensure the efficiency of the custody suite is operational on a consistent basis.

Delays Into Custody

- In **Aberystwyth**, due to the ongoing issues surrounding the custody yard gate, this prevented ICVs the opportunity to have instant access. The Force have advised that repairs are due for Aberystwyth in July.

Disability Access

- Within **Newtown** ICVs noted that all beds and toilet facilities are very low for older and other detainees with mobility issues. If a disabled toilet is required (with additional handle bars), the DPs have to press the cell call button and wait for staff to accompany them to the single disability welfare unit within the suite. The Force have advised that thick mattresses are available to accommodate those with low beds and were purchased when the suite re-opened in April. Custody beds are low to accommodate those with mobility issues and that there is a disabled toilet available in the main suite and there is a wheelchair available in the

April – June 2025-26

custody suite to support those needing access. Due to ligature point concerns, cells within any custody suites do not have any bars to support mobility.

Positive comments

- There were a number of positive comments made by ICVs over the past quarter. On three occasions ICVs noted how welcoming custody staff have been:

-“Custody officers and staff were very welcoming, we were given lots of information regarding the detainees and on visiting one of the detainees who had agreed to speak to us, he was very complimentary about the custody officers regarding his booking in process and during his time spent so far in custody.”

-“We were warmly greeted by the custody sergeant and DEO officer, the atmosphere was calm and quiet, we were given information relating to the detainees and given the tour by the sergeant.

-“Even though custody was extremely busy we were accompanied to the cells to speak and observe D/Ps.”

-“Both members of the custody staff very organised and welcoming. Nothing was too much trouble.”

- ICVs also referenced the professionalism of the custody staff under difficult circumstances:

-“The staff had been through a difficult evening and Affray alarm . Both detainees were now asleep but both had caused issues including assaulting the nurse. Nurse ok and left building. All staff in that station and custody suite worked so hard and professionally to deescalate. Very professional practice observed by skilled officers.”

-“Given the behaviour of the detainee the custody and HCP should be commended for their attention to the needs of the male person despite his awful behaviour.”

April – June 2025-26

'Other' Issues Identified

- **Religious items-** Within **Dafen**, ICVs noted on two occasions the inappropriate manner that religious items were stored, specifically that the Quran, New Testament and prayer mats were not in the appropriate plastic coverings. They also noted they were being stored on an upside treatment table which was believed to be covered in tea or coffee powder. The items have since been relocated on a shelf in the appropriate and respectful manner they are expected to be kept in.
- **Access cards-** Custody staff within **Aberystwyth** were not aware of the progress in relation to the progress of obtaining new access cards. It has been established that a new system will be installed during the refurbishment period in the summer.
- **Cleaner Contract Query-** Both in Haverfordwest and Aberystwyth, questions have been raised by ICVs over the current details of the cleaning contract as there appears to be no consistency of standards. There is a requirement for regular deep cleaning to take place particularly within the medical and feeding areas. ICVs queried what were the provisions in place to ensure that these cleaning requirements within the contract are being accounted for. Currently, the glass toilet room is being used as storage for cleaning equipment within Aber and ICVs noted in Haverfordwest, that the HCP nurse, of their own volition, cleared the forensic room as it appeared to have been used to store items and required a further deep clean. The Force advised that the regular cleaner at H'west had been off sick and agreed that the temporary replacement standard's are poor in comparison; and for Aber, it is hoped that the issue regarding the storage of cleaning equipment will be resolved once the refurbishment has been complete during the summer period.
- **Laundry-** At **Haverfordwest**, the delivery of laundry remains to be an issue; whereby Detention Escort Officers (DEO) are required to chase up lost blankets. This is also being experienced in Aberystwyth, whereby the items sent for cleaning are either not being returned or different items (different colour) are being returned instead. It was also established that the current contract provider for the Laundry may be located in Somerset, England, and ICVs were querying whether this was practical and whether a more local company could be used.
- **Refusal to speak with a Detained Person (DP)-** ICVs were prevented to see a juvenile in custody on the premise that they were vulnerable and did not have an Appropriate Adult (AA) with them. ICVs challenged this, as they are only not permitted to speak to a

April – June 2025-26

detainee if they do not consent or provide a risk to harm either to themselves or to others. The Force have made enquiries and have established learning to the custody sergeant, who was reminded of this protocol for future visits.

Custody Performance Meeting

- The OPCC continues to attend the monthly Custody Performance Meetings, which is the forum held with local custody inspectors to discuss areas of good practice and areas of improvements. Within these meetings, there is considerable focus on:
 - Children in custody
 - Females in custody
 - Health care Professionals (HCP)
 - Sleeping reviews
- The OPCC has been invited to understand some of the challenges experienced in custody and for the OPCC to share updates in relation to findings from ICVs and CISP.
- Information learned from these meetings are disseminated to ICVs within their weekly updates for vigilance purposes.

Recruitment

- We have three new recruits that are due to receive their induction training at Brecon on the 17th July, who will be based in Powys.
- The OPCC has three other volunteers who are awaiting their vetting clearance who will be based in Carmarthen, Ceredigion and Pembrokeshire.
- The OPCC is committed in supporting our volunteer's experience with the scheme and any external opportunities that are available to them, that may include going on holiday, employment or volunteering opportunities with the intention to return to the scheme and/or time away to recharge. The OPCC currently has four members on a break.

April – June 2025-26

Volunteer's Day

- On the 3rd June 2025, the PCC in conjunction with the Force, arranged a personal thank you to our ICVs in recognition of volunteer's week. The event, entitled '*Celebrating Our Volunteers – A Morning with the Commissioner*', brought together volunteers from across the three schemes coordinated by the Office of the Police and Crime Commissioner (OPCC). It was an opportunity to say thank you and recognise the vital role volunteers play in making policing more transparent, inclusive, and accountable. Guests heard from both the Police and Crime Commissioner and Chief Inspector Jenna Jones, followed by an open Q&A session where volunteers were invited to share their views and experiences.
- Police and Crime Commissioner Dafydd Llywelyn said:
"Today was a real pleasure, spending time with so many of our committed volunteers and having the opportunity to thank them in person. Whether supporting custody inspections, providing victim feedback, or offering independent advice, every volunteer contributes to a better, more open police service."
- The PCC, in recognition of a newly departed ICV who had committed to 25 years of service, was presented a plaque to commemorate their time and recognition of their outstanding commitment to the role. For further details of the event, you can visit our webpage [here](#).



Independent Custody Visiting Association (ICVA) Quality Assurance Framework (QAF)

- ICVA have just launched their third iteration of the Quality Assurance Framework (QAF). This is ICVA's framework that has a set of criteria designed to help ICV schemes benchmark, advocate for resourcing and strive for excellence. The assessment will take place

April – June 2025-26

over a 12 month period from April 2025 until April 2026. There will be four levels of compliance – Code Compliant, Silver, Gold and Platinum with each level have different cumulative criteria. The OPCC intends to update ICVs on any progress made during the course of the assessment period and continues to strive to improve the management of the scheme within Dyfed-Powys. In November 2023, the OPCC were awarded with the level compliance of Gold.

Training & Learning

- During the last quarter, ICVs have received opportunities to learn about:
 - **OP Nova**, a charity founded to support veterans involved in the criminal justice system from ICVA.
 - A BBC mini series on the ICV scheme in Gloucestershire- You can listen to the episodes here: [BBC Radio Gloucestershire - Nicky Price](#).
 - Learning the Lessons - Issue 45: Violence Against Women and Girls, publication from the Independent Office for Police Conduct (IOPC) that shares key insights and recommendations from investigations into serious incidents involving the police. You can read the issue in full [here](#).
 - Guidance on Custody Procedures Following Supreme Court Ruling on Definition of “Woman”, due to the Supreme Court ruling defining the sex of a woman is defined based on her biology of birth.
 - Equivalence in Police Custody Healthcare, a research initiative by Newcastle University is addressing the absence of clear healthcare standards in police custody settings. For more information on the research you can read the End of Project Report [here](#). You can also visit the project website [here](#).
 - ADHD in Custody – A Guide to Police Custody for ADHDe, a booklet has been coproduced by ICVA and the ADHD Alliance aimed at individuals with ADHD detained in police custody. You can download the booklet and the guidance document on the ‘ADHD in Custody’ page [here](#)
 - Racism in Custody and Policing Training, which is provided by ICVA to promote anti-racism and discrimination awareness and how this looks in police and custody.

April – June 2025-26

- Know My Rights website, an important new resource designed specifically to support children and young people under 18 who are detained in police custody. The website helps young people understand their rights at a moment where they are particularly vulnerable. To view the website, you can find it [here](#).
- Interview training- an opportunity for ICVs to receive interview training as a result of the OPCC wanting to include ICVs as part of the interview process of assessing new applicants to join the scheme.

Dyfed-Powys Police Force Awards

- The OPCC has shortlisted the ICV Scheme one of the finalists of the Dyfed-Powys Police Force Awards with a ceremony planned on 4th July. As part of the nomination process, the OPCC specified that the existence of the scheme is vital towards promoting public trust in ensuring that detainees are treated with respect and dignity in custodies within Dyfed-Powys. The ICV scheme serves as an impartial oversight mechanism that strengthens community confidence in policing, fosters greater openness in law enforcement and helps identify and address issues for escalation. Their visits highlight the good work that custody staff do on a daily basis and support the public by ensuring that the detainees understand that their rights, welfare, and guaranteeing their needs are safeguarded.

April – June 2025-26

Force Response:

In relation to the observations above, these are the thoughts of Chief Inspector Jenna Jones, who is commenting on behalf of Dyfed Powys Police with regards to her reflection over the past quarter:

“This has been a very busy quarter for the ICV scheme, it was pleasing to see they had been nominated for the force awards in recognition of the work they do in their own time to ensure custody is a safe environment for those spending time there and they are treated fairly. It was also a pleasure to attend the Volunteers Day in June, having the time to thank the ICVs for their time and support in the role they carry out and the improvements they contribute towards in the custody units across the force.

There have been a number of matters brought to the attention of Custody services and the Custody Inspectors over the past 3 months, many of which may have been missed had it not been for the ICV reports, some of the estates issues have been resolved, however if ICVs find some of the issues have not been attended to in an appropriate timescale, I can escalate or understand the delay from the estates manager and report back.

The medical contract has made significant improvements across the force, reducing the transfers due to HCP cover from 35 plus transfers a month to single figures. These transfers are as a result of no embedded HCP in Brecon but again are in single figures each month, I believe for June there were 5 detainees transferred to either Newtown or Dafen. We do continue to monitor the demand through detainee throughput into the unit, transfers from the unit and Visionable (remote HCP service) calls made. Custody Services and IT are working with MITIE (HCP contract provider) to install the Visionable software onto all force medical room computers so the calls can be picked up by all HCPs not just the Senior HCPs.

I am glad to read the reports of good working relations and the support shown to the ICVs during their visits by Custody staff, this is something I promote with the Inspectors and during my visits to the units.

I look forward to the quarterly meeting to discuss any further matters and working with you to drive continual improvements in the Custody units.”