



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

This document is available in Welsh as well as English.

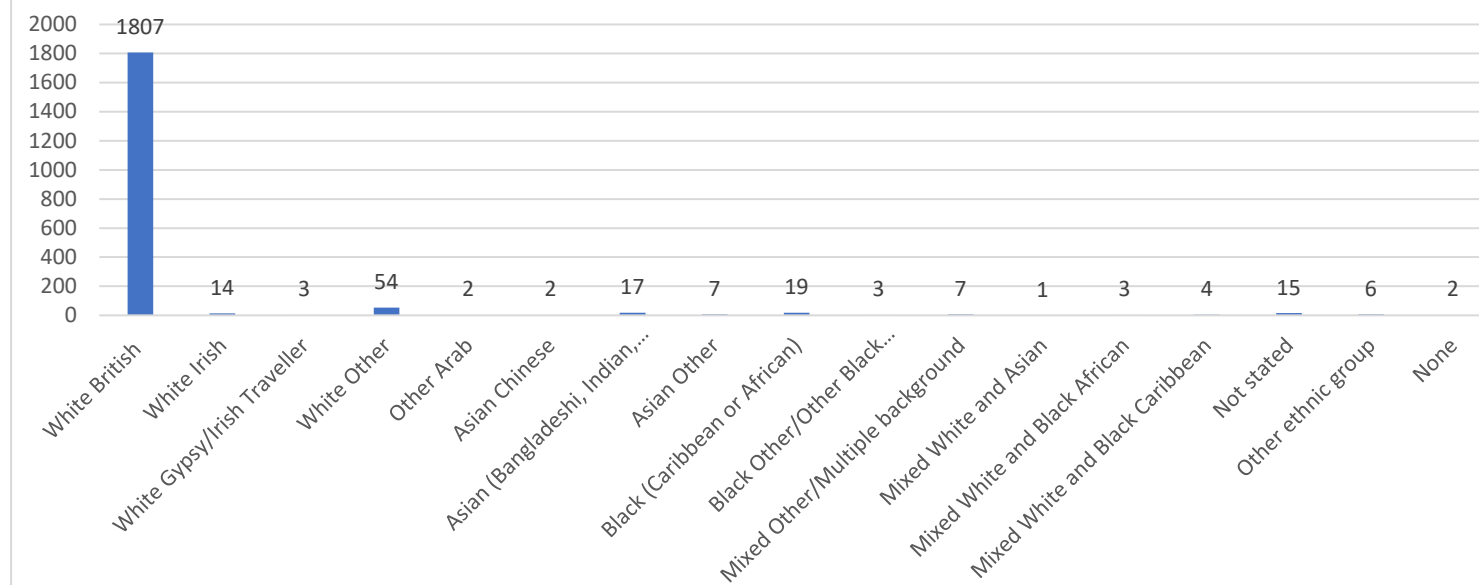
April – June 2026-27

Independent Custody Visiting Quarterly (ICV) Update:

April - June 2026- 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 unknown
1872	94	1966	1588	373	5

Ethnicity Recorded from Custody Data Jan-March 2026

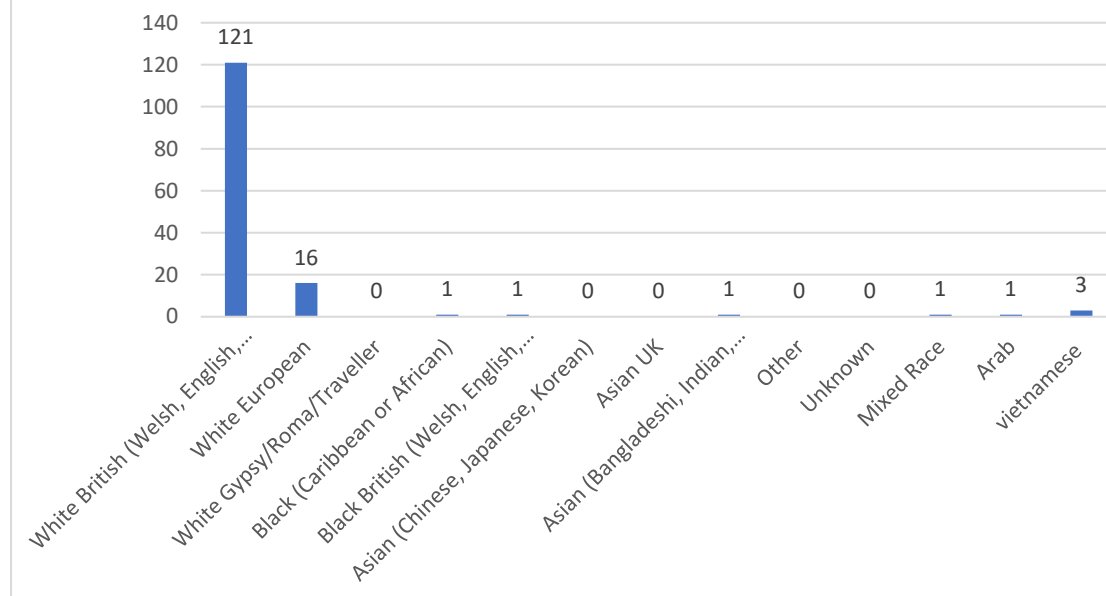


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April-June 2026-27 Data from ICV Visits

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
82	272	262	10	72	94	106	237	35

Ethnicity Recorded by ICVs from Jan-March 2026



Active ICVs: 16

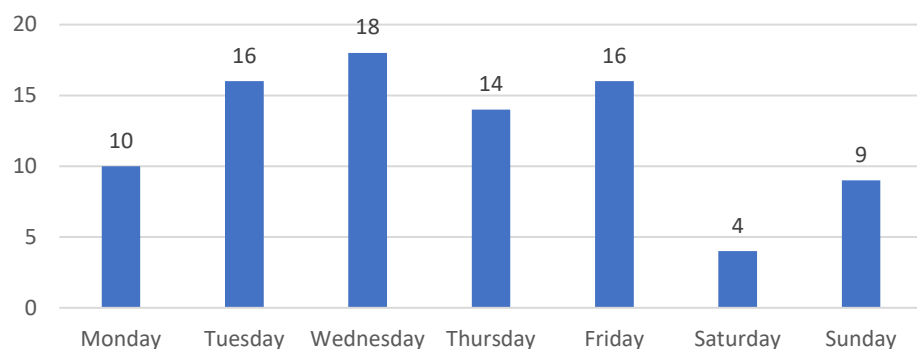
- Pembrokeshire: 5
- Powys: 4
- Ceredigion: 2
- Carmarthenshire: 5

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

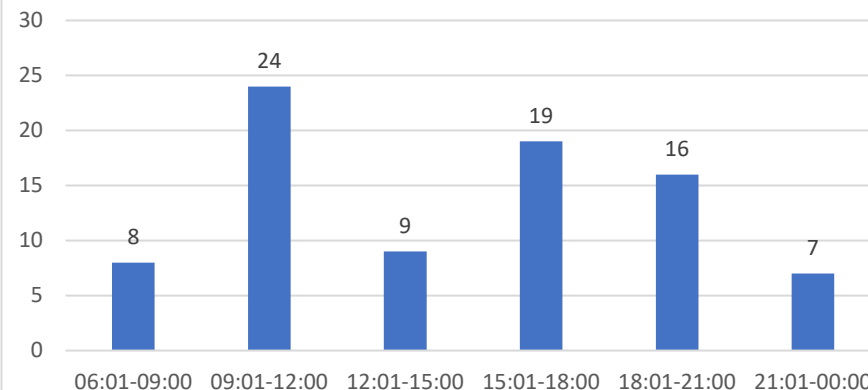
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Timings of Visits:

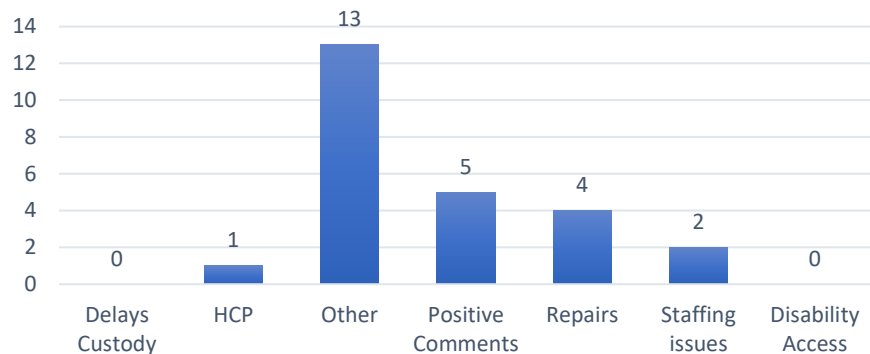
Frequency of visits conducted from April-June 2026



Timings of visits from April-June 2026



Themes Issues Raised April-June 2026



The breakdown of the specified category of 'Other' is listed below:

1. Refusal to see custody record
2. Location of screen monitors on custody desk
3. Ineffective cleaning products
4. No bench in holding cell
5. Distraction items
6. Cleaning products stored in glass toilet room
7. Racking system in the storeroom
8. No turntable in microwave

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Scheme Update:

Health Care Professional (HCP)

Dyfed-Powys now have an embedded HCP nurse in every custody suite.

During the reporting period, ICVs identified only one instance where a Health Care Professional (HCP) was not present on site during a custody visit. The Force advised that the custody suite had reopened within the previous 24 hours following a temporary closure, and it was considered likely that the HCP was travelling to the suite at the time of the ICV visit from a nearby custody unit.

Staffing Issues

Over the past quarter, staffing demands have impacted a number of ICV visits. The most common issues include:

- Delays in gaining entry into custody due to no staff available to answer the buzzer to the main entrance of the suite.
- Where immediate access to the suite was granted, ICVs experienced delays in being escorted to visit detainees owing to operational commitments.
- In addition, inconsistent custody suite opening arrangements led to the abandonment of two scheduled ICV visits.

The Force has provided reassurance that resilience is improving and anticipate the closure of suites to be reduced during the next quarter.

Repairs

During the reporting period, ICVs identified a number of maintenance and repair issues across custody suites. The majority of these concerns were addressed promptly and had been rectified by the time of subsequent visits. However, the following issues have either yet to receive an update from the Force or that the issues persist, indicating that further remedial work or monitoring may be required:

- Staff recommending a lock to be reinstated at the custody kitchen for the safety of detainees and staff.

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- Installation of the custody bench at a specific suite.
- Location of screen monitors on the custody desk.

Positive Comments

The most significant positive theme emerging from ICV visits this quarter related to the conduct of custody staff and the treatment of detainees. ICVs regularly commented on the professionalism, respect, and care demonstrated by staff, with detainees generally reported to be treated appropriately and with dignity.

Here are some specific accounts noted by ICVs:

- *"I would also like to highlight the very good delivery of the introduction given to the DP's (Detained Persons) regarding our attendance and role. Sgt 464 provided a clear, simple explanation that was easy to understand, which helped set a positive tone and supported effective engagement. Overall, this was a very constructive visit".*
- *"The mother who was acting as an AA (Appropriate Adult) for her daughter, expressed gratitude to us that the sergeant had permitted her to stay with and support her daughter, who had complex needs."*
- *"ICV wish to highlight the exceptional teamwork of custody staff with the backdrop of no online data. Reviews and rights still being maintained to good standard. Thanked the team on visit".*
- *"The DEO showed understanding and empathy towards the young female detainee, who was feeling anxious and unsettled because it was her first experience of being in custody."*
- *"It was positive to observe the Sergeant reassure and calm the detainee in cell 18, who was somewhat distressed and tearful, that he was not a bad person and that he would be able to see his solicitor by 12 noon. The detainee, who was able to speak and understand English, was lying down by the cell door and initially presented as being tearful and distressed, wanting to go home and said he wanted to return to his own country. He had been given blankets and offered but had declined food. The Sergeant reassured him and explained he would be seeing his solicitor later that morning, which calmed him down somewhat."*

Other

Under the item listed 'Other' these are the observations ICVs highlighted as an issue/concern for escalation:

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- **Refusal to see custody records** - ICVs expressed concern that a detainee's mental health needs may not have been fully addressed, citing the apparent absence of an HCP assessment and the non-administration of medication. ICVs requested access to the detainee's custody record during the visit, but the request was refused. Following further consideration, mutual learning was identified for both parties: ICVs should ensure that detainee consent is obtained before requesting access to custody records, while custody staff should recognise that ICVs are permitted to view custody records where appropriate consent has been granted.
- **Ineffective cleaning products** – Cleaning staff at the custody suite have been raising concerns that the cleaning products provided are ineffective at cleaning biohazards. The Force has held subsequent meetings with Estates and the contract provider, and they are content that the description for the products confirms that they are effective in reducing the risk of infectious disease. However, the Force has identified that there is an issue with the toilet cleaner for one custody suite which is ineffective for porcelain or metal. The Force are purchasing cleaning products advised by the manufacturer to ensure that these toilets are appropriately clean for detainees.
- **Distraction items** - A custody staff member raised a concern of the appropriateness of some of the reading material which included true crime murder novels to DPs. The Force has reviewed the suitability of the reading material and are content with provisions in place. In other custody suites, they have noted that additional reading material is required. The Force are dependent on receiving donations for this provision.
 - Custody staff commented to ICVs that there were insufficient I-Pads for DPs, especially with them originally being provided for children. Staff specified how effective they have been for adult detainees too. The Force have placed an order for an uplift to double the existing number of tablets currently available at custody; however, this will take time for the IT department to ensure that the tablets are appropriate for detainees for security purposes.
- **Cleaning products stored in glass toilet room**- ICVs have noted on a number of occasions that cleaning items are persistently being stored at a custody suite in the glass toilet room. The designed function of this room is to enable custody officers to inspect any products that may have been ingested by detainees during their detainment. The Force have specified that the function of this room has not been compromised; however, there is limited space at the suite to store these cleaning items elsewhere.

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- **Racking system in the storeroom-** ICVs conducting cross border visits have noted that in one custody suite, they have recently established a racking system to organise the storeroom and have suggested that perhaps this could be adopted in other suites for ease for the staff to navigate lifting items off the floor. The Force have yet to provide an update
- **No turntable in microwave** – ICVs noted that the microwave being used did not have a turntable. The staff explained that when food is put in there, there are risks that the food is not thoroughly cooked and that other certain spots are too hot.

Weather Conditions

Following the summer period, custody experienced elevated temperatures over a two-day period which resulted in three custody suites required to be temporarily closed. The OPCC witnessed excellent collaboration between the Force, the HCP provider and the Estates team who were actively monitoring and problem solving during this unprecedented period of hot weather; all in the aim to ensure the safety and welfare of detainees and staff.

ICVs were reminded that any undertaking of visits during this period that they needed to take with extra caution and that visits should establish how custody adapted to ventilation, hydration, detainee welfare, and handling staffing pressures, particularly for vulnerable detainees.

HMIC Inspection

His Majesty's Inspectorate of Constabulary and Fire and Rescue Services conducted an inspection on custody services in Dyfed-Powys Police. OPCC Scheme Managers were interviewed regarding the independent custody visiting, looking at whether forces promote fair outcomes for all detainees and is open to effective scrutiny.

Details of the findings have not been published at this time.

Recruitment

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The ICV scheme saw one member depart over the past quarter; however, we have also introduced a new member to the team.

The OPCC held a Volunteering Webinar on the 2nd June 2026 to promote all of the Commissioner’s volunteering schemes including the work of the ICVs.

ICVA’s launched their brand-new animation video to support the recruitment of ICVs for Scheme Managers and raise general awareness of the ICV role. The animation is a 3-minute video which provides an overview of what an ICV does and what an ICV visit can look like. As with all the animated videos, this is available in both English and Welsh. You can find the video in English [here](#) and in Welsh [here](#).

ICVA Volunteer Event - Volunteers Week Special

ICVA hosted their quarterly ICV event on Wednesday June 3rd on Teams.

This event saw a presentation on National Preventive Mechanisms across the globe, the launch of their brand-new animation, a report on ICV impact to celebrate the work ICVs have done over the past year and finally an update from ICVA HQ.

New ICVA Digital Module: Religious Needs and Mental Health in Police Custody

ICVA provided two new learning modules via the online learning facility for ICVs.

Religious Needs in Custody is a module that is designed to provide a comprehensive understanding of the diverse religious requirements of individuals in custody. Learners can explore the significance of accommodating various faiths, the legal frameworks that support religious rights, and best practice.

Mental Health needs in police custody is a module which covers a number of areas that include prevalence of mental health conditions, the legal framework and guidance including updates from recent mental health legislation that are pertinent to police custody, resources from people who are experts by experience of mental health and police custody and liaison and diversion and what should happen prerelease.

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ICV Annual Report

The ICV Annual report has been published. You can access the English or Welsh version in the attachments above or you can access them via our webpage below:

Website: [Dyfed-Powys Police & Crime Commissioner](#)

Wefan: [Comisiynydd Heddlu a Throseddu Dyfed-Powys](#)

The insights gathered through ICV visits continue to play a vital role in supporting transparency, accountability, and the ongoing development of custody services. Thank you to all ICVs for your valuable contribution and commitment throughout the year.

Force Response:

In considering the observations above, these are the thoughts of the Chief Inspector of Custody Services, who is commenting on behalf of Dyfed Powys Police (DPP) with regards to the past quarter:

“It is positive to see the ICVs managed to visit 105 detainees over the last quarter offering good insight into the treatment of detainees in DPP custody suites, this is on the back drop of a smaller cohort of ICVs at present, I would like to thank the team for their efforts in still attending and carrying out a good level of custody visits.

The observations around the positive impact of the HCP provision in Brecon has made a significant difference to the staff and detainees attending Brecon custody unit, the medical contract are still within a 6-month bedding in period which will end beginning of November; however they are consistently reaching into the late 80% for coverage. They will have all 4 full time staff in place by the end of September.

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Custody Staffing in some areas of the force has been challenging and this has not gone unnoticed with Chief Officers; Powys have recently undergone a separate promotion process to promote Sgts directly into custody and Carmarthenshire are currently reviewing their operating model in Dafen. No further update at this time.

In relation to some of the “other” areas identified it is positive to see a number of these have already been addressed whether that has resulted in a change or an agreement that the current situation is suitable. The only one I will comment upon is the screen monitors in one of the units. This has been addressed previously during a Custody Services station visit with estates, health and safety, staff and the Custody Inspector and it was agreed there was no concern on the location of the monitors breaching data protection as the detainees should remain at the designated spot for speaking with the Custody Sgt and signing documentation, not providing any view to the screen in question.

The positive comments of how staff have treated detainees, in particular those more vulnerable is excellent to hear and what we would expect of our staff. The distraction tablets will also be sent out to each of the units over the coming two weeks.

Thank you for your visits and continued support and working relationships with the Custody staff and Custody Services.”