

CUSTODY VISITORS STATISTICS FOR APRIL 2008 TO MARCH 2009

Part One – Monitoring the treatment of detainees in line with PACE, human rights provisions and Code of Ethics

1. Satisfactory/Unsatisfactory visits

- Custody Visitors made 1,149 visits during April 2008 to March 2009, exactly the same number of visits carried out in April 2008 to March 2009. 38 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.
- Custody Visitors classified 772 out of the 1,111 valid visits (69%) as satisfactory. The Tyrone/Fermanagh team recorded the highest level of satisfaction (87%, 170 out of 196) while the Belfast/Antrim team recorded the lowest level of satisfaction (61%, 282 out of 462).

Table 1: Number of visits made to each station, April 2008 to March 2009

Panel	Station	Satisfactory visits	Unsatisfactory visits	Total number of valid visits
Belfast/Antrim	Antrim Road	52	27	79
	Grosvenor Road	60	27	87
	Musgrave Street	45	42	87
	Strandtown	29	4	33
	Antrim	24	31	55
	Ballymena	35	5	40
	Lisburn	29	23	52
	Bangor	8	21	29
	Sub-total		282	180
Down/Armagh	Armagh	39	10	49
	Banbridge	1	0	1
	Downpatrick	31	18	49
	Lurgan	41	11	52
	Newtownards	17	7	24
	Newry	30	22	52
	Sub-total		159	68
North-West	Coleraine	66	23	89
	Limavady	43	9	52
	Strand Road	30	21	51
	Waterside	5	5	10
	Sub-total		144	58
Tyrone/Fermanagh	Cookstown	26	4	30
	Dungannon	37	0	37
	Enniskillen	35	6	41
	Omagh	50	12	62
	Strabane	22	4	26
	Sub-total		170	26
Antrim SCS	Antrim SCS	17	7	24
Total valid visits		772	339	1,111

- The reason why 38 visits were not carried out is given in Table 2.

Table 2: Reason why visits were not carried out, April 2008 to March 2009

Date	Custody suite	Reason why visit was not carried out
12/4/08	Downpatrick	Custody Visitor lost their pass.
25/4/08	Armagh	Partner not at pre-arranged place at time arranged.
29/4/08	Lurgan	Other visitor did not attend.
22/5/08	Omagh	Other visitor did not arrive
26/5/08	Armagh	Misunderstanding resulting in duplicated visit
30/5/08	Limavady	Appointment had to be aborted due to flat tyre.
3/6/08	Limavady	Custody Suite closed due to toilets out of order.
17/6/08	Antrim Road	Custody Suite very busy.
19/6/08	Antrim Road	Enquiry desk advised that custody suite was processing detained persons, including one representing a potential risk to visitors.
7/7/08	Musgrave St	Terminated due to the actions of a violent DP. C/Sgt advised that there would be a significant delay gaining access to custody suite. Agreed visit would be terminated.
11/8/08	Lisburn	Custody Suite closed.
12/8/08	Waterside	Custody Suite not in use.
18/8/08	Waterside	Custody Suite not in use.
20/8/08	Bangor	Custody Suite closed.
21/8/08	Bangor	Custody Suite closed on arrival. Remedial work continuing.
21/8/08	Cookstown	Custody Suite closed. No sergeant available for night shift.
17/9/08	Omagh	Other Custody Visitor didn't show up
23/9/08	Antrim	Custody Suite closed.
27/9/08	Newtownards	Custody Suite not open.
29/9/08	Bangor	Custody suite closed.
4/10/08	Waterside	Under construction: No admittance.
9/10/08	Waterside	No detainees - Being refurbished.
28/10/08	Strabane	Partner did not turn up.
10/11/08	Coleraine	Custody Visitor did not show and unable to be raised on mobile, message left.
12/11/08	Antrim	Custody Suite closed for 3 days.
18/11/08	Antrim Road	Custody visitors were told at enquiries desk that they would have to wait half an hour to one hour as it was changeover time and they had one DP to book in.
11/12/08	Omagh	Custody Visitor did not show and unable to be raised on mobile.
22/12/08	Coleraine	Custody suite closed.
4/1/09	Antrim Road	Custody Sgt advised that they were booking in a detainee and Custody visitors would have to wait for admission. Custody visitors waited for 20 minutes before abandoning the visit.
13/1/09	Cookstown	Visit aborted as partner did not turn up.
20/1/09	Enniskillen	Custody Visitor did not show because of bad road conditions. Had left a message on house phone but other custody visitor had left.
31/1/09	Antrim Road	Custody visitors were waiting more than 20 minutes and were informed prisoners were being booked out.
31/1/09	Musgrave St	Visit aborted after 20 minutes as a violent prisoner came in.
1/3/09	Enniskillen	Aborted due to mix-up in meeting time.

4/3/09	Strandtown	Suite closed.
11/3/09	Lisburn	Other Custody Visitor didn't show up
11/3/09	Strand Road	Custody Suite closed for maintenance.

Table 3: Visits aborted by Panel, April 2008 to March 2009

Panel	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	477	15	3
Down/Armagh	232	5	2
North-West	211	9	4
TyFer	205	9	4
Antrim SCS	24	0	0
Total	1,149	38	3

2. Reasons for concern

A full list of reasons for concern regarding the treatment of detainees is given at Table 4.

Table 4: Reasons for concern regarding treatment of detainees by panel: April 2008 to March 2009

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Legal advice	0	0	0	0	0	0
Having someone informed	0	0	0	0	0	0
Being told their rights	0	0	0	0	0	0
Needing medical attention	0	0	0	0	0	0
Checks on detainees	11	0	0	0	0	11
Requiring appropriate adult	0	0	0	0	0	0
Requiring interpreter	0	0	0	0	0	0
Review of detention	0	0	0	0	0	0
Adequate food/drink	0	0	0	0	0	0
Adequate bedding	1	0	0	0	0	1
8 hours rest in 24	0	0	0	0	0	0
Access to toilets/washing	0	0	0	0	0	0
Dietary needs	0	0	0	0	0	0
Replacement clothing	0	0	0	0	0	0
Exercise	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total¹	12	0	0	0	0	12

1. Total of reasons in Tables 4 & 5 may sum to more than total of unsatisfactory visits because of multiple reasons for some visits.

A full list of reasons for concern regarding the conditions of detention of detainees is given at Table 5.

Table 5: Reasons for concern regarding conditions of detention: April 2008 to March 2009

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Heating	7	1	2	0	0	10
Lighting	14	6	1	2	0	23
Ventilation	3	0	0	0	0	3
Alarm malfunction	0	0	1	0	0	1
Cleanliness	16	28	15	5	0	64
Safety hazard	112	42	18	15	1	188
Sanitation problems	45	6	14	1	6	72
Faulty equipment	22	1	20	5	0	48
Other	7	3	5	0	0	15
Total¹	226	87	76	28	7	424

1. Total of reasons in Tables 4 & 5 may sum to more than total of unsatisfactory visits because of multiple reasons for some visits.

Part Two - Monitoring the effectiveness of the scheme

Visits made

1. Custody Visitors made 1,149 visits during April 2008 to March 2009, the same as in April 2007 to March 2008.
2. Table 6 shows the number of visits made to each station during April 2008 to March 2009. Stations for which the monthly target number of visits were not equalled or exceeded are indicated in bold italics, as are those teams that did not equal or exceed the monthly target number of visits for all stations in their area.

Table 6: Number of visits made to each station, April 2008 to March 2009

Panel	Station	Guideline number of visits ¹	Actual number of visits
Belfast/Antrim	Antrim Road	78	84
	Grosvenor Road	64	87
	Musgrave Street	96	89
	Strandtown	37	34
	Antrim	68	57
	Ballymena	40	40
	Lisburn	66	54
	Bangor	36	32
	Sub-total	485	477
Down/Armagh	Armagh	38	51
	Banbridge	14	1
	Downpatrick	48	50
	Lurgan	40	53
	Newtownards	14	25
	Newry	48	52
	Sub-total	202	232
North-West	Coleraine	86	91
	Limavady	46	54
	Strand Road	84	52
	Waterside	7	14
	Sub-total	223	211
Tyrone/Fermanagh	Cookstown	26	33
	Dungannon	36	37
	Enniskillen	46	43
	Omagh	60	65
	Strabane	20	27
	Sub-total	188	205
Antrim SCS	Antrim SCS	24	24
Total		1,122	1,149

1. Guideline Number takes into account any station closures. Guideline numbers were revised in June 2008.

3. Just over two thirds of the 1,149 visits (789, 69%) were carried out between Mondays and Thursdays whereas just under one third (360, 31%) were carried out between Fridays and Sundays. Most visits were made on Thursdays (239) whereas the least number of visits were made on Sundays (67).

Table 7: Days of visits

Day	Belfast/ Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	82	29	37	31	2	181	16
Tuesday	82	38	35	37	8	200	17
Wednesday	60	34	35	36	4	169	15
Thursday	114	41	41	37	6	239	21
Friday	72	38	33	22	3	168	15
Saturday	40	38	21	25	1	125	11
Sunday	27	14	9	17	0	67	6
Total	477	232	211	205	24	1,149	100

4. Just over nine tenths of the visits (1,045, 91%) were made between 9 a.m. to 9 p.m. 55 visits (5%) were carried out between 12 p.m. and 9 a.m. with the Down/Armagh team carrying out just over two fifths (24, 44%) of these visits. Just under one third of all visits (354, 31%) were carried out between 6 and 9 p.m. including half (50%) of all visits to Antrim SCS.

Two visits took only 2 minutes while the longest visit took 116 minutes. Just under one tenth of all valid visits (102, 9%) took 10 minutes or less. The average length of the visits was just under 28 minutes.

Table 8: Times of visits

Time	Belfast/ Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Number of visits	%
0.00 – 9 am	8	24	7	15	1	55	5
9 am – noon	38	81	73	70	1	263	23
Noon – 3 pm	65	54	62	31	6	218	19
3 pm – 6 pm	120	23	21	43	3	210	18
6 pm – 9 pm	212	43	45	42	12	354	31
9 pm – 24.00	34	7	3	4	1	49	4
Total	477	232	211	205	24	1,149	100

Detainees seen by custody visitors

At least one detainee was being held during 704 of the 1,111 valid visits (63%). At least one detainee was interviewed during 449 of these 1,111 valid visits (40%).

There were 1,580 detainees held at the time of these visits, of which visitors saw 702. 378 detainees refused to be seen, and 500 detainees were not seen for other reasons.

Table 9: Team activity, April 2008 to March 2009

Panel	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	462	970	449	214	307
Down/Armagh	227	210	100	52	58
North-West	202	256	97	68	91
Ty/Fer	196	117	52	29	36
Antrim SCS	24	27	4	15	8
Total	1,111	1,580	702	378	500

Reasons for not seeing detainees

Table 10 shows a full list of the reasons why detainees were unable to see visitors.

Table 10: Reasons for detainees not seeing Visitors

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	214	52	68	29	15	378
Being interviewed	88	22	36	14	1	161
Being processed	33	6	13	1	0	53
Being discharged	6	1	0	1	0	8
Asleep	80	14	25	6	5	130
Intoxicated/drugs	12	1	4	3	0	20
Abusive/dangerous	14	1	2	0	0	17
With solicitor/GP	57	3	11	5	2	78
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	17	10	0	6	0	33
Total	521	110	159	65	23	878

Refusal rates

Table 11 shows the refusal rate by custody suite (calculated as the number of detainees who refused to be seen as a percentage of the number that were held in custody at the time of the visit). The overall refusal rate for April 2008 to March 2009 was 24%. The refusal rate varied from team to team with the Belfast/Antrim team recording the lowest refusal rate (22%, 970 held and 214 refusals) while the Antrim SCS team recorded the highest rate of refusal (56%, 27 held and 15 refusals).

Table 11: Refusal rate by custody suite, April 2008 to March 2009

Panel	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	79	176	38	22
	Grosvenor Road	87	151	33	22
	Musgrave Street	87	288	60	21
	Strandtown	33	49	15	31
	Antrim	55	126	17	13
	Ballymena	40	45	19	42
	Lisburn	52	93	26	28
	Bangor	29	42	6	14
	Sub-total		462	970	214
Down/Armagh	Armagh	49	32	8	25
	Banbridge	1	0	0	-
	Downpatrick	49	46	8	17
	Lurgan	52	69	17	25
	Newtownards	24	33	10	30
	Newry	52	30	9	30
	Sub-total		227	210	52
North-West	Coleraine	89	127	35	28
	Limavady	52	41	10	24
	Strand Road	51	86	22	26
	Waterside	10	2	1	50
	Sub-total		202	256	68
Tyrone/Fermanagh	Cookstown	30	19	4	21
	Dungannon	37	18	6	33
	Enniskillen	41	30	9	30
	Omagh	62	40	10	25
	Strabane	26	10	0	0
	Sub-total		196	117	29
Antrim SCS	Antrim SCS	24	27	15	56
Total		1,111	1,580	378	24

Custody records checked

There were a total of 778 custody records checked by visitors, all but 10 were PACE. This means that the custody visitors checked the custody records of 49% of detainees who were seen or were not seen because they were asleep/intoxicated/on drugs.

Table 12: Custody Records Checked, April 2008 to March 2009

Panel	Valid Visits	Detainees held	Custody Records Checked	Percentage Checked
Belfast/Antrim	462	970	468	48
Down/Armagh	227	210	121	58
North-West	202	256	115	45
TyFer	196	117	64	55
Antrim SCS	24	27	10	37
Total	1,111	1,580	778	49

There were 211 detainees, all but 8 PACE, who refused a visit but allowed their custody records to be checked.

Delay to visits

Of the 1,111 valid visits made during April 2008 to March 2009, there were 50 (5%) occasions when custody visitors were delayed by more than 10 minutes and these are detailed below. The reasons for delay are taken from the CV2 forms.

Table 13: Delays to visits by panel and station, April 2008 to March 2009

Panel	Station	Total number of delays greater than 10 mins
Belfast/Antrim	Antrim Road	6
	Grosvenor Road	1
	Musgrave Street	12
	Strandtown	4
	Antrim	11
	Ballymena	1
	Lisburn	3
	Bangor	2
	Sub-total	40
Down/Armagh	Armagh	0
	Banbridge	0
	Downpatrick	1
	Lurgan	0
	Newtownards	0
	Newry	1
	Sub-total	3
North-West	Coleraine	1
	Limavady	2
	Strand Road	0
	Waterside	0
	Sub-total	3
Tyrone/Fermanagh	Cookstown	0
	Dungannon	1
	Enniskillen	0
	Omagh	0
	Strabane	0
	Sub-total	1
Antrim SCS	Antrim SCS	3

Total valid visits**50****Table 14: Reason for delays to visits, April 2008 to March 2009**

Date	Time delay	Custody suite	Reason for delay
1/4/08	11 mins	Antrim SCS	Staff change over.
6/4/08	25 mins	Grosvenor Rd	C/Sgt busy with detainee.
11/4/08	30 mins	Newry	Delay due to custody Sgt processing DPs.
6/5/08	29 mins	Antrim Rd	DPs being booked in.
6/5/08	12 mins	Musgrave St	C/Sgt busy with detainee.
12/5/08	20 mins	Antrim	C/Sgt busy with detainee.
23/5/08	16 mins	Antrim	C/Sgt busy.
2/6/08	35 mins	Antrim Rd	Delay due to processing of DP.
4/6/08	19 mins	Antrim	Large number of immigration detainees being booked in.
6/6/08	11 mins	Antrim Rd	C/Sgt busy with detainee.
19/6/08	15 mins	Antrim	Delay due to staff change over.
1/7/08	16 mins	Antrim SCS	C/Sgt busy.
3/7/08	13 mins	Bangor	Custody staff dealing with detainee.
4/7/08	15 mins	Antrim	C/Sgt busy with detainee.
11/7/08	13 mins	Bangor	Due to Staff change over.
13/7/08	20 mins	Antrim Rd	C/Sgt busy with detainee.
22/7/08	19 mins	Newry	Volatile DP, C/Sgt explained it was unsafe.
25/7/08	21 mins	Lisburn	C/Sgt busy.
9/8/08	16 mins	Antrim	C/Sgt busy with detainee.
13/8/08	30 mins	Antrim	Custody Suite was very busy.
9/9/08	13 mins	Limavady	Office busy on arrival, hence delay on gaining entry.
13/9/08	30 mins	Antrim	Delay caused by change of shift.
26/9/08	30 mins	Musgrave St	Custody Sgt was dealing with a violent detainee.
6/10/08	13 mins	Strandtown	Delay due to DP being processed.
7/10/08	15 mins	Antrim Rd	A detainee was being booked in.
8/10/08	15 mins	Dungannon	Delay due to fact that C/Sgt had to deal with detainee who was diabetic.
9/10/08	12 mins	Antrim	The Custody Staff had a changeover.
16/10/08	20 mins	Musgrave St	Custody Sgt was speaking to someone when the Custody Visitors arrived so they had to wait.
21/10/08	20 mins	Musgrave St	Custody Sgt was processing a detainee for release.
23/10/08	24 mins	Strandtown	When custody visitors arrived they were told that the enquiry office phoned the Custody Suite. After 15 minutes the CV's asked them to phone again. After a further 10 minutes they were given access.
29/10/08	26 mins	Lisburn	Entry to custody suite delayed due to a DP being processed
6/11/08	15 mins	Musgrave St	Delay due to DP being processed.
13/11/08	20 mins	Antrim	
20/11/08	15 mins	Antrim Rd	Custody Suite extremely busy.
3/12/08	16 mins	Musgrave St	Delay due to changeover time.
3/12/08	13 mins	Strandtown	Delay due to DP being processed.
5/12/08	12 mins	Musgrave St	Delay in access due to DP being processed.
9/12/08	20 mins	Musgrave St	DP being processed.
9/12/08	19 mins	Antrim	Custody Sgt extremely busy.
22/12/08	18 mins	Musgrave St	Delay due to one detainee being processed and changeover of staff.
19/1/09	12 mins	Strandtown	Delay due to custody suite being busy.
23/1/09	20 mins	Ballymena	Delay into custody suite due to DP being processed.
23/1/09	13 mins	Lisburn	Delay due to custody staff busy.
27/1/09	15 mins	Musgrave St	Staff change over.
12/2/09	17 mins	Antrim SCS	Delay due to escorting a solicitor out of station.
17/2/09	20 mins	Downpatrick	Detainee being processed.

18/2/09	11 mins	Coleraine	Cell 4 and 7 hand basin not working
20/2/09	12 mins	Limavady	Delay due to detainees being processed.
29/3/09	15 mins	Musgrave St	Delay into custody suite due to staff being busy.
30/3/09	13 mins	Musgrave St	Violent and abusive DP.

Antrim Serious Crime Suite

During April 2008 to March 2009, 24 visits were made to Antrim Serious Crime Suite. There were 27 detainees held at the time of these visits, of which visitors saw four. Fifteen detainees refused to be seen, and eight detainees were not seen for other reasons. Four detainees gave consent for their interviews to be observed.