

CUSTODY VISITORS STATISTICS FOR JANUARY TO MARCH 2010¹

Please note that figures quoted are provisional and are subject to revision.

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 308 visits during January to March 2010, 18% more than the number of visits carried out in January to March 2009 (260). Of these, 14 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.

Custody Visitors classified 229 out of the 294 valid visits (78%) as satisfactory. The Tyrone/Fermanagh and Antrim SCS teams recorded the highest level of satisfaction (86%) while the Down/Armagh team recorded the lowest level of satisfaction (71%).

Table 1: Number of visits made to each station, January to March 2010

Panel	Station	Satisfactory visits	Unsatisfactory visits	Total number of valid visits
Belfast/Antrim	Antrim Road	24	6	30
	Grosvenor Road	11	3	14
	Musgrave Street	21	8	29
	Strandtown	0	0	0
	Antrim	11	6	17
	Ballymena	8	3	11
	Lisburn	16	5	21
	Bangor	12	3	15
	Sub-total	103	34	137
Down/Armagh	Banbridge	12	6	18
	Downpatrick	3	5	8
	Lurgan	14	1	15
	Newtownards	0	0	0
	Newry	0	0	0
	Sub-total	29	12	41
North-West	Coleraine	22	5	27
	Limavady	14	4	18
	Strand Road	23	4	27
	Waterside	1	0	1
	Sub-total	60	13	73
Tyrone/Fermanagh	Dungannon	6	2	8
	Enniskillen	10	1	11
	Omagh	15	2	17
	Sub-total	31	5	36
Antrim SCS	Antrim SCS	6	1	7
Total valid visits		229	65	294

¹ During January to March 2010 the following stations were closed: Strandtown, Newtownards and Newry.

- The reason why 14 visits were not carried out is given in Table 2.

Table 2: Reason why visits were not carried out, January to March 2010

Date	Custody suite	Reason why visit was not carried out
25-Mar-2010	Musgrave St	Had been waiting at reception for 20mins, visit aborted.
24-Mar-2010	Lisburn	The Custody Sergeant stated that he was too busy to escort the CVs as he was booking in a detainee and had another one waiting to be booked. The CVs were waiting for the CV1 to be completed yet CV stated that the Custody Sergeant said it was ok for them to go straight on through without the CV1 completed. They eventually got the Custody Sergeant to take the CV1 yet he had disappeared with it for 20minutes before returning, by this time the CVs had prior commitments and had to abort the visit.
02-Feb-2010	Strand Rd	Custody suite closed due to deep clean. No access was given.
14-Feb-2010	Lurgan	Custody suite closed due to faulty tank.
18-Jan-2010	Omagh	Kept waiting at desk, none in custody suite. Receptionist couldn't get sergeant.
21-Feb-2010	Waterside	Custody suite not open. Spoke to front desk.
17-Jan-2010	Waterside	Arrived at station to be told by security that station is closed for one hour.
23-Feb-2010	Antrim Rd	Aborted visit after 15minutes (Custody suite did not get back to us).
08-Mar-2010	Bangor	CV and I were meant to meet at 1830 but at 1810 when I was half way there CV phoned to cancel the visit due to a family emergency so the visit was aborted.
15-Mar-2010	Waterside	Custody suite closed.
09-Feb-2010	Bangor	Custody suite closed due to faulty water tank.
18-Mar-2010	Musgrave St	Aborted visit after waiting 15minutes, we were told there was an incident earlier in the day.
12-Mar-2010	Ballymena	Access denied due to a violent DP being booked in.
11-Mar-2010	Musgrave St	Visit aborted due to violence in custody suite.

Table 3: Visits aborted by Panel, January to March 2010

Panel	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	145	8	6
Down/Armagh	42	1	2
North-West	77	4	5
Ty/Fer	37	1	3
Antrim SCS	7	0	0
Total	308	14	5

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:
January to March 2010**

Reason		Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Treatment / Rights of Detainees	Code of Practice	0	0	0	0	0	0
	Being told their rights	1	0	0	0	0	1
	Informing somebody	0	0	0	0	0	0
	Legal advice	1	0	0	0	0	1
	Checks on detainees carried out	3	0	0	0	0	3
	Requiring an 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
	Other	1	0	1	0	0	2
Total	6	0	1	0	0	7	
Health and Well Being	Adequate bedding	7	1	0	0	0	8
	Adequate food and drink	0	0	0	0	0	0
	Dietary needs	0	0	0	0	0	0
	Access to loo/washing	1	0	0	0	0	1
	Replacement clothing	0	0	0	0	0	0
	Medical attention	0	0	0	0	0	0
	8 Hours rest in 24	0	0	0	0	0	0
	Exercise	0	0	0	0	0	0
	Other	0	0	0	0	0	0
	Total	8	1	0	0	0	9

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: January to
March 2010**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Lighting	1	0	1	1	0	3
Ventilation	2	0	0	0	0	2
Alarm	0	0	0	0	0	0
Cleanliness	1	4	1	0	0	6
Safety/Security Hazards	9	8	6	3	1	27
Sanitation	9	0	1	0	1	11
Faulty Equipment	0	0	3	1	1	5
Other	0	1	1	0	0	2
Total	22	13	13	5	3	56

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

Custody Visitors made 308 visits during January to March 2010, 48 more than in January to March 2009 (260).

Table 6 shows the number of visits made to each station during January to March 2010. Active stations for which the monthly target number of visits were not equalled or exceeded are indicated in coloured 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, January to March 2010

Panel	Station	Guideline number of visits ¹	Actual number of visits
Belfast/Antrim	Antrim Road	18	31
	Grosvenor Road	12	14
	Musgrave Street	30	32
	Strandtown	18	0
	<i>Antrim</i>	<i>18</i>	<i>17</i>
	Ballymena	12	12
	Lisburn	18	22
	Bangor	12	17
	Sub-total	138	145
Down/Armagh	Banbridge	18	18
	<i>Downpatrick</i>	<i>9</i>	<i>8</i>
	<i>Lurgan</i>	<i>18</i>	<i>16</i>
	Newtownards	0	0
	Newry	0	0
	Sub-total	45	42
North-West	Coleraine	21	27
	Limavady	12	18
	Strand Road	21	28
	Waterside	3	4
	Sub-total	57	77
Tyrone/Fermanagh	<i>Dungannon</i>	<i>9</i>	<i>8</i>
	Enniskillen	9	11
	Omagh	12	18
	Sub-total	30	37
Antrim SCS	Antrim SCS	6	7
Total valid visits		276	308

1. Guideline Number takes into account any station closures. Guideline numbers were revised in May 2010.

The majority of the 308 visits were carried out between Monday and Friday (81%), whereas only 19% of visits were carried out on Saturdays and Sundays. Most visits were made on Mondays (54) whereas the least number of visits were made on Saturdays (22).

Table 7: Days of visits

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	30	7	12	4	1	54	18
Tuesday	25	4	16	6	1	52	17
Wednesday	15	8	12	6	0	41	13
Thursday	31	3	12	3	2	51	17
Friday	19	7	12	10	2	50	16
Saturday	6	7	6	3	0	22	7
Sunday	19	6	7	5	1	38	12
Total	145	42	77	37	7	308	100

Over nine tenths of the visits (291, 94%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between midnight and 9 a.m. 4 visits (1%) were carried out. Just under one third of all visits (101, 33%) were carried out between 6 and 9 p.m.

One visit took only 5 minutes while the longest visit took 100 minutes. The average length of the visits was 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	1	2	0	1	0	4	1
9 am – noon	18	17	14	12	1	62	20
Noon – 3 pm	31	7	18	11	1	68	22
3 pm – 6 pm	28	4	17	10	1	60	19
6 pm – 9 pm	58	10	26	3	4	101	33
9 pm – 24.00	9	2	2	0	0	13	4
Total	145	42	77	37	7	308	100

Detainees seen by custody visitors

There were 455 detainees held at the time of these visits, of which visitors saw 219. 132 detainees refused to be seen, and 104 detainees were not seen for other reasons.

Table 9: Team activity, January to March 2010

Panel	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	137	252	122	66	64
Down/Armagh	41	54	28	19	7
North-West	73	127	60	40	27
Ty/Fer	36	22	9	7	6
Antrim SCS	7	0	0	0	0
Total	294	455	219	132	104

Reasons for not seeing detainees

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

10: Reasons for detainees not seeing Visitors

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	66	19	40	7	0	132
Being interviewed	31	3	12	1	0	47
Being processed	7	1	3	1	0	12
Being discharged	1	0	0	0	0	1
Asleep	9	0	5	1	0	15
Intoxicated/drugs	0	2	0	0	0	2
Abusive/dangerous	3	1	0	0	0	4
With solicitor/GP	6	0	6	0	0	12
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	7	0	1	3	0	11
Total	130	26	67	13	0	236

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 January to March 2010 was 29%. The refusal rate varied from team to team with the Belfast/Antrim team recording the lowest refusal rate (26%, 252 held and 66 refusals) while the Down/Armagh team recorded the highest rate of refusal (35%, 54 held and 19 refusals).

Table 11: Refusal rate by custody suite, January to March 2010

Panel	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	30	56	20	36
	Grosvenor Road	14	19	3	16
	Musgrave Street	29	91	22	24
	Strandtown	0	0	0	-
	Antrim	17	28	6	21
	Ballymena	11	7	1	14
	Lisburn	21	23	7	30
	Bangor	15	28	7	25
	Sub-total		137	252	66
Down/Armagh	Banbridge	18	27	9	33
	Downpatrick	8	10	5	50
	Lurgan	15	17	5	29
	Newtownards	0	0	0	-
	Newry	0	0	0	-
	Sub-total		41	54	19
North-West	Coleraine	27	40	11	28
	Limavady	18	13	8	62
	Strand Road	27	73	20	27
	Waterside	1	1	1	100
	Sub-total		73	127	40
Tyrone/Fermanagh	Dungannon	8	8	4	50
	Enniskillen	11	5	0	0
	Omagh	17	9	3	33
	Sub-total		36	22	7
Antrim SCS	Antrim SCS	7	0	0	-
Total		294	455	132	29

Custody records checked

There were a total of 287 custody records checked by visitors, all were PACE. This means that the custody visitors checked the custody records of 63% of detainees who were seen or were not seen because they were asleep/intoxicated/on drugs.

Table 12: Custody Records Checked, January to March 2010

Panel	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
Belfast/Antrim	137	252	168	67
Down/Armagh	41	54	35	65
North-West	73	127	72	57
TyFer	36	22	12	55
Antrim SCS	7	0	0	0
Total	294	455	287	63

There were 93 detainees, all PACE, who refused a visit but allowed their custody records to be checked.

Delay to visits

Of the 308 valid visits made during January to March 2010, there were 17 (6%) 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, January to March 2010

Panel	Station	Total number of delays greater than 10 mins
Belfast/Antrim	Antrim Road	4
	Grosvenor Road	1
	Musgrave Street	3
	Strandtown	0
	Antrim	2
	Ballymena	0
	Lisburn	2
	Bangor	2
	Sub-total	14
Down/Armagh	Banbridge	1
	Downpatrick	0
	Lurgan	0
	Newtownards	0
	Newry	0
		Sub-total
North-West	Coleraine	1
	Limavady	0
	Strand Road	0
	Waterside	0
		Sub-total
Tyrone/Fermanagh	Dungannon	0
	Enniskillen	0
	Omagh	0
		Sub-total
Antrim SCS	Antrim SCS	1
Total valid visits		17

Table 14: Reason for delays to visits, January to March 2010

Date	Time delay (mins)	Custody suite	Reason for delay
05-Jan-2010	20	Antrim Rd	Delay of 20mins due to detainee processing.
17-Jan-2010	30	Grosvenor Rd	Custody suite busy on arrival.
24-Jan-2010	12	Bangor	Cells 1, 2, 4 not in use due to electrical problem. Slight delay in entry due to the Custody Suite being busy
28-Jan-2010	14	Musgrave St	DP complained about hourly checks wakening him up. Slight delay due to Custody Suite being busy.
01-Feb-2010	23	Antrim Rd	Delay due to custody staff processing DP's.
07-Feb-2010	60	Musgrave St	Delay due to a violent DP.
11-Feb-2010	12	Antrim	Slight delay due to suite being busy.
11-Feb-2010	20	Lisburn	Custody Visitors were left sitting in the reception area for 20 minutes until someone came to get them.
17-Feb-2010	11	Antrim	Cell 7 has poor draining in wash hand basin.
18-Feb-2010	17	Lisburn	Delay due to custody suite being busy.
21-Feb-2010	12	Banbridge	Slight delay due to suite being busy.
22-Feb-2010	12	Antrim Rd	Custody Suite in good order. Slight delay as Custody Sgt was busy.
01-Mar-2010	15	Antrim Rd	Delay due to suite being busy.
01-Mar-2010	15	Antrim SCS	Delay due to miscommunication. Custody Staff thought we had already been let through.
02-Mar-2010	12	Musgrave St	Delay due to DP being processed.
27-Mar-2010	14	Bangor	Medical room drugs cabinet unlocked with keys in lock. Slight delay due to suite being busy.
29-Mar-2010	31	Coleraine	Cell 8 had spilt juice. Delay due to a violent DP being booked in; we were kept in the waiting area.

Antrim Serious Crime Suite

During January to March 2010, 7 visits were made to Antrim Serious Crime Suite. There were 0 detainees held at the time of these visits.