

# **Annual Custody Visitors' Statistics 2010/2011**

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## Summary

*Please note that figures quoted are provisional and are subject to revision. The figures for this report are affected by station closures, as shown on page 12.*

*ICV and CV are abbreviation used to refer to Independent Custody Visitors.*

### **Satisfactory/Unsatisfactory visits** (pages 2 to 5)

- There were a total of 1,122 visits made between April 2010 and March 2011.
- 48 visits were aborted (4%), thus there were 1,074 valid visits.
- 876 of the 1,074 valid visits were classified as satisfactory (82%), 198 (18%) were classified as unsatisfactory.
- Based on the valid visits, Belfast/Antrim Team recorded the highest level of satisfaction (400, 86%).
- Three tenths of the visits to the Antrim SCS Team (7, 29%) were recorded as unsatisfactory and 23% to the Down/Armagh Team (43).
- The three main reasons for unsatisfactory visits were safety and security issues (63), followed by sanitation issues (41), and then oxygen checks (34).

### **Visits made** (pages 6 to 7)

- Most visits were made on Wednesday (205, 18%), closely followed by Monday (174, 16%). Whereas, the least number of visits were made on Saturday (122, 11%).
- Almost three tenths of visits were made between 6 p.m. and 9 p.m. (316, 28%).
- The least amount of visits (127, 11%) were made between 9 p.m. and 9 a.m. (a 12 hour period).
- Visits ranged from 4 minutes to 125 minutes.
- The average length of time spent on each visit was 30 minutes.

### **Detainees** (pages 8 to 10)

- Of the 1963 detainees held during this period, Custody Visitors saw 918 detainees, 358 refused to be seen and 687 were not seen for other reasons.
- The most common reasons for detainees not being seen were refusal (358), asleep (234) and being interviewed (206).
- The overall refusal rate for April 2010 to March 2011 was 18% (358 refused).
- There were a total of 1,309 (67%) custody records checked by Custody Visitors.

### **Delays** (pages 10 to 12)

- There were 56 occasions when Custody Visitors were delayed for more than ten minutes, generally due to the Custody Staff being busy (53).

### **Antrim Serious Crime Suite** (page 12)

- 24 visits were made to the Antrim Serious Crime Suite, at the time of the visits 21 detainees were held, 7 were seen.

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

### Satisfactory/Unsatisfactory visits

Custody Visitors made 1,122 visits during April 2010 to March 2011, 5% more than the number of visits carried out in April 2009 to March 2010 (1,066). Of these, 48 visits were not carried out for various reasons (see Table 3) and were deemed to be invalid.

Custody Visitors classified 876 out of the 1,074 valid visits (82%) as satisfactory. The Belfast/Antrim Team recorded the highest level of satisfaction (86%). The Antrim SCS Team recorded the highest level of dissatisfaction (29%).

**Table 1: Number of visits made to each Station, April 2010 to March 2011<sup>1</sup>**

Team	Station	Satisfactory visits	Unsatisfactory visits	Valid visits
Belfast/Antrim	Antrim Road	38	9	47
	Grosvenor Road	43	6	49
	Musgrave Street	79	18	97
	Strandtown	19	1	20
	Antrim	61	14	75
	Ballymena	53	5	58
	Lisburn	57	8	65
	Bangor	50	5	55
	<b>Sub-total</b>	<b>400</b>	<b>66</b>	<b>466</b>
Down/Armagh	Banbridge	72	21	93
	Downpatrick	19	9	28
	Lurgan	52	13	65
	<b>Sub-total</b>	<b>143</b>	<b>43</b>	<b>186</b>
North-West	Coleraine	63	23	86
	Limavady	59	4	63
	Strand Road	62	18	80
	Waterside	11	4	15
	<b>Sub-total</b>	<b>195</b>	<b>49</b>	<b>244</b>
Tyrone/Fermanagh (Ty/Fer)	Dungannon	45	14	59
	Enniskillen	40	5	45
	Omagh	35	13	48
	Strabane	1	1	2
	<b>Sub-total</b>	<b>121</b>	<b>33</b>	<b>154</b>
<b>Antrim SCS</b>	<b>Antrim SCS</b>	<b>17</b>	<b>7</b>	<b>24</b>
<b>Valid visits</b>		<b>876</b>	<b>198</b>	<b>1,074</b>

<sup>1</sup> These figures exclude the 48 aborted visits.

The aborted visits are shown by station and team in Table 2.

**Table 2: Visits aborted by Station and Team, April 2010 to March 2011**

Team	Station	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	Antrim Road	56	9	16%
	Grosvenor Road	54	5	9%
	Musgrave Street	104	7	7%
	Strandtown	21	1	5%
	Antrim	80	5	6%
	Ballymena	59	1	2%
	Lisburn	68	3	4%
	Bangor	59	4	7%
	<b>Sub-total</b>	<b>501</b>	<b>35</b>	<b>7%</b>
Down/Armagh	Banbridge	93	0	0%
	Downpatrick	28	0	0%
	Lurgan	66	1	2%
	<b>Sub-total</b>	<b>187</b>	<b>1</b>	<b>1%</b>
North-West	Coleraine	88	2	2%
	Limavady	64	1	2%
	Strand Road	80	0	0%
	Waterside	17	2	12%
	<b>Sub-total</b>	<b>249</b>	<b>5</b>	<b>2%</b>
Tyrone/Fermanagh (Ty/Fer)	Dungannon	63	4	6%
	Enniskillen	46	1	2%
	Omagh	50	2	4%
	Strabane	2	0	0%
	<b>Sub-total</b>	<b>161</b>	<b>7</b>	<b>4%</b>
<b>Antrim SCS</b>	<b>Antrim SCS</b>	<b>24</b>	<b>0</b>	<b>0%</b>
<b>Valid visits</b>		<b>1,122</b>	<b>48</b>	<b>4%</b>

The three main reasons why visits were not carried out are the custody suite is busy (24), the custody suite is closed (10), and a Custody Visitor was not available (8). The reasons for the 48 aborted visits are shown in detail in Table 3.

**Table 3: Reason why visits were not carried out, April 2010 to March 2011**

Date	Custody suite	Reason why visit was not carried out
11-Apr-2010	Musgrave St	[CV] had noted the time of the visit down incorrectly.
20-Apr-2010	Waterside	Custody suite closed.
21-Apr-2010	Antrim	After 20 minutes no admittance.
28-Apr-2010	Grosvenor Rd	Visit aborted after 15 minutes waiting in interview room.
28-Apr-2010	Musgrave St	Visit aborted as previous visitors had left only 45 minutes earlier.
02-May-2010	Musgrave St	Visit aborted as other Custody Visitor did not turn up at agreed time of 1500.
03-May-2010	Bangor	Visit aborted because cells were considered a crime scene.
05-May-2010	Coleraine	We were told custody Sgt was booking in detainees. Suite still busy at 1720 and not allowed to custody suite, visit aborted at 1722.
26-May-2010	Antrim Rd	The custody suite was extremely busy; we were told we would have to wait 25 minutes. We decided to abort the visit.
31-May-2010	Grosvenor Rd	Aborted after 15 minutes wait.
15-Jun-2010	Grosvenor Rd	Unable to see detainees and access full custody suite. Exceeded 20 minutes waiting to access suite therefore visit aborted.
17-Jun-2010	Antrim Rd	Visit aborted after 20 minutes, staff busy booking in DP's.

Table 3: Continued

<b>Date</b>	<b>Custody suite</b>	<b>Reason why visit was not carried out</b>
23-Jun-2010	Bangor	<i>Suite very busy, PSNI very understanding regarding our visit and apologised for delay. Visit aborted after 30 minutes.</i>
29-Jun-2010	Lisburn	<i>Visit aborted due to problems with detainee being admitted.</i>
13-Jul-2010	Coleraine	<i>Visit aborted as [other CV] did not show up.</i>
21-Jul-2010	Antrim Rd	<i>Visit aborted as DP was being booked in and took considerable time.</i>
21-Jul-2010	Musgrave St	<i>Visit aborted after 15 minutes as there was a violent detainee and the suite was very busy.</i>
02-Aug-2010	Musgrave St	<i>Custody Suite closed due to possible TB infection.</i>
11-Aug-2010	Antrim	<i>Visit aborted after waiting 26 minutes. Informed by Sgt that custody staff were busy with booking DP's amongst other things.</i>
02-Sep-2010	Musgrave St	<i>Aborted - Booking in an aggressive DP and very busy, told we would need to wait 20 minutes.</i>
13-Sep-2010	Omagh	<i>Custody suite was closed.</i>
17-Sep-2010	Dungannon	<i>Due to communication difficulties I did not receive the message to say that the visit had been changed to Enniskillen.</i>
13-Oct-2010	Lurgan	<i>Custody suite closed due to flea infestation.</i>
17-Oct-2010	Dungannon	<i>Visit aborted, other visitor did not arrive due to communication problems. I did not get the information that the visit had been changed to Enniskillen.</i>
18-Oct-2010	Lisburn	<i>Visit aborted as [other CV] was held up in traffic congestion and could not meet up in Lisburn.</i>
19-Oct-2010	Strandtown	<i>We arrived as arranged only to be told that the custody suite has been closed.</i>
22-Oct-2010	Dungannon	<i>The custody suite was closed due to repainting and maintenance.</i>
24-Oct-2010	Antrim Rd	<i>Custody staff were extremely busy so we decided to abort the visit at 11:02.</i>
10-Nov-2010	Antrim	<i>Visit aborted as all DP's on both floor terrorist, only myself is trained in serious crime.</i>
14-Nov-2010	Antrim Rd	<i>Visit aborted after waiting in suite for over 20 minutes - Sergeant was reasonable about it and explained they were very busy.</i>
14-Nov-2010	Grosvenor Rd	<i>Visit aborted after 20 minutes waiting in custody suite, Sergeant apologised and explained suite extremely busy.</i>
20-Nov-2010	Antrim Rd	<i>Visit Aborted - was not allowed entry to station car park.</i>
26-Nov-2010	Omagh	<i>Visit aborted due to extreme weather conditions, we all could only travel so far, had to go back home.</i>
04-Dec-2010	Antrim	<i>Custody Visit was aborted as the Custody Suite was closed.</i>
11-Jan-2011	Antrim	<i>Visit aborted. Station was visited earlier at 15:00 by other ICVs. Confirmed by telephone.</i>
12-Jan-2011	Enniskillen	<i>This visit was aborted due to none attendance of [other CV] who was delayed at work by one hour.</i>
16-Jan-2011	Waterside	<i>Custody suite was closed.</i>
31-Jan-2011	Dungannon	<i>Visit aborted at 18:14 due to non attendance of [other CV].</i>
08-Feb-2011	Antrim Rd	<i>Informed there was serious problem in suite.</i>
08-Feb-2011	Limavady	<i>Custody suite closed due to health and safety inspection.</i>
09-Feb-2011	Lisburn	<i>Visit aborted after 25 minutes. Station enquiry assistant busy at front enquiry desk. No reason given for delay from custody suite staff.</i>
17-Feb-2011	Grosvenor Rd	<i>Custody Suite closed. Had to be fumigated due to infestation of silver fish.</i>
17-Feb-2011	Musgrave St	<i>Visit aborted due to suite being extremely busy booking in detainees.</i>
23-Feb-2011	Bangor	<i>Custody Sergeant advised a 30 minute wait, we both agreed to abort the visit.</i>
06-Mar-2011	Bangor	<i>Didn't get into suite. Staff were busy booking detainees in. We waited for 25 minutes.</i>
07-Mar-2011	Ballymena	<i>Visit aborted after 20 minute delay, staff busy booking in DP's.</i>
20-Mar-2011	Antrim Rd	<i>We did not get into the suite as there was a violent DP being dealt with at the time.</i>
30-Mar-2011	Antrim Rd	<i>Unable to gain access after a 20 minute wait due to staff being busy.</i>
<b>Total visits not carried out 48</b>		

## Reasons for concern<sup>2</sup>

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 Team:  
April 2010 to March 2011**

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	4	0	0	0	0	4
	Informing somebody	1	0	0	0	0	1
	Legal advice	0	0	1	0	0	1
	Checks on detainees carried out	4	0	0	0	0	4
	Requiring an appropriate adult	0	0	0	0	0	0
	Requiring Interpreter	0	0	0	0	0	0
	Review of detention	3	0	0	0	0	3
	Other	0	0	0	0	0	0
	<b>Total</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>
Health and Well Being	Adequate bedding	2	5	2	1	1	11
	Adequate food and drink	0	0	0	0	1	1
	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	1	0	0	0	1
	8 Hours rest in 24	0	0	0	0	0	0
	Exercise	1	0	0	0	0	1
	Oxygen checks	9	13	7	5	0	34
	Other	0	0	0	0	0	0
	<b>Total</b>	<b>13</b>	<b>19</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>49</b>

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 2010 to March 2011**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Heating	1	0	1	0	0	2
Lighting	0	3	1	1	0	5
Ventilation	5	0	0	0	0	5
Alarm	0	0	1	0	0	1
Cleanliness	6	8	3	3	0	20
Safety/Security Hazards	22	10	19	12	0	63
Sanitation	12	2	20	1	6	41
Faulty Equipment	5	9	5	8	1	28
Other	0	0	0	0	0	0
<b>Total</b>	<b>51</b>	<b>32</b>	<b>50</b>	<b>25</b>	<b>7</b>	<b>165</b>

<sup>2</sup> 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 1,122 visits during April 2010 to March 2011, 56 more than in April 2009 to March 2010 (1,066).

Table 6 shows the number of visits made to each station during April 2010 to March 2011. Active stations for which the monthly target number of visits were not equalled or exceeded are indicated in 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 2010 to March 2011**

Team	Station	Guideline number of visits <sup>3</sup>	Actual Number of visits
<i>Belfast/Antrim</i>	<i>Antrim Road</i>	60	56
	Grosvenor Road	48	54
	Musgrave Street	108	104
	Strandtown	21	21
	<i>Antrim</i>	84	80
	<i>Ballymena</i>	60	59
	<i>Lisburn</i>	72	68
	<i>Bangor</i>	60	59
	<b>Sub-total</b>	<b>513</b>	<b>501</b>
<i>Down/Armagh</i>	Banbridge	84	93
	<i>Downpatrick</i>	30	28
	<i>Lurgan</i>	72	66
	<b>Sub-total</b>	<b>186</b>	<b>187</b>
<i>North-West</i>	Coleraine	72	88
	Limavady	60	64
	<i>Strand Road</i>	96	80
	Waterside	12	17
	<b>Sub-total</b>	<b>240</b>	<b>249</b>
<i>Tyrone/Fermanagh</i>	Dungannon	60	63
	Enniskillen	36	46
	Omagh	48	50
	Strabane	0	2
	<b>Sub-total</b>	<b>144</b>	<b>161</b>
<b>Antrim SCS</b>	<b>Antrim SCS</b>	<b>24</b>	<b>24</b>
<b>Total visits</b>		<b>1,107</b>	<b>1,122</b>

<sup>3</sup> Guideline Number takes into account any station closures; they were revised in May 2010.

The majority of the 1,122 visits were carried out on Wednesday (205, 18%), closely followed by Monday (174, 16%), whereas 11% of visits were carried out on Saturday (122).

**Table 7: Days of visits, April 2010 to March 2011**

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
<b>Monday</b>	94	25	31	21	3	174	16%
<b>Tuesday</b>	61	29	50	19	2	161	14%
<b>Wednesday</b>	102	31	51	15	6	205	18%
<b>Thursday</b>	66	23	42	25	3	159	14%
<b>Friday</b>	46	36	33	44	0	159	14%
<b>Saturday</b>	54	24	17	22	5	122	11%
<b>Sunday</b>	78	19	25	15	5	142	13%
<b>Total</b>	<b>501</b>	<b>187</b>	<b>249</b>	<b>161</b>	<b>24</b>	<b>1,122</b>	<b>100%</b>

Almost nine tenths of the visits (995, 89%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between 9 p.m. and 9 a.m. 127 visits (11%) were carried out (a 12 hour period). Almost three tenths of all visits (316, 28%) were carried out between 6 p.m. and 9 p.m.

One visit took only 4 minutes, while the longest visit took 125 minutes. The average length of a Custody Visitor visit was 30 minutes.

**Table 8: Times of visits, April 2010 to March 2011**

Time	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
<b>0.00 – 9 am</b>	34	11	6	11	0	62	6%
<b>9 am – noon</b>	96	44	48	58	9	255	23%
<b>Noon – 3 pm</b>	96	35	38	33	8	210	19%
<b>3 pm – 6 pm</b>	113	16	59	25	1	214	19%
<b>6 pm – 9 pm</b>	146	66	76	24	4	316	28%
<b>9 pm – 24.00</b>	16	15	22	10	2	65	6%
<b>Total</b>	<b>501</b>	<b>187</b>	<b>249</b>	<b>161</b>	<b>24</b>	<b>1,122</b>	<b>100%</b>

## Detainees seen by Custody Visitors

There were 1,963 detainees held at the time of these visits, of which visitors saw 918, 358 detainees refused to be seen, and 687 detainees were not seen for other reasons.

**Table 9: Team activity, April 2010 to March 2011**

Team	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	466	1,113	526	195	392
Down/Armagh	186	279	140	73	66
North-West	244	412	179	64	169
Ty/Fer	154	138	66	22	50
Antrim SCS	24	21	7	4	10
<b>Total</b>	<b>1,074</b>	<b>1,963</b>	<b>918</b>	<b>358</b>	<b>687</b>

## 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, April 2010 to March 2011**

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	195	73	64	22	4	358
Being interviewed	100	28	59	12	7	206
Being processed	37	5	3	3	0	48
Being discharged	10	2	4	2	0	18
Asleep	153	7	54	20	0	234
Intoxicated/drugs	7	3	6	4	0	20
Abusive/dangerous	22	8	8	2	0	40
With solicitor/GP	45	9	26	5	3	88
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	18	4	9	2	0	33
<b>Total</b>	<b>587</b>	<b>139</b>	<b>233</b>	<b>72</b>	<b>14</b>	<b>1,045</b>

## 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 2010 to March 2011 was 18%<sup>4</sup>, a vast reduction to 28% in the corresponding period of 2009/2010. The refusal rate varied from Team to Team, with the Down/Armagh Team recording the highest refusal rate (26%, 279 held and 73 refusals). The North-West Team recorded the joint lowest refusal rate (16%, 412 held and 64 refused), along with the Tyrone/Fermanagh Team (16%, 138 held and 22 refusals).

**Table 11: Refusal rate by custody suite, April 2010 to March 2011**

Team	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	47	118	23	19
	Grosvenor Road	49	122	19	16
	Musgrave Street	97	376	58	15
	Strandtown	20	33	8	24
	Antrim	75	162	37	23
	Ballymena	58	68	8	12
	Lisburn	65	126	22	17
	Bangor	55	108	20	19
	<b>Sub-total</b>	<b>466</b>	<b>1,113</b>	<b>195</b>	<b>18</b>
Down/Armagh	Banbridge	93	167	45	27
	Downpatrick	28	30	6	20
	Lurgan	65	82	22	27
	<b>Sub-total</b>	<b>186</b>	<b>279</b>	<b>73</b>	<b>26</b>
North-West	Coleraine	86	135	17	13
	Limavady	63	63	6	10
	Strand Road	80	209	41	20
	Waterside	15	5	0	0
	<b>Sub-total</b>	<b>244</b>	<b>412</b>	<b>64</b>	<b>16</b>
Tyrone/Fermanagh	Dungannon	59	56	7	13
	Enniskillen	45	24	2	8
	Omagh	48	56	13	23
	Strabane	2	2	0	0
	<b>Sub-total</b>	<b>154</b>	<b>138</b>	<b>22</b>	<b>16</b>
Antrim SCS	Antrim SCS	24	21	4	19
<b>Total</b>		<b>1,074</b>	<b>1,963</b>	<b>358</b>	<b>18</b>

<sup>4</sup> Self introduction by Custody Visitors was introduced on 1<sup>st</sup> October 2010 and has resulted in a reduction in refusal rates.

## Custody records checked

There were a total of 1,309 custody records checked by visitors. This means that the Custody Visitors checked the custody records of 67% of detainees who were seen or were not seen because they were asleep/intoxicated/on drugs etc.

Interestingly this ranged from 73% in the Belfast/Antrim Team to 19% in the Antrim SCS Team.

**Table 12: Custody Records Checked, April 2010 to March 2011**

Team	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
<b>Belfast/Antrim</b>	466	1,113	808	73%
<b>Down/Armagh</b>	186	279	196	70%
<b>North-West</b>	244	412	222	54%
<b>Ty/Fer</b>	154	138	79	57%
<b>Antrim SCS</b>	24	21	4	19%
<b>Total</b>	<b>1,074</b>	<b>1,963</b>	<b>1,309</b>	<b>67%</b>

There were 425 detainees who refused a visit but allowed their custody records to be checked.

## Delay to visits

Of the 1,074 valid visits made during April 2010 to March 2011, there were 56 (5%) occasions when Custody Visitors were delayed by more than 10 minutes and these are detailed in table 14. The reasons for delay are taken from the CV2 forms.

**Table 13: Delays to visits by Team and Station, April 2010 to March 2011**

Team	Station	Total number of delays greater than 10 mins
<b>Belfast/Antrim</b>	Antrim Road	6
	Grosvenor Road	5
	Musgrave Street	7
	Strandtown	2
	Antrim	14
	Ballymena	3
	Lisburn	7
	Bangor	2
	<b>Sub-total</b>	<b>46</b>
<b>Down/Armagh</b>	Banbridge	2
	Downpatrick	1
	Lurgan	2
	<b>Sub-total</b>	<b>5</b>
<b>North-West</b>	Coleraine	0
	Limavady	0
	Strand Road	1
	Waterside	0
	<b>Sub-total</b>	<b>1</b>
<b>Tyrone/Fermanagh</b>	Dungannon	0
	Enniskillen	1
	Omagh	1
	<b>Sub-total</b>	<b>2</b>
<b>Antrim SCS</b>	<b>Antrim SCS</b>	<b>2</b>
<b>Total valid visits (which were delayed)</b>		<b>56</b>

As shown in table 14, the main reason cited for the delays to visits was Custody staff were busy (53).

**Table 14: Reason for delays to visits, April 2010 to March 2011**

Date	Time delay (mins)	Custody suite	Reason for delay
07-Apr-2010	16	Lisburn	<i>Slight delay due to suite being busy.</i>
13-Apr-2010	13	Enniskillen	<i>Slight delay as Sgt was in another area of the station.</i>
13-Apr-2010	24	Bangor	<i>Slight delay due to DPs being booked in.</i>
28-Apr-2010	13	Musgrave St	<i>Slight delay due to suite being busy.</i>
02-May-2010	18	Ballymena	<i>Delay due to detainee being booked in and refused entry into car park.</i>
03-May-2010	20	Musgrave St	<i>Delay due to change over.</i>
05-May-2010	17	Strand Rd	<i>Custody Sgt busy on arrival, slight delay.</i>
07-May-2010	11	Antrim	<i>Delay due to custody staff processing detainees.</i>
09-May-2010	20	Grosvenor Rd	<i>Delay due to suite being extremely busy.</i>
18-May-2010	18	Antrim SCS	<i>Slight delay due to detainee being processed.</i>
22-May-2010	12	Lisburn	<i>Delay due to staff being busy.</i>
23-May-2010	12	Antrim Rd	<i>Slight delay due to DP being processed at start of visit.</i>
26-May-2010	13	Antrim	<i>Slight delay due to suite being busy.</i>
29-May-2010	11	Banbridge	<i>Suite very busy, this caused a delay.</i>
05-Jun-2010	22	Antrim Rd	<i>Delay due to staff being busy.</i>
14-Jun-2010	23	Antrim	<i>Delay due to staff being busy.</i>
14-Jun-2010	23	Antrim SCS	<i>Delay due to suite being busy.</i>
23-Jun-2010	12	Strandtown	<i>Delay due to staff change over.</i>
23-Jun-2010	15	Antrim	<i>Slight delay due to Custody Sergeant being busy.</i>
03-Jul-2010	18	Lisburn	<i>Delay due to Sgt dealing with violet DP.</i>
05-Jul-2010	15	Bangor	<i>Delay due to detainee being booked in.</i>
07-Jul-2010	14	Antrim Rd	<i>Delay due to suite being busy.</i>
07-Jul-2010	11	Musgrave St	<i>Delay due to staff shortages and suite being busy.</i>
08-Jul-2010	17	Antrim	<i>Delay due to changeover of staff.</i>
10-Jul-2010	19	Lisburn	<i>Delay into custody suite due to booking in DP.</i>
11-Jul-2010	18	Grosvenor Rd	<i>Delay in entry due to staff changeover.</i>
11-Jul-2010	12	Musgrave St	<i>Slight delay due to suite being busy.</i>
13-Jul-2010	20	Musgrave St	<i>Delay due to suite being busy.</i>
21-Jul-2010	15	Lurgan	<i>Delay due to custody suite being very busy.</i>
28-Jul-2010	12	Ballymena	<i>Reason for delay - detainee being booked in.</i>
07-Aug-2010	15	Strandtown	<i>Delay due to custody officer being on phone.</i>
18-Aug-2010	25	Antrim	<i>Delay due to custody suite being busy.</i>
02-Sep-2010	15	Grosvenor Rd	<i>Custody Sgt was on the phone - reason for delay.</i>
06-Sep-2010	14	Lisburn	<i>Reason for delay: Custody Sergeant was booking in a detainee on arrival.</i>
14-Sep-2010	15	Antrim	<i>Delay of 15 minutes due to the custody suite being busy dealing with queries when we arrived.</i>
20-Sep-2010	16	Antrim	<i>Suite was really busy.</i>
20-Sep-2010	12	Ballymena	<i>Sergeant was booking in detainees.</i>
06-Oct-2010	14	Antrim	<i>Custody staff were busy.</i>
17-Oct-2010	14	Banbridge	<i>Delay into suite was due to the custody staff being busy at the time.</i>
26-Oct-2010	38	Lurgan	<i>Suite busy at time of visit.</i>
07-Nov-2010	20	Musgrave St	<i>Custody Suite was very busy at time of arrival.</i>

Table 14: Continued

Date	Time delay (mins)	Custody suite	Reason for delay
18-Nov-2010	24	Antrim	<i>Reason for delay: checked SCS first.</i>
22-Nov-2010	20	Lisburn	<i>Delay due to DP being processed.</i>
24-Nov-2010	20	Antrim	<i>Delay due to DP being processed.</i>
04-Jan-2011	14	Antrim Rd	<i>Delay due to DP being booked in.</i>
11-Jan-2011	11	Antrim	<i>Delay due to a parking problem at the station.</i>
13-Jan-2011	15	Omagh	<i>Delay due to suite being very busy booking in 6 detainees.</i>
15-Jan-2011	14	Antrim Rd	<i>Booking in DP when we arrived.</i>
29-Jan-2011	30	Downpatrick	<i>Delay due to custody staff being busy.</i>
12-Feb-2011	16	Lisburn	<i>Reason for delay: 2 DPs Violent.</i>
17-Feb-2011	17	Antrim Rd	<i>Delay due to detainee being booked in at time of visit</i>
06-Mar-2011	15	Grosvenor Rd	<i>Delay due to custody staff being busy at time of arrival.</i>
07-Mar-2011	12	Antrim	<i>Slight delay due to custody staff being busy.</i>
18-Mar-2011	20	Grosvenor Rd	<i>Delay into suite was due to custody staff being busy.</i>
25-Mar-2011	13	Antrim	<i>Delay was due to staff being busy.</i>
30-Mar-2011	15	Musgrave St	<i>Slight delay due to cleaners cleaning cells.</i>
<b>Total valid visits (which were delayed) 56</b>			

### Antrim Serious Crime Suite

During April 2009 to March 2010, 24 visits were made to Antrim Serious Crime Suite. There were 21 detainees held at the time of these visits, of which visitors saw 7. Four detainees refused to be seen, and 10 detainees were not seen for other reasons. Three detainees gave consent for their interviews to be observed.

### Station Closures

Please note the following closures during the period April 2010 to March 2011, which has a direct effect on the number of visits made by the Teams:

- Strandtown closed from 4 January 2010 and reopened 21 May 2010. Strandtown reclosed from November 2010.
- Banbridge closed from 29 November to 4 December 2010.
- Downpatrick closed from 31 January 2011.
- Strand Rd was closed for one week in August, during which time detainees and visits were diverted to Waterside.