

Custody Visitors Statistics April to June 2011

**Report produced by:
Statistics and Research Branch,
Northern Ireland Policing Board
August 2011**

**Data extracted: 10 August 2011
Trim: 168553**

Summary

Please note:

- *Figures quoted are provisional and are subject to revision.*
- *Information for this report was extracted on 10 August 2011.*

Satisfactory/Unsatisfactory visits

- There were a total of 247 visits made between April and June 2011.
- 8 visits were aborted, thus there were 239 valid visits.
- 194 of the 239 valid visits were classified as satisfactory (81%), only 45 (19%) were classified as unsatisfactory.
- Based on the valid visits, Antrim SCS and Belfast/Antrim Team recorded the highest level of satisfaction (89%).
- Almost three tenths of the visits to Down/Armagh Team were recorded as unsatisfactory (29%).
- The main reasons for unsatisfactory visits were safety/security and faulty equipment issues (12).

Visits made

- Most visits were made on Wednesday (50, 20%), followed by Monday (41, 17%). Whereas, the least number of visits were made on Sunday (23, 9%).
- Over a quarter of visits were made between 6 p.m. and 9 p.m. (70, 28%).
- The least amount of visits (35, 14%) were made between 9 p.m. and 9 a.m. (a 12 hour period).
- Visits ranged from 5 minutes to 113 minutes.
- The average length of time spent on each visit was 30 minutes.

Detainees

- Of the 437 detainees held during this period, Custody Visitors saw 204, 44 detainees refused to be seen and 189 were not seen for other reasons.
- The most common reasons for detainees not being seen were asleep (90), being interviewed (48) and refusal (44).
- The overall refusal rate for April to June 2011 was 10% (44 refused).
- There were a total of 322 (74%) custody records checked by Custody Visitors.

Delays

- There were 13 occasions when Custody Visitors were delayed for more than ten minutes, generally due to the Custody Staff being busy.

Antrim Serious Crime Suite

- 9 visits were made to the Antrim Serious Crime Suite. There were 12 detainees held at the time of these visits; 2 of were seen, 8 refused to be seen, 1 was asleep and 1 was with a Solicitor/GP

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

Satisfactory/Unsatisfactory visits

Custody Visitors made 247 visits during April to June 2011, 19% less than the number of visits carried out in April to June 2010 (305). Of these, 8 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.

Custody Visitors classified 194 out of the 239 valid visits (81%) as satisfactory. The Antrim SCS and Belfast/Antrim Team recorded the highest level of satisfaction (89%). Visits to the Down/Armagh Team recorded the lowest level of satisfaction (71%).

Table 1: Number of visits made to each Station, April to June 2011¹

Team	Station	Satisfactory visits	Unsatisfactory visits	Valid visits
Belfast/Antrim	Antrim Road	10	2	12
	Grosvenor Road	13	0	13
	Musgrave Street	18	5	23
	Antrim	14	2	16
	Bangor	15	0	15
	Newtownards ²	0	0	0
	Downpatrick ³	0	0	0
	Sub-total	70	9	79
Down/Armagh	Lisburn	9	2	11
	Banbridge	7	5	12
	Lurgan	9	3	12
	Sub-total	25	10	35
North-West	Ballymena	9	2	11
	Coleraine	12	4	16
	Limavady	10	2	12
	Strand Road	18	5	23
	Waterside	2	1	3
	Sub-total	51	14	65
Tyrone/Fermanagh (Ty/Fer)	Dungannon	17	2	19
	Enniskillen	12	4	16
	Omagh	11	4	15
	Strabane ⁴	0	1	1
	Sub-total	40	11	51
Antrim SCS	Antrim SCS	8	1	9
Valid visits		194	45	239

¹ These figures exclude the 8 aborted visits.

² Newtownards closed from 20 May 2009, but is used if Bangor is closed.

³ Downpatrick closed from 31 January 2011.

⁴ Strabane is only used at the weekends.

The reason why 8 visits were not carried out is given in Table 2.

Table 2: Reason why visits were not carried out, April to June 2011

Date	Custody suite	Reason why visit was not carried out
06-Apr-2011	Antrim Rd	<i>When we arrived the sergeant advised that we may be waiting up to 30 minutes. We waited 20 minutes and decided to leave the visit incomplete.</i>
06-Apr-2011	Antrim	<i>Custody suite was very busy and we were unable to be escorted around.</i>
08-Apr-2011	Strabane	<i>Visit aborted due to bomb scare in Strabane.</i>
09-Apr-2011	Strabane	<i>Custody suite was closed.</i>
23-Apr-2011	Grosvenor Rd	<i>Visit not completed, receptionist said suite was busy and we left at 14:42.</i>
26-Apr-2011	Antrim Rd	<i>Informed by custody staff they were dealing with a violent DP and that delay was inevitable. Visit therefore aborted.</i>
18-Jun-2011	Banbridge	<i>Visit was aborted as CV could not reach the station on time.</i>
22-Jun-2011	Antrim Rd	<i>Station was closed.</i>
Total visits not carried out 8		

Table 3: Visits aborted by Team, April to June 2011

Team	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	84	5	6%
Down/Armagh	36	1	3%
North-West	65	0	0%
Ty/Fer	53	2	4%
Antrim SCS	9	0	0%
Total Visits	247	8	3%

Reasons for concern⁵

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 to June 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	0	0	0	0	0	0
	Informing somebody	0	0	0	0	0	0
	Legal advice	0	0	0	0	0	0
	Checks on detainees carried out	0	0	0	0	0	0
	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	0	0	0	0	0	0
	Total	0	0	0	0	0	0
Health and Well Being	Adequate bedding	0	0	0	0	0	0
	Adequate food and drink	0	0	0	0	0	0
	Dietary needs	0	0	0	0	0	0
	Access to loo/washing	0	0	0	0	0	0
	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
	Oxygen checks	1	3	2	0	0	6
	Other	0	0	0	0	0	0
	Total	1	3	2	0	0	6

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 to June 2011**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Heating	0	0	0	0	0	0
Lighting	0	0	2	1	0	3
Ventilation	0	0	0	0	0	0
Alarm	0	0	0	0	0	0
Cleanliness	1	3	1	1	0	6
Safety/Security Hazards	2	3	2	4	1	12
Sanitation	2	1	1	3	0	7
Faulty Equipment	3	0	6	3	0	12
Other	0	0	0	0	0	0
Total	8	7	12	12	1	40

⁵ 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 247 visits during April to June 2011, 58 less than in April to June 2010 (305).

Table 6 shows the number of visits made to each station during April to June 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.

Please note: new staff were being inducted into the scheme during this quarter, thus monthly targets will not necessarily be met.

Table 6: Number of visits made to each Station, April to June 2011

Team	Station	Guideline number of visits ⁶	Actual Number of visits
Belfast/Antrim	Antrim Road	15	15
	Grosvenor Road	12	14
	<i>Musgrave Street</i>	27	23
	<i>Antrim</i>	21	17
	<i>Bangor</i>	18	15
	Newtownards ⁷	0	0
	Downpatrick ⁸	0	0
	Sub-total	93	84
Down/Armagh	<i>Lisburn</i>	15	11
	<i>Banbridge</i>	21	13
	<i>Lurgan</i>	18	12
	Sub-total	54	36
North-West	<i>Ballymena</i>	12	11
	<i>Coleraine</i>	18	16
	<i>Limavady</i>	12	12
	<i>Strand Road</i>	24	23
	<i>Waterside</i>	3	3
	Sub-total	69	65
Tyrone/Fermanagh	Dungannon	15	19
	Enniskillen	9	16
	Omagh	12	15
	<i>Strabane</i>	6	3
	Sub-total	42	53
Antrim SCS	Antrim SCS	6	9
Total visits		264	247

⁶ Guideline Number takes into account any station closures.

⁷ Newtownards closed from 20 May 2009, but is used if Bangor is closed.

⁸ Downpatrick closed from 31 January 2011.

The majority of the 247 visits were carried out on Wednesday (50, 20%), followed by Monday (41, 17%), whereas only 9% of visits were carried out on Sunday (23).

Table 7: Days of visits, April to June 2011

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	13	4	11	12	1	41	17%
Tuesday	15	4	12	6	1	38	15%
Wednesday	21	9	12	4	4	50	20%
Thursday	9	9	13	7	1	39	16%
Friday	9	3	8	9	0	29	12%
Saturday	8	5	5	9	0	27	11%
Sunday	9	2	4	6	2	23	9%
Total	84	36	65	53	9	247	100%

Almost nine tenths of the visits (211, 86%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between 9 p.m. and 9 a.m. 35 visits (14%) were carried out (a 12 hour period). Over one quarter of all visits (70, 28%) were carried out between 6 p.m. and 9 p.m.

One visit took only 5 minutes, while the longest visit took 113 minutes. The average length of a Custody Visitor visit was 30 minutes.

Table 8: Times of visits, April to June 2011

Time	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
0.00 – 9 am	9	2	3	2	0	16	7%
9 am – noon	14	10	12	17	1	54	22%
Noon – 3 pm	13	5	10	12	2	42	17%
3 pm – 6 pm	23	2	8	11	1	45	18%
6 pm – 9 pm	25	12	20	8	5	70	28%
9 pm – 24.00	0	4	12	3	0	19	8%
Total	84	35	65	53	9	246⁹	100%

⁹ Custody Visitors from the Down/Armagh team were unable to reach the station, thus no time into the station was recorded.

Detainees seen by Custody Visitors

There were 437 detainees held at the time of these visits, of which visitors saw 204, 44 detainees refused to be seen, and 189 detainees were not seen for other reasons.

Table 9: Team activity, April to June 2011

Team	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	79	232	100	23	109
Down/Armagh	35	49	30	4	15
North-West	65	85	37	7	41
Ty/Fer	51	59	35	2	22
Antrim SCS	9	12	2	8	2
Total	239	437	204	44	189

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 to June 2011

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	23	4	7	2	8	44
Being interviewed	29	8	9	2	0	48
Being processed	8	0	2	0	0	10
Being discharged	0	0	1	0	0	1
Asleep	53	3	21	12	1	90
Intoxicated/drugs	2	2	1	2	0	7
Abusive/dangerous	5	2	1	3	0	11
With solicitor/GP	10	0	5	0	1	16
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	2	0	1	3	0	6
Total	132	19	48	24	10	233

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 to June 2011 was 10%¹⁰, a vast reduction to 29% in the corresponding period of 2010. The refusal rate varied from Team to Team with the Tyrone/Fermanagh Team recording the lowest refusal rate (3%, 59 held and 2 refusals). Belfast/Antrim Team recorded the highest rate of refusal (10%, 232 held and 23 refusals).

Table 11: Refusal rate by custody suite, April to June 2011

Team	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	12	39	4	10%
	Grosvenor Road	13	26	1	4%
	Musgrave Street	23	89	12	13%
	Antrim	16	38	4	11%
	Bangor	15	40	2	5%
	Newtownards ¹¹	-	-	-	-
	Downpatrick ¹²	-	-	-	-
	Sub-total	79	232	23	10%
Down/Armagh	Lisburn	11	17	2	12%
	Banbridge	12	18	1	6%
	Lurgan	12	14	1	7%
	Sub-total	35	49	4	8%
North-West	Ballymena	11	8	3	38%
	Coleraine	16	21	1	5%
	Limavady	12	14	0	0%
	Strand Rd	23	42	3	7%
	Waterside	3	0	0	-
	Sub-total	65	85	7	8%
Tyrone/Fermanagh	Dungannon	19	26	2	8%
	Enniskillen	16	12	0	0%
	Omagh	15	21	0	0%
	Strabane	1	0	0	-
	Sub-total	51	59	2	3%
Antrim SCS	Antrim SCS	9	12	8	67%
Total		239	239	44	10%

¹⁰ Self introduction by Custody Visitors was introduced on 1st October 2010 and has resulted in a reduction in refusal rates.

¹¹ Newtownards closed from 20 May 2009, but is used if Bangor is closed.

¹² Downpatrick closed from 31 January 2011.

Custody records checked

There were a total of 322 custody records checked by visitors. This means that the Custody Visitors checked the custody records of 74% of detainees who were seen or were not seen because they were asleep/intoxicated/on drugs etc.

Table 12: Custody Records Checked, April to June 2011

Team	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
Belfast/Antrim	79	232	178	77%
Down/Armagh	35	49	36	73%
North-West	65	85	54	64%
Ty/Fer	51	59	48	81%
Antrim SCS	9	12	6	50%
Total	239	437	322	74%

There were 122 detainees who refused a visit but allowed their custody records to be checked.

Delay to visits

Of the 239 valid visits made during April to June 2011, there were 13 (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 to June 2011

Team	Station	Total number of delays greater than 10 mins
Belfast/Antrim	Antrim Rd	2
	Grosvenor Rd	1
	Musgrave St	1
	Antrim	4
	Total	8
North-West	Limavady	1
	Strand Rd	1
	Total	2
Tyfer	Omagh	1
	Total	1
Antrim SCS	Antrim SCS	2
Total valid visits (which were delayed) 13		

Table 14: Reason for delays to visits, April to June 2011

Date	Time delay (mins)	Custody suite	Reason for delay
06-Apr-2011	13	Antrim SCS	Delay due to custody sergeant dealing with a query.
10-Apr-2011	20	Antrim	Delay due to DPs being booked in.
13-Apr-2011	14	Antrim	Delay due to custody staff dealing with telephone query.
14-Apr-2011	15	Antrim Rd	Delay due to DP being booked in.
02-May-2011	19	Musgrave St	Delay due to detainees being booked into suite.
03-May-2011	14	Limavady	Delay was due to custody staff processing a DP.
11-May-2011	13	Antrim	Slight delay due to suite being busy.
23-May-2011	18	Antrim	Reason for delay due to staff being busy at our arrival.
23-Jun-2011	16	Antrim SCS	Delay due to staff handover.
24-Jun-2011	13	Antrim Rd	Slight delay due to staff being busy.
26-Jun-2011	12	Omagh	Slight delay due to suite being busy at time of arrival.
28-Jun-2011	15	Grosvenor Rd	Slight delay due to custody staff being busy.
29-Jun-2011	25	Strand Rd	Delay due to misunderstanding at front gate.
Total valid visits (which were delayed) 13			

Antrim Serious Crime Suite

During April to June 2011, 9 visits were made to Antrim Serious Crime Suite. There were 12 detainees held at the time of these visits; 2 of were seen, 8 refused to be seen, 1 was asleep and 1 was with a Solicitor/GP.