

Custody Visitors Statistics January to March 2011

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

**Data extracted: 5 May 2011
Trim: 162143**

Summary

Please note that figures quoted are provisional and are subject to revision. The information for this report was extracted on 5 May 2011.

Satisfactory/Unsatisfactory visits

- There were a total of 261 visits made between January and March 2011.
- 14 visits were aborted, thus there were 247 valid visits.
- 207 of the 247 valid visits were classified as satisfactory (84%), only 40 (16%) were classified as unsatisfactory.
- Based on the valid visits, Belfast/Antrim Team recorded the highest level of satisfaction (101, 88%).
- A third of the visits to the Antrim SCS Team (2, 33%) were recorded as unsatisfactory and just over a quarter to the Tyrone and Fermanagh Team (9, 26%).
- The main reasons for unsatisfactory visits were sanitation issues (11), followed by oxygen checks (10).

Visits made

- Most visits were made on Monday (52, 20%), closely followed by Wednesday (51, 20%). Whereas, the least number of visits were made on Friday (25, 10%).
- Over a quarter of visits were made between 6 p.m. and 9 p.m. (68, 26%).
- The least amount of visits (34, 13%) were made between 9 p.m. and 9 a.m. (a 12 hour period).
- Visits ranged from 4 minutes to 97 minutes.
- The average length of time spent on each visit was 30 minutes.

Detainees

- Of the 468 detainees held during this period, Custody Visitors saw 249, 46 detainees refused to be seen and 173 were not seen for other reasons.
- The most common reasons for detainees not being seen were asleep (70), being interviewed (51) and refusal (46).
- The overall refusal rate for January to March 2011 was 10% (46 refused).
- There were a total of 342 (73%) custody records checked by Custody Visitors.

Delays

- There were 12 occasions when Custody Visitors were delayed for more than ten minutes, generally due to the Custody Staff being busy.

Antrim Serious Crime Suite

- 6 visits were made to the Antrim Serious Crime Suite, at the time of the visits 2 detainees were held, 1 of whom was 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 261 visits during January to March 2011, 15% less than the number of visits carried out in January to March 2010 (308). Of these, 14 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.

Custody Visitors classified 207 out of the 247 valid visits (84%) as satisfactory. The Belfast/Antrim Team recorded the highest level of satisfaction (88%). Excluding the Antrim SCS (6 visits, of which two thirds were satisfactory), visits to the Tyrone/Fermanagh Team recorded the lowest level of satisfaction (74%).

Table 1: Number of visits made to each Station, January to March 2011¹

Team	Station	Satisfactory visits	Unsatisfactory visits	Valid visits
Belfast/Antrim	Antrim Road	9	3	12
	Grosvenor Road	13	1	14
	Musgrave Street	22	3	25
	Strandtown ²	-	-	-
	Antrim	15	4	19
	Ballymena	14	0	14
	Lisburn	15	2	17
	Bangor	13	1	14
	Sub-total		101	14
Down/Armagh	Banbridge	21	2	23
	Downpatrick ³	1	1	2
	Lurgan	12	5	17
	Sub-total	34	8	42
North-West	Coleraine	14	3	17
	Limavady	13	0	13
	Strand Road	14	4	18
	Waterside	2	0	2
	Sub-total	43	7	50
Tyrone/Fermanagh (Ty/Fer)	Dungannon	7	2	9
	Enniskillen	8	2	10
	Omagh	9	4	13
	Strabane	1	1	2
	Sub-total	25	9	34
Antrim SCS	Antrim SCS	4	2	6
Valid visits		207	40	247

¹ These figures exclude the 14 aborted visits.

² Strandtown has been closed from November 2010, due to maintenance work.

³ Downpatrick has been closed from 31 January 2011.

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 2011

Date	Custody suite	Reason why visit was not carried out
11-Jan-2011	Antrim	<i>Visit aborted. Station was visited earlier at 15:00 by other ICVs [Independent Custody Visitors]. Confirmed by telephone.</i>
12-Jan-2011	Enniskillen	<i>This visit was aborted due to none attendance [of the 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.</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>
Total visits not carried out 14		

Table 3: Visits aborted by Team, January to March 2011

Team	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	125	10	8%
Down/Armagh	42	0	0%
North-West	52	2	4%
Ty/Fer	36	2	6%
Antrim SCS	6	0	0%
Total Visits	261	14	5%

Reasons for concern⁴

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:
January 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	0	0	0	0	0	0
	Informing somebody	1	0	0	0	0	1
	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	1	0	0	0	0	1
Health and Well Being	Adequate bedding	1	2	1	0	0	4
	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	5	1	3	0	10
	Other	0	0	0	0	0	0
	Total	2	7	2	3	0	14

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 2011**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Heating	0	0	0	0	0	0
Lighting	0	0	0	1	0	1
Ventilation	0	0	0	0	0	0
Alarm	0	0	0	0	0	0
Cleanliness	4	3	1	0	0	8
Safety/Security Hazards	4	0	1	3	0	8
Sanitation	4	0	5	0	2	11
Faulty Equipment	0	0	1	1	0	2
Other	0	0	0	0	0	0
Total	12	3	8	5	2	30

⁴ 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 261 visits during January to March 2011, 47 less than in January to March 2010 (308).

Table 6 shows the number of visits made to each station during January 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, January to March 2011

Team	Station	Guideline number of visits ⁵	Actual Number of visits
<i>Belfast/Antrim</i>	Antrim Road	15	15
	Grosvenor Road	12	15
	<i>Musgrave Street</i>	27	26
	Strandtown ⁶	-	-
	<i>Antrim</i>	21	20
	Ballymena	15	15
	Lisburn	18	18
	Bangor	15	16
	Sub-total	123	125
<i>Down/Armagh</i>	Banbridge	21	23
	<i>Downpatrick⁷</i>	3	2
	Lurgan	18	17
	Sub-total	42	42
<i>North-West</i>	<i>Coleraine</i>	18	17
	<i>Limavady</i>	15	14
	<i>Strand Road</i>	24	18
	Waterside	3	3
	Sub-total	60	52
<i>Tyrone/Fermanagh</i>	<i>Dungannon</i>	15	10
	Enniskillen	9	11
	Omagh	12	13
	Strabane	0	2
	Sub-total	36	36
Antrim SCS	Antrim SCS	6	6
Total visits		267	261

⁵ Guideline Number takes into account any station closures; they were revised in May 2010.

⁶ Strandtown has been closed from November 2010, due to maintenance work.

⁷ Downpatrick has been closed from 31 January 2011.

The majority of the 261 visits were carried out on Monday (52, 20%), closely followed by Wednesday (51, 20%), whereas 10% of visits were carried out on Friday (25), followed by 11% of visits on Sunday (28), and 13% on Saturday (34).

Table 7: Days of visits, January to March 2011

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	32	7	8	4	1	52	20%
Tuesday	11	7	11	2	1	32	12%
Wednesday	25	8	12	5	1	51	20%
Thursday	12	5	14	7	1	39	15%
Friday	9	7	2	7	0	25	10%
Saturday	18	5	2	7	2	34	13%
Sunday	18	3	3	4	0	28	11%
Total	125	42	52	36	6	261	100%

Almost nine tenths of the visits (227, 87%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between 9 p.m. and 9 a.m. 34 visits (13%) were carried out (a 12 hour period). Over one quarter of all visits (68, 26%) were carried out between 6 p.m. and 9 p.m.

One visit took only 4 minutes, while the longest visit took 97 minutes. The average length of a Custody Visitor visit was 30 minutes.

Table 8: Times of visits, January to March 2011

Time	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
0.00 – 9 am	9	4	1	4	0	18	7%
9 am – noon	26	9	10	13	2	60	23%
Noon – 3 pm	29	9	9	6	2	55	21%
3 pm – 6 pm	23	7	10	3	1	44	17%
6 pm – 9 pm	34	12	14	7	1	68	26%
9 pm – 24.00	4	1	8	3	0	16	6%
Total	125	42	52	36	6	261	100%

Detainees seen by Custody Visitors

There were 468 detainees held at the time of these visits, of which visitors saw 249, 46 detainees refused to be seen, and 173 detainees were not seen for other reasons.

Table 9: Team activity, January to March 2011

Team	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	115	280	154	22	104
Down/Armagh	42	60	33	11	16
North-West	50	92	47	5	40
Ty/Fer	34	34	14	8	12
Antrim SCS	6	2	1	0	1
Total	247	468	249	46	173

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, January to March 2011

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	22	11	5	8	0	46
Being interviewed	24	9	16	1	1	51
Being processed	5	0	0	1	0	6
Being discharged	2	0	0	0	0	2
Asleep	45	2	15	8	0	70
Intoxicated/drugs	3	1	1	1	0	6
Abusive/dangerous	6	1	0	0	0	7
With solicitor/GP	17	2	4	0	0	23
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	2	1	4	1	0	8
Total	126	27	45	20	1	219

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 2011 was 10%⁸, 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 highest refusal rate (24%, 34 held and 8 refusals). Antrim SCS recorded the lowest rate of refusal (0%, 2 held and 0 refusals), followed by the North-West Team (5%, 92 held and 5 refused).

Table 11: Refusal rate by custody suite, January to March 2011

Team	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	12	31	5	16%
	Grosvenor Road	14	30	2	7%
	Musgrave Street	25	114	9	8%
	Strandtown ⁹	-	-	-	-
	Antrim	19	31	3	10%
	Ballymena	14	19	0	0%
	Lisburn	17	30	1	3%
	Bangor	14	25	2	8%
	Sub-total		115	280	22
Down/Armagh	Banbridge	23	41	5	12%
	Downpatrick ¹⁰	2	2	0	0%
	Lurgan	17	17	6	35%
	Sub-total	42	60	11	18%
North-West	Coleraine	17	29	2	7%
	Limavady	13	12	0	0%
	Strand Road	18	51	3	6%
	Waterside	2	0	0	-
	Sub-total	50	92	5	5%
Tyrone/Fermanagh	Dungannon	9	11	3	27%
	Enniskillen	10	2	0	0%
	Omagh	13	19	5	26%
	Strabane	2	2	0	0%
	Sub-total	34	34	8	24%
Antrim SCS	Antrim SCS	6	2	0	0%
Total		247	468	46	10%

⁸ Self introduction by Custody Visitors was introduced on 1st October 2010 and has resulted in a reduction in refusal rates.

⁹ Strandtown has been closed from November 2010, due to maintenance work.

¹⁰ Downpatrick has been closed from 31 January 2011.

Custody records checked

There were a total of 342 custody records checked by visitors. This means that the Custody Visitors checked the custody records of 73% of detainees who were seen or were not seen because they were asleep/intoxicated/on drugs etc.

Table 12: Custody Records Checked, January to March 2011

Team	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
Belfast/Antrim	115	280	218	78%
Down/Armagh	42	60	45	75%
North-West	50	92	62	67%
Ty/Fer	34	34	16	47%
Antrim SCS	6	2	1	50%
Total	247	468	342	73%

There were 101 detainees who refused a visit but allowed their custody records to be checked.

Delay to visits

Of the 247 valid visits made during January to March 2011, there were 12 (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, January to March 2011

Team	Station	Total number of delays greater than 10 mins
Belfast/Antrim	Antrim Road	3
	Grosvenor Road	2
	Musgrave Street	1
	Strandtown	0
	Antrim	3
	Ballymena	0
	Lisburn	1
	Bangor	0
	Sub-total	10
Down/Armagh	Banbridge	0
	Downpatrick	1
	Lurgan	0
	Newtownards	0
	Newry	0
	Sub-total	1
North-West	Coleraine	0
	Limavady	0
	Strand Road	0
	Waterside	0
	Sub-total	0
Tyrone/Fermanagh	Dungannon	0
	Enniskillen	0
	Omagh	1
	Sub-total	1
Antrim SCS	Antrim SCS	0
Total valid visits (which were delayed)		12

Table 14: Reason for delays to visits, January to March 2011

Date	Time delay (mins)	Custody suite	Reason for delay
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>
Total valid visits (which were delayed) 12			

Antrim Serious Crime Suite

During January to March 2011, 6 visits were made to Antrim Serious Crime Suite. There were 2 detainees held at the time of these visits, 1 of whom was seen. The other detainee was not seen as they were being interviewed.