

CUSTODY VISITORS STATISTICS FOR OCTOBER TO DECEMBER 2010^{1 2}

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 252 visits during October to December 2010, 11% less than the number of visits carried out in October to December 2009 (282). Of these, 12 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.

Custody Visitors classified 203 out of the 240 valid visits (85%) as satisfactory. The Belfast/Antrim team recorded the highest level of satisfaction (88%) while visits to the Tyrone/Fermanagh team recorded the lowest level of satisfaction (74%).

Table 1: Number of visits made to each station, October to December 2010³

Panel	Station	Satisfactory visits	Unsatisfactory visits	Valid visits
Belfast/Antrim	Antrim Road	9	2	11
	Grosvenor Road	8	1	9
	Musgrave Street	20	4	24
	Strandtown	1	0	1
	Antrim	15	2	17
	Ballymena	12	2	14
	Lisburn	15	0	15
	Bangor	12	2	14
	Sub-total	92	13	105
Down/Armagh	Banbridge	18	4	22
	Downpatrick	6	2	8
	Lurgan	13	0	13
	Newtownards	0	0	0
	Newry	0	0	0
	Sub-total	37	6	43
North-West	Coleraine	13	4	17
	Limavady	11	2	13
	Strand Road	17	1	18
	Waterside	2	1	3
	Sub-total	43	8	51
Tyrone/Fermanagh (Ty/Fer)	Dungannon	10	4	14
	Enniskillen	8	3	11
	Omagh	7	2	9
		Sub-total	25	9
Antrim SCS	Antrim SCS	6	1	7
Valid visits		203	37	240

¹ The adverse weather conditions in December 2010 resulted in a reduction in the number of visits during the month, thus affecting the overall number of visits during the third quarter of 2010/2011.

² Newtownards and Newry are only opened on a temporary basis throughout the year.

³ These figures exclude the 12 aborted visits.

- The reason why 12 visits were not carried out is given in Table 2.

Table 2: Reason why visits were not carried out, October to December 2010

Date	Custody suite	Reason why visit was not carried out
13-Oct-2010	Lurgan	<i>Custody suite closed due to flea infection.</i>
17-Oct-2010	Dungannon	<i>Visit aborted, other visitor did not arrive due to communication problems.</i>
18-Oct-2010	Lisburn	<i>Visit aborted as [other Custody Visitor] was held up in traffic congestion.</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 [one Custody Visitor] is trained in serious crime.</i>
14-Nov-2010	Antrim Rd	<i>Visit aborted after waiting in suite for over 20 mins - Sergeant was reasonable about it and explained they were very busy.</i>
14-Nov-2010	Grosvenor Rd	<i>Visit aborted after 20 mins waiting in custody suite, Sergeant apologised and explained suite extremely busy.</i>
20-Nov-2010	Antrim Rd	<i>Visit Aborted [due to car parking issues].</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>
Total visits not carried out 12		
The Board had not been informed of the closure of the Custody Suites mentioned above.		

Table 3: Visits aborted by Panel, October to December 2010

Panel	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	113	8	7%
Down/Armagh	44	1	2%
North-West	51	0	0%
Ty/Fer	37	3	8%
Antrim SCS	7	0	0%
Total Visits	252	12	5%

2. 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 panel:
October to December 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	2	0	0	0	0	2
	Informing somebody	0	0	0	0	0	0
	Legal advice	0	0	1	0	0	1
	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	2	0	0	0	0	2
	Other	1	0	0	0	0	1
	Total	5	0	1	0	0	6
Health and Well Being	Adequate bedding	0	1	1	0	0	2
	Adequate food and drink	0	0	0	0	1	1
	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	2	1	1	1	0	5
	Other	0	0	0	0	0	0
	Total	2	2	2	1	1	8

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:
October to December 2010**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Heating	1	0	0	0	0	1
Lighting	0	0	0	0	0	0
Ventilation	0	0	0	0	0	0
Alarm	0	0	1	0	0	1
Cleanliness	1	2	0	2	0	5
Safety/Security Hazards	4	3	2	4	0	13
Sanitation	1	0	4	0	0	5
Faulty Equipment	1	0	0	2	1	4
Other	0	0	0	0	0	0
Total	8	5	7	8	1	29

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 252 visits during October to December 2010, 30 less than in October to December 2009 (282). This reduction can be attributed to adverse weather conditions during December 2010.

Table 6 shows the number of visits made to each station during October to December 2010. 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, October to December 2010

Panel	Station	Guideline number of visits ⁵	Actual Number of visits
<i>Belfast/Antrim</i>	<i>Antrim Road</i>	15	14
	<i>Grosvenor Road</i>	12	10
	<i>Musgrave Street</i>	27	24
	<i>Strandtown</i>	12	2
	<i>Antrim</i>	21	19
	<i>Ballymena</i>	15	14
	<i>Lisburn</i>	18	16
	<i>Bangor</i>	15	14
	Sub-total	135	113
<i>Down/Armagh</i>	<i>Banbridge⁶</i>	20	22
	<i>Downpatrick</i>	9	8
	<i>Lurgan</i>	18	14
	<i>Newtownards</i>	0	0
	Sub-total	47	44
<i>North-West</i>	<i>Coleraine</i>	18	17
	<i>Limavady</i>	15	13
	<i>Strand Road</i>	24	18
	<i>Waterside</i>	3	3
	Sub-total	60	51
<i>Tyrone/Fermanagh</i>	<i>Dungannon</i>	15	16
	<i>Enniskillen</i>	9	11
	<i>Omagh</i>	12	10
	Sub-total	36	37
Antrim SCS	Antrim SCS	6	7
Total visits		284	252

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

⁶ Banbridge closed from 29 November to Sunday 4 December 2010.

The majority of the 252 visits were carried out on Wednesday (46, 18%), whereas 12% of visits (30) were carried out on Saturday, followed by Thursday and Friday (both 34, 13%).

Table 7: Days of visits, October to December 2010

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	16	6	7	7	0	36	14%
Tuesday	14	6	9	6	0	35	14%
Wednesday	20	8	12	3	3	46	18%
Thursday	16	5	7	5	1	34	13%
Friday	9	8	7	10	0	34	13%
Saturday	14	5	7	2	2	30	12%
Sunday	24	6	2	4	1	37	15%
Total	113	44	51	37	7	252	100%

Almost nine tenths of the visits (230, 91%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between 9 p.m. and 9 a.m. 22 visits (9%) were carried out (a 12 hour period). Almost one third of all visits (80, 32%) were carried out between 9 a.m. and noon.

One visit took only 6 minutes while the longest visit took 105 minutes. The average length of the visits was 32 minutes.

Table 8: Times of visits, October to December 2010

Time	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
0.00 – 9 am	8	2	2	1	0	13	5%
9 am – noon	32	12	18	16	2	80	32%
Noon – 3 pm	18	9	8	6	2	43	17%
3 pm – 6 pm	21	5	15	4	0	45	18%
6 pm – 9 pm	31	14	6	9	2	62	25%
9 pm – 24.00	3	2	2	1	1	9	4%
Total	113	44	51	37	7	252	100%

Detainees seen by custody visitors

There were 453 detainees held at the time of these visits, of which visitors saw 243. 38 detainees refused to be seen, and 172 detainees were not seen for other reasons.

Table 9: Team activity, October to December 2010

Panel	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	105	266	137	26	103
Down/Armagh	43	57	39	3	15
North-West	51	97	49	5	43
Ty/Fer	34	25	15	4	6
Antrim SCS	7	8	3	0	5
Total	240	453	243	38	172

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, October to December 2010

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	26	3	5	4	0	38
Being interviewed	23	8	13	2	2	48
Being processed	12	1	1	0	0	14
Being discharged	1	0	1	0	0	2
Asleep	41	1	16	2	0	60
Intoxicated/drugs	0	0	0	1	0	1
Abusive/dangerous	8	4	4	0	0	16
With solicitor/GP	11	1	6	1	3	22
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	7	0	2	0	0	9
Total	129	18	48	10	5	210

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 October to December 2010 was 8%⁷, a vast reduction to 27% in the corresponding period of 2009. The refusal rate varied from team to team with the Tyrone/Fermanagh team recording the highest refusal rate (16%, 25 held and 4 refusals), while Antrim SCS recorded the lowest rate of refusal (0%, 8 held and 0 refusals).

Table 11: Refusal rate by custody suite, October to December 2010

Panel	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	11	27	4	15%
	Grosvenor Road	9	26	3	12%
	Musgrave Street	24	98	11	11%
	Strandtown	1	1	0	0%
	Antrim	17	39	2	5%
	Ballymena	14	14	0	0%
	Lisburn	15	30	1	3%
	Bangor	14	31	5	16%
	Sub-total		105	266	26
Down/Armagh	Banbridge	22	26	2	8%
	Downpatrick	8	6	0	0%
	Lurgan	13	25	1	4%
	Newtownards	0	0	0	0%
	Newry	0	0	0	0%
	Sub-total		43	57	3
North-West	Coleraine	17	39	4	10%
	Limavady	13	8	0	0%
	Strand Road	18	50	1	2%
	Waterside	3	0	0	0%
	Sub-total		51	97	5
Tyrone/Fermanagh	Dungannon	14	9	1	11%
	Enniskillen	11	7	1	14%
	Omagh	9	9	2	22%
	Sub-total		34	25	4
Antrim SCS	Antrim SCS	7	8	0	0%
Total		240	453	38	8%

⁷ Self introduction by Custody Visitors was introduced on 1st October 2010 and has resulted in a reduction in refusal rates.

Custody records checked

There were a total of 333 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.

Table 12: Custody Records Checked, October to December 2010

Panel	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
Belfast/Antrim	105	266	212	80%
Down/Armagh	43	57	47	82%
North-West	51	97	53	55%
Ty/Fer	34	25	20	80%
Antrim SCS	7	8	1	13%
Total	240	453	333	74%

There were 99 detainees who refused a visit but allowed their custody records to be checked.

Delay to visits

Of the 240 valid visits made during October to December 2010, there were 7 (3%) 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, October to December 2010

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

Table 14: Reason for delays to visits, October to December 2010

Date	Time delay (mins)	Custody suite	Reason for delay
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>
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>
Total valid visits (which were delayed) 7			

Antrim Serious Crime Suite

During October to December 2010, 7 visits were made to Antrim Serious Crime Suite. There were 8 detainees held at the time of these visits, 3 of which were seen. The other five detainees were unable to be seen for other reasons (2 were being interviewed and 3 were with a Solicitor/Forensic Medical Officer).