

## CUSTODY VISITORS STATISTICS FOR APRIL TO JUNE 2010<sup>1</sup>

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 305 visits during April to June 2010, 30% more than the number of visits carried out in April to June 2009 (234). Of these, 14 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.

Custody Visitors classified 220 out of the 291 valid visits (76%) as satisfactory. The Belfast/Antrim team recorded the highest level of satisfaction (80%) while the Antrim SCS team recorded the lowest level of satisfaction (67%).

**Table 1: Number of visits made to each station, April to June 2010<sup>2</sup>**

Panel	Station	Satisfactory visits	Unsatisfactory visits	Total number of valid visits
Belfast/Antrim	Antrim Road	10	2	12
	Grosvenor Road	10	3	13
	Musgrave Street	20	6	26
	Strandtown	5	1	6
	Antrim	15	4	19
	Ballymena	10	3	13
	Lisburn	12	3	15
	Bangor	12	2	14
	<b>Sub-total</b>	<b>94</b>	<b>24</b>	<b>118</b>
Down/Armagh	Banbridge	16	8	24
	Downpatrick	6	3	9
	Lurgan	12	4	16
	Newtownards	0	0	0
	Newry	0	0	0
		<b>Sub-total</b>	<b>34</b>	<b>15</b>
North-West	Coleraine	23	9	32
	Limavady	16	2	18
	Strand Road	23	8	31
	Waterside	1	0	1
		<b>Sub-total</b>	<b>63</b>	<b>19</b>
Tyrone/Fermanagh (Ty/Fer)	Dungannon	7	4	11
	Enniskillen	11	0	11
	Omagh	7	7	14
		<b>Sub-total</b>	<b>25</b>	<b>11</b>
Antrim SCS	Antrim SCS	4	2	6
<b>Total valid visits</b>		<b>220</b>	<b>71</b>	<b>291</b>

<sup>1</sup> Newtownards and Newry are only opened on a temporary basis throughout the year. Strandtown closed on the 4 January and reopened 21 May.

<sup>2</sup> These figures exclude the 14 aborted visits.

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

**Table 2: Reason why visits were not carried out, April to June 2010**

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 I phoned after half an hour had passed and discovered the reason why CV was not there. We agreed I would wait another 30mins to allow CV to get to Musgrave Street. However after 30mins CV phoned to say she had forgotten her ID and rather than go back we should just abort the visit. Visit was aborted at 12:05.
20 Apr 2010	Waterside	Custody suite closed.
21 Apr 2010	Antrim	After 20mins no admittance.
28 Apr 2010	Grosvenor Rd	Visit aborted after 15mins waiting in interview room despite trying to attract civilian officers' attention several times. Sgt had been put into a bad mood because we hadn't been escorted to the custody suite. We did not ask Sgt for his comments as we were ignored by custody staff and were not prepared to be treated by him as we had when we first arrived to the custody suite.
28 Apr 2010	Musgrave St	Visit aborted as previous visitors had left only 45mins 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	Arrived at 1700, at 1708 we were told Custody Sergeant 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 25minutes. We decided to abort the visit.
31 May 2010	Grosvenor Rd	Aborted after 15mins wait. Suite did not communicate how long it would be.
15 Jun 2010	Grosvenor Rd	Unable to see detainees and access full custody suite. Exceeded 20mins waiting to access suite therefore visit aborted.
17 Jun 2010	Antrim Rd	Visit aborted after 20mins.
23 Jun 2010	Bangor	Suite very busy, PSNI very understanding regarding our visit and apologised for delay. Visit aborted after 30mins.
29 Jun 2010	Lisburn	Visit aborted due to problems with detainee being admitted.
<b>Total visits not carried out 14</b>		

**Table 3: Visits aborted by Panel, April to June 2010**

Panel	Total Visits	Visits aborted	Percentage of visits aborted
<b>Belfast/Antrim</b>	118	12	9
<b>Down/Armagh</b>	49	0	-
<b>North-West</b>	82	2	2
<b>Ty/Fer</b>	36	0	-
<b>Antrim SCS</b>	6	0	-
<b>Total</b>	<b>291</b>	<b>14</b>	<b>5</b>

## 2. Reasons for concern<sup>3</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 panel:  
April to June 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	0	0	0	0
	Checks on detainees carried out	2	0	0	0	0	2
	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
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
Health and Well Being	Adequate bedding	3	1	0	1	0	5
	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	1	0	0	0	0	1
	Oxygen checks	4	2	3	1	0	10
	Other	0	0	0	0	0	0
	<b>Total</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>17</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 to June 2010**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Heating	1	0	1	0	0	2
Lighting	0	1	0	0	0	1
Ventilation	4	0	0	0	0	4
Alarm	0	0	0	0	0	0
Cleanliness	0	1	2	0	0	3
Safety/Security Hazards	6	5	6	4	0	21
Sanitation	4	1	9	1	2	17
Faulty Equipment	0	4	2	5	0	11
Other	0	2	0	0	0	2
<b>Total</b>	<b>15</b>	<b>14</b>	<b>20</b>	<b>10</b>	<b>2</b>	<b>61</b>

<sup>3</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 305 visits during April to June 2010, 71 more than in April to June 2009 (234).

Table 6 shows the number of visits made to each station during April to June 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, April to June 2010**

Panel	Station	Guideline number of visits <sup>4</sup>	Actual number of visits
<b>Belfast/Antrim</b>	<i>Antrim Road</i>	15	14
	Grosvenor Road	12	16
	Musgrave Street	27	29
	Strandtown	5	6
	Antrim	21	20
	<i>Ballymena</i>	15	13
	<i>Lisburn</i>	18	16
	Bangor	15	16
	<b>Sub-total</b>	<b>128</b>	<b>130</b>
<b>Down/Armagh</b>	Banbridge	21	24
	Downpatrick	9	9
	Lurgan	18	16
	Newtownards	0	0
	<b>Sub-total</b>	<b>48</b>	<b>49</b>
<b>North-West</b>	Coleraine	18	33
	Limavady	15	18
	Strand Road	24	31
	Waterside	3	2
	<b>Sub-total</b>	<b>60</b>	<b>84</b>
<b>Tyrone/Fermanagh</b>	Dungannon	15	11
	Enniskillen	9	11
	Omagh	12	14
	<b>Sub-total</b>	<b>36</b>	<b>36</b>
<b>Antrim SCS</b>	<b>Antrim SCS</b>	<b>6</b>	<b>6</b>
<b>Total valid visits</b>		<b>278</b>	<b>305</b>

<sup>4</sup> Guideline Number takes into account any station closures. Guideline numbers were revised in **May 2010**.

The majority of the 305 visits were carried out between Monday and Friday (76%), whereas only 73 of visits were carried out on Saturday and Sunday (24%). Most visits were made on Wednesday (61, 20%), whereas the least number of visits were made on Monday and Saturday (33, 11%).

**Table 7: Days of visits**

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	17	3	11	1	1	33	11
Tuesday	19	8	15	5	1	48	16
Wednesday	34	6	16	3	2	61	20
Thursday	21	7	12	3	1	44	14
Friday	11	10	13	12	0	46	15
Saturday	9	11	6	7	0	33	11
Sunday	19	4	11	5	1	40	13
<b>Total</b>	<b>130</b>	<b>49</b>	<b>84</b>	<b>36</b>	<b>6</b>	<b>305</b>	<b>100</b>

Over nine tenths of the visits (272, 89%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between midnight and 9 a.m. 13 visits (4%) were carried out. Almost one third of all visits (99, 32%) were carried out between 6 and 9 p.m.

One visit took only 4 minutes while the longest visit took 125 minutes. The average length of the visits was 30 minutes.

**Table 8: Times of visits**

Time	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
0.00 – 9 am	8	2	0	3	0	13	4
9 am – noon	17	13	12	12	2	56	18
Noon – 3 pm	24	9	13	6	2	54	18
3 pm – 6 pm	28	2	22	11	0	63	21
6 pm – 9 pm	48	16	33	1	1	99	32
9 pm – 24.00	5	7	4	3	1	20	7
<b>Total</b>	<b>130</b>	<b>49</b>	<b>84</b>	<b>36</b>	<b>6</b>	<b>305</b>	<b>100</b>

## Detainees seen by custody visitors

There were 523 detainees held at the time of these visits, of which visitors saw 192. 152 detainees refused to be seen, and 179 detainees were not seen for other reasons.

**Table 9: Team activity, April to June 2010**

Panel	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	118	262	90	77	95
Down/Armagh	49	83	31	32	20
North-West	82	134	50	37	47
Ty/Fer	36	35	19	3	13
Antrim SCS	6	9	2	3	4
<b>Total</b>	<b>291</b>	<b>523</b>	<b>192</b>	<b>152</b>	<b>179</b>

## 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	77	32	37	3	3	152
Being interviewed	25	8	16	3	4	56
Being processed	16	4	1	0	0	21
Being discharged	2	1	2	1	0	6
Asleep	35	1	15	6	0	57
Intoxicated/drugs	2	0	2	1	0	5
Abusive/dangerous	5	0	4	0	0	9
With solicitor/GP	8	4	7	2	0	21
Permission refused by Appropriate Adult	0	0	0	0	0	0
Other/Unknown	2	2	0	0	0	4
<b>Total</b>	<b>172</b>	<b>52</b>	<b>84</b>	<b>16</b>	<b>7</b>	<b>331</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 to June 2010 was 29%. The refusal rate varied from team to team with the Tyrone/Fermanagh team recording the lowest refusal rate (9%, 35 held and 3 refusals), while the Down/Armagh team recorded the highest rate of refusal (39%, 83 held and 32 refusals).

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

Panel	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	12	31	11	35
	Grosvenor Road	13	27	9	33
	Musgrave Street	26	89	22	25
	Strandtown	6	7	0	0
	Antrim	19	36	13	36
	Ballymena	13	13	3	23
	Lisburn	15	32	13	41
	Bangor	14	27	6	22
	<b>Sub-total</b>		<b>118</b>	<b>262</b>	<b>77</b>
Down/Armagh	Banbridge	24	55	20	36
	Downpatrick	9	10	3	30
	Lurgan	16	18	9	50
	Newtownards	0	0	0	-
	Newry	0	0	0	-
	<b>Sub-total</b>		<b>49</b>	<b>83</b>	<b>32</b>
North-West	Coleraine	32	36	7	19
	Limavady	18	18	1	6
	Strand Road	31	80	29	36
	Waterside	1	0	0	-
	<b>Sub-total</b>		<b>82</b>	<b>134</b>	<b>37</b>
Tyrone/Fermanagh	Dungannon	11	13	0	0
	Enniskillen	11	7	0	0
	Omagh	14	15	3	20
	<b>Sub-total</b>		<b>36</b>	<b>35</b>	<b>3</b>
Antrim SCS	Antrim SCS	6	9	3	33
<b>Total</b>		<b>291</b>	<b>523</b>	<b>152</b>	<b>29</b>

## Custody records checked

There were a total of 299 custody records checked by visitors. This means that the custody visitors checked the custody records of 57% of detainees who were seen or were not seen because they were asleep/intoxicated/on drugs.

**Table 12: Custody Records Checked, April to June 2010**

Panel	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
Belfast/Antrim	118	262	173	66%
Down/Armagh	49	83	41	49%
North-West	82	134	62	46%
Ty/Fer	36	35	22	63%
Antrim SCS	6	9	1	11%
<b>Total</b>	<b>291</b>	<b>523</b>	<b>299</b>	<b>57%</b>

There were 118 detainees who refused a visit but allowed their custody records to be checked.

## Delay to visits

Of the 291 valid visits made during April to June 2010, there were 19 (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, April to June 2010**

Panel	Station	Total number of delays greater than 10 mins
Belfast/Antrim	Antrim Road	2
	Grosvenor Road	1
	Musgrave Street	2
	Strandtown	1
	Antrim	4
	Ballymena	1
	Lisburn	2
	Bangor	1
	<b>Sub-total</b>	<b>14</b>
Down/Armagh	Banbridge	1
	Downpatrick	0
	Lurgan	0
	Newtownards	0
	Newry	0
	<b>Sub-total</b>	<b>1</b>
North-West	Coleraine	0
	Limavady	0
	Strand Road	1
	Waterside	0
	<b>Sub-total</b>	<b>1</b>
Tyrone/Fermanagh	Dungannon	0
	Enniskillen	1
	Omagh	0
	<b>Sub-total</b>	<b>1</b>
Antrim SCS	Antrim SCS	2
<b>Total valid visits (which were delayed)</b>		<b>19</b>

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

Date	Time delay (mins)	Custody suite	Reason for delay
07 Apr 2010	16	Lisburn	Slight delay due to suite being busy.
13 Apr 2010	13	Enniskillen	Slight delay as Sgt was in another area of the station.
13 Apr 2010	24	Bangor	Slight delay due to DPs being booked in.
28 Apr 2010	13	Musgrave St	Slight delay due to suite being busy.
02 May 2010	18	Ballymena	Delay due to detainee being booked in and refused entry into car park.
03 May 2010	20	Musgrave St	Delay due to change over.
05 May 2010	17	Strand Rd	Custody Sergeant busy on arrival, slight delay.
07 May 2010	11	Antrim	Delay due to custody staff processing detainees.
09 May 2010	20	Grosvenor Rd	Delay due to suite being extremely busy.
18 May 2010	18	Antrim SCS	Slight delay due to detainee being processed.
22 May 2010	12	Lisburn	Delay due to staff being busy.
23 May 2010	12	Antrim Rd	Slight delay due to DP being processed at start of visit.
26 May 2010	13	Antrim	Slight delay due to suite being busy.
29 May 2010	11	Banbridge	Suite very busy, this caused a delay.
05 Jun 2010	22	Antrim Rd	Delay due to staff being busy.
14 Jun 2010	23	Antrim	Delay due to staff being busy.
14 Jun 2010	23	Antrim SCS	Delay due to suite being busy.
23 Jun 2010	15	Antrim	Unknown.
23 Jun 2010	12	Strandtown	Delay due to staff change over.
<b>Total valid visits (which were delayed) 19</b>			

### **Antrim Serious Crime Suite**

During April to June 2010, 6 visits were made to Antrim Serious Crime Suite. There were 9 detainees held at the time of these visits, 2 of which were seen. Three detainees refused to be seen and 1 detainee gave consent for their interview to be observed.