

Custody Visitors Statistics July to September 2011

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Summary

Please note:

- *Figures quoted are provisional and are subject to revision.*
- *Newtownards closed from 20 May 2009, but is used if Bangor is closed.*
- *Downpatrick closed from 31 January 2011.*
- *Banbridge is temporarily closed; as a consequence Armagh was opened.*
- *Dungannon was temporarily closed during 31 August to 9th September 2011.*
- *Strabane was only used at the weekends up to 31 August 2011. From 1 September 2011 the suite became non-designated*

Satisfactory/Unsatisfactory visits

- There were a total of 270 visits made between July and September 2011.
- 7 visits were not completed, thus there were 263 valid visits.
- 232 of the 263 valid visits were classified as satisfactory (88%), only 31 (12%) were classified as unsatisfactory.
- Based on the valid visits, Antrim SCS (100%) and Tyrone/Fermanagh (92%) teams recorded the highest levels of satisfaction.
- 16% of the visits to Down/Armagh team were recorded as unsatisfactory.
- The main reasons for unsatisfactory visits were safety/security and sanitation issues (both 7).

Visits made

- Most visits were made on Tuesday (49, 18%), followed by Thursday (48, 18%). Whereas, the least number of visits were made on Sunday (28, 10%).
- Over a third of visits were made between 6 p.m. and 9 p.m. (96, 36%).
- The least amount of visits (16, 6%) were made over a 9 hour period (midnight to 9 a.m.). This was followed by the 12 hour period 9 p.m. to 9 a.m. (16, 6%).
- Visits ranged from 5 minutes to 149 minutes.
- The average length of time spent on each visit was 32 minutes.

Detainees

- Of the 498 detainees held during this period, Custody Visitors saw 277, 28 detainees refused to be seen and 193 were not seen for other reasons.
- The most common reasons for detainees not being seen were asleep (65), being interviewed (57) and refusal (28).
- The overall refusal rate for July to September 2011 was 6% (28 refused).
- There were a total of 386 (78%) 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

- 10 visits were made to the Antrim Serious Crime Suite. There were 5 detainees held at the time of these visits; 2 of were seen, 1 refused to be seen, 1 was with a Solicitor/GP, and the final one was unable to be seen due to other reasons.

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

Satisfactory/Unsatisfactory visits

Custody Visitors made 270 visits during July to September 2011, 8% less than the number of visits carried out in July to September 2010 (294). Of these, 7 visits were not carried out for various reasons (see Table 2) and were deemed to be invalid.

Custody Visitors classified 232 out of the 263 valid visits (88%) as satisfactory. The Antrim SCS (100%) and Tyrone / Fermanagh (92%) teams recorded the highest levels of satisfaction. Visits to the Down/Armagh team recorded the highest level of unsatisfactory visits (16%).

Table 1: Number of visits made to each Station, July to September 2011¹

Team	Station	Satisfactory visits	Unsatisfactory visits	Valid visits
Belfast/Antrim	Antrim Road	13	0	13
	Grosvenor Road	10	3	13
	Musgrave Street	22	2	24
	Antrim	17	4	21
	Bangor	14	2	16
	Newtownards	0	0	0
	Downpatrick	0	0	0
	Sub-total	76	11	87
Down/Armagh	Lisburn	9	3	12
	Banbridge	12	0	12
	Armagh	4	0	4
	Lurgan	11	4	15
	Sub-total	36	7	43
North-West	Ballymena	22	0	22
	Coleraine	15	4	19
	Limavady	13	0	13
	Strand Road	23	5	28
	Waterside	2	1	3
	Sub-total	75	10	85
Tyrone/Fermanagh (Ty/Fer)	Dungannon	10	0	10
	Enniskillen	14	2	16
	Omagh	11	1	12
	Strabane	0	0	0
	Sub-total	35	3	38
Antrim SCS	Antrim SCS	10	0	10
Valid visits		232	31	263

¹ These figures exclude the 7 aborted visits.

The reason why 7 visits were not carried out is given in Table 2.

Table 2: Reason why visits were not carried out, July to September 2011

Date	Custody suite	Reason why visit was not carried out
03-Jul-2011	Strabane	<i>Station was closed.</i>
24-Jul-2011	Coleraine	<i>Custody staff were dealing with a violent DP when we arrived; we waited until 17:05 then decided to abort the visit.</i>
31-Aug-2011	Antrim Rd	<i>Visit not completed due to custody suite being busy, waited 25 minutes then decided to abandon visit.</i>
31-Aug-2011	Grosvenor Rd	<i>Incomplete visit, other CV did not show up.</i>
05-Sep-2011	Limavady	<i>Visit aborted due to advice of custody sergeant as they were booking in a pregnant DP.</i>
06-Sep-2011	Grosvenor Rd	<i>Sergeant explained that the suite was very busy and apologised that we would have a long wait. After 25 minutes more situations was no better so we agreed to leave the visit incomplete.</i>
18-Sep-2011	Musgrave St	<i>Terminated visit after waiting 20 minutes in the suite. Custody suite was very busy.</i>
Total visits not carried out 7		

Table 3: Visits aborted by Team, July to September 2011

Team	Total Visits	Visits aborted	Percentage of visits aborted
Belfast/Antrim	91	4	4%
Down/Armagh	43	0	0%
North-West	87	2	2%
Ty/Fer	39	1	3%
Antrim SCS	10	0	0%
Total Visits	270	7	3%

Reasons for concern²

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:
July to September 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	1	0	0	0	0	1
	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	1	0	0	0	0	1
Health and Well Being	Adequate bedding	0	1	0	0	0	1
	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	1	0	0	0	2
	Other	0	0	0	0	0	0
	Total	1	2	0	0	0	3

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:
July to September 2011**

Conditions	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Total
Heating	0	0	0	0	0	0
Lighting	5	0	0	0	0	5
Ventilation	0	0	0	0	0	0
Alarm	0	0	0	0	0	0
Cleanliness	0	1	3	0	0	4
Safety/Security Hazards	1	3	1	2	0	7
Sanitation	3	1	3	0	0	7
Faulty Equipment	1	0	4	1	0	6
Other	0	0	0	0	0	0
Total	10	5	11	3	0	29

² 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 270 visits during July to September 2011, 24 less than in July to September 2010 (294).

Table 6 shows the number of visits made to each station during July to September 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, July to September 2011

Team	Station	Guideline number of visits ³	Actual Number of visits
<i>Belfast/Antrim</i>	<i>Antrim Road</i>	15	14
	Grosvenor Road	12	15
	<i>Musgrave Street</i>	27	25
	Antrim	21	21
	<i>Bangor</i>	18	16
	Newtownards	0	0
	Downpatrick	0	0
	Sub-total	93	91
<i>Down/Armagh</i>	<i>Lisburn</i>	15	12
	Armagh	0	4
	<i>Banbridge</i>	21	12
	<i>Lurgan</i>	18	15
	Sub-total	54	43
<i>North-West</i>	Ballymena	12	22
	Coleraine	18	20
	Limavady	12	14
	Strand Road	24	28
	Waterside	3	3
	Sub-total	69	87
<i>Tyrone/Fermanagh</i>	<i>Dungannon</i>	15	10
	Enniskillen	9	16
	Omagh	12	12
	<i>Strabane</i>	6	1
	Sub-total	42	39
Antrim SCS	Antrim SCS	6	10
Total visits		264	270

³ Guideline Number takes into account any station closures.

The majority of the 270 visits were carried out on Tuesday (49, 18%), followed by Thursday (48, 18%), whereas only 10% of visits were carried out on Sunday (28).

Table 7: Days of visits, July to September 2011

Day	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
Monday	17	7	8	6	2	40	15%
Tuesday	12	7	23	6	1	49	18%
Wednesday	17	4	10	7	1	39	14%
Thursday	15	9	16	6	2	48	18%
Friday	7	9	14	6	0	36	13%
Saturday	13	6	7	3	1	30	11%
Sunday	10	1	9	5	3	28	10%
Total	91	43	87	39	10	270	100%

Almost nine tenths of the visits (238, 88%) were made between 9 a.m. to 9 p.m. (a 12 hour period). Between 9 p.m. and 9 a.m. 32 visits (12%) were carried out (a 12 hour period). Over one third of all visits (96, 36%) were carried out between 6 p.m. and 9 p.m.

One visit took only 5 minutes, while the longest visit took 149 minutes. The average length of a Custody Visitor visit was 32 minutes.

Table 8: Times of visits, July to September 2011

Time	Belfast/ Antrim	Down/ Armagh	North- West	Ty/Fer	Antrim SCS	Number of visits	%
0.00 – 9 a.m.	8	2	3	1	2	16	6%
9 a.m. – noon	18	6	18	9	2	53	20%
Noon – 3 p.m.	10	6	15	12	2	45	17%
3 p.m. – 6 p.m.	14	10	13	7	0	44	16%
6 p.m. – 9 p.m.	37	18	31	7	3	96	36%
9 p.m. – 24.00	4	1	7	3	1	16	6%
Total	91	43	87	39	10	270	100%

Detainees seen by Custody Visitors

There were 498 detainees held at the time of these visits, of which visitors saw 277, 28 detainees refused to be seen, and 193 detainees were not seen for other reasons.

Table 9: Team activity, July to September 2011

Team	Valid Visits	Detainees held	Detainees seen	Detainees refused	Detainees not seen – other reason
Belfast/Antrim	87	262	137	16	109
Down/Armagh	43	60	37	5	18
North-West	85	126	70	5	51
Ty/Fer	38	45	31	1	13
Antrim SCS	10	5	2	1	2
Total	263	498	277	28	193

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, July to September 2011

Reason	Belfast/Antrim	Down/Armagh	North-West	Ty/Fer	Antrim SCS	Total
Refusal	16	5	5	1	1	28
Being interviewed	28	9	17	3	0	57
Being processed	7	1	5	1	0	14
Being discharged	1	0	1	0	0	2
Asleep	31	7	19	8	0	65
Intoxicated/drugs	1	1	3	0	0	5
Abusive/dangerous	13	0	1	0	0	14
With solicitor/GP	7	0	2	1	1	11
Permission refused by	0	0	0	0	0	0
Other/Unknown	21	0	3	0	1	25
Total	125	23	56	14	3	221

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 July to September 2011 was 6%⁴, a vast reduction to 23% in the corresponding period of 2010 (509 held and 118 refused). The refusal rate varied from team to team with the Tyrone/Fermanagh team recording the lowest refusal rate (2%, 45 held and 1 refusals). Excluding Antrim SCS (5 held and 1 refused), Down/Armagh team recorded the highest rate of refusal (8%, 60 held and 5 refusals).

Table 11: Refusal rate by custody suite, July to September 2011

Team	Station	Valid Visits	Detainees held	Detainees refused	Refusal rate (%)
Belfast/ Antrim	Antrim Road	13	36	3	8%
	Grosvenor Road	13	33	3	9%
	Musgrave Street	24	91	6	7%
	Antrim	21	59	1	2%
	Bangor	16	43	3	7%
	Newtownards	-	-	-	-
	Downpatrick	-	-	-	-
	Sub-total	87	262	16	6%
Down/Armagh	Lisburn	12	18	0	0%
	Armagh	4	3	0	0%
	Banbridge	12	14	3	21%
	Lurgan	15	25	2	8%
	Sub-total	43	60	5	8%
North-West	Ballymena	22	27	3	11%
	Coleraine	19	33	1	3%
	Limavady	13	17	1	6%
	Strand Rd	28	49	0	0%
	Waterside	3	0	0	-
	Sub-total	85	126	5	4%
Tyrone/Fermanagh	Dungannon	10	11	0	0%
	Enniskillen	16	11	0	0%
	Omagh	12	23	1	4%
	Strabane	-	-	-	-
	Sub-total	38	45	1	2%
Antrim SCS	Antrim SCS	10	5	1	20%
Total		263	498	28	6%

⁴ 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 386 custody records checked by visitors. This means that the Custody Visitors checked the custody records of 78% of detainees who were held.

Table 12: Custody Records Checked, July to September 2011

Team	Valid Visits	Detainees held	Custody records Checked	Percentage Checked
Belfast/Antrim	87	262	216	82
Down/Armagh	43	60	43	72
North-West	85	126	85	67
Ty/Fer	38	45	38	84
Antrim SCS	10	5	4	80
Total	263	498	386	78%

There were 113 detainees who refused a visit but allowed their custody records to be checked.

Delay to visits

Of the 263 valid visits made during July to September 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, July to September 2011

Team	Station	Total number of delays greater than 10 mins
Belfast/Antrim	Antrim Rd	1
	Grosvenor Rd	4
	Antrim	2
	Total	7
Down/Armagh	Lurgan	2
	Total	2
North-West	Coleraine	1
	Strand Rd	3
	Total	4
Total valid visits (which were delayed) 13		

Table 14: Reason for delays to visits, July to September 2011

Date	Time delay (mins)	Custody suite	Reason for delay
13-Jul-2011	17	Grosvenor Rd	Delay due to suite being very busy.
14-Jul-2011	35	Coleraine	Delay due to people being booked in.
16-Jul-2011	15	Grosvenor Rd	Cell 3 - Faulty light switch/ Reason for delay - Custody staff busy on arrival.
19-Jul-2011	45	Strand Rd	Delay due to suite being busy. Interview Room 5 - Clock not working.
21-Jul-2011	35	Antrim Rd	Delay due to two violent DP's in the custody suite.
09-Aug-2011	14	Lurgan	Delay due to DP's being booked in.
12-Aug-2011	12	Lurgan	Slight delay due to staff dealing with queries at desk.
18-Aug-2011	23	Antrim	Delay due to processing of DPs.
20-Aug-2011	15	Antrim	Delay due to staff being busy and suite being short staffed.
22-Aug-2011	17	Grosvenor Rd	Slight delay due to a detainee being booked in during our arrival.
27-Aug-2011	15	Grosvenor Rd	Slight delay due to custody staff booking in detainees and dealing with a telephone query.
30-Aug-2011	25	Strand Rd	Delay due to DP's being booked in.
12-Sep-2011	21	Strand Rd	Reason for delay - violent DP.
Total valid visits (which were delayed) 13			

Antrim Serious Crime Suite

During July to September 2011, 10 visits were made to Antrim Serious Crime Suite. There were 5 detainees held at the time of these visits; 2 of were seen, 1 refused to be seen, 1 was with a Solicitor/GP, the final detainee was having a rest period.