



This report provides a snapshot of the work of our Independent Custody Visiting and Animal Welfare Visiting Schemes during 2025/26. The full report can be found [here](#). Independent Custody Visitors (ICVs) and Animal Welfare Visitors (AWV) are appointed volunteers who live, work or study in South Wales. ICVs carry out unannounced visits to police custody suites in South Wales to monitor the welfare of people who have been detained. Animal Welfare Volunteers carry out unannounced visits to the police dog and mounted site to check on the welfare of the dogs and horses.

South Wales Police operate four custody suites: Cardiff Bay, Merthyr Tydfil, Swansea and Bridgend. In this period, there were **25,501** primary arrests which led to detention.



TRAINING

- Induction training and annual training provided.
- Independent Custody Visiting Association e-learning modules completed.
- ICV training for custody staff.

ICV DEMOGRAPHICS AND RECRUITMENT

- Diverse range of ages, genders, sexuality and ethnicity.
- Several recruitment campaigns, supported by Ethnic Minorities and Youth Support Team (EYST) Wales to help increase the diversity of the volunteer cohort and encourage applications from underrepresented groups.

INDEPENDENT CUSTODY VISITORS



Talk to people who are detained in custody and check their custody records to ensure their rights and entitlements are being met whilst in custody.



Report on the physical condition of custody facilities.



Record their findings on a visit report form for the Scheme Manager including highlighting any concerns or good practice.



Attend and engage at quarterly Independent Custody Visiting Scheme Panel Meetings, regular training and the annual conference.

64
CUSTODY
VISITS
MADE

200
DETAINEES
VISITED

122
ADDITIONAL
DETAINEES
VIEWED

14
INDEPENDENT
CUSTODY
VISITORS

20

Bridgend

13

Cardiff

10

Merthyr

21

Swansea

19
ANIMAL
WELFARE
VISITS

7
ANIMAL
WELFARE
VISITORS

ICVA QUALITY ASSURANCE FRAMEWORK (QAF)



Our ICV Scheme was awarded the Silver QAF Award by ICVA.



ICV VISIT ACHIEVEMENTS & CHALLENGES

- Positive detainee care and staff professionalism consistently observed.
- Good availability of distraction items and support for dietary needs.
- Stock shortages and facilities issues addressed quickly.
- Improved monitoring introduced to reduce estates-related issues.
- Some concerns around food choice, healthy options and occasional delays.
- A small number of visits affected by operational pressures within custody suites.

ANIMAL WELFARE VISITORS



See every dog and horse once within a 12 month period.



Report on the physical conditions of the site e.g kennels and stables.



Attend panel meeting, regular training and additional scrutiny sessions such as home kennel checks & observing dog training.

AWV VISIT ACHIEVEMENTS & CHALLENGES

- Staff consistently praised for their welcoming, professional approach.
 - Strong standards of animal welfare observed, with welfare concerns acted on promptly.
 - Dog first aid kits introduced and staff completed first aid training.
 - Good vehicle conditions maintained, with issues resolved quickly.
- Scheme recognised by Dogs Trust, strengthening external scrutiny, welfare expertise and volunteer training opportunities.



LOOKING AHEAD- GOALS FOR 26/27



- ✓ Work towards Gold Award status
- ✓ Explore digital reporting tools
- ✓ Recruit, onboard and retain volunteers

- ✓ Diversify ICV visit times and days
- ✓ Provide comprehensive training and development opportunities for volunteers