Comisiynydd yr Heddlu a Throseddu De Cymru
South Wales Police and Crime Commissioner

ICV QUARTERLY UPDATE

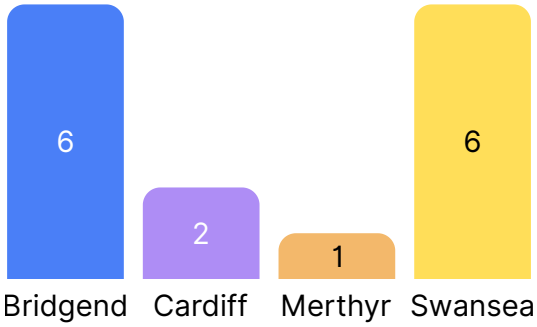
QUARTER 2: JULY–SEPTEMPBER 2026

This report provides an overview of the Independent Custody Visiting Scheme and visits undertaken by Independent Custody Visitors (ICV) from 1st July to 30th September 2026. If you would like more information on the scheme or would like to find out how to become an ICV, please contact volunteer@south-wales.police.uk

Q2 in Numbers

15	148	38	90	1	109	12	4
ICV Visits	Detainees in custody at time of ICV visits	Detainees Visited	Detainess Observed	Visit Refused by Detainee	Detainees Unavailable	Active Volunteers	New ICVs Trained and Onboarded

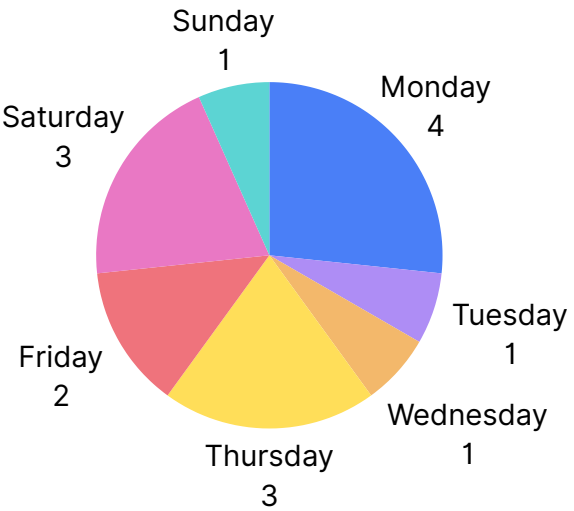
Visits per Custody Suite



Visits were undertaken at all four custody suites during the quarter. With three new ICVs now recruited to the East Panel, visit capacity has increased and is expected to support more frequent visits and enhanced independent scrutiny at Cardiff and Merthyr in the coming quarter.

Days of Visits

The chart below outlines the day of the week when visits were undertaken.



ICVs completed visits on every day of the week during the quarter, including an increased number of weekend visits.

Access to Custody Suites

The following table outlines the time taken for ICVs to gain access to custody suites once contacted.

Immediate Access 1-5 Minutes	Access Delay of 6-15 Minutes	Access Delay of 16+ Minutes
11 Visits	2 Visits	2 Visits

Two visits experienced access delays of more than 30 minutes during the quarter. As a result of access delays, all ICVs have now been provided with the relevant Inspector contact details and will escalate any access delays exceeding 10 minutes. On two visits, ICVs assessed that the level of demand on custody staff made it impractical to continue the visit and the visits were shortened or aborted.

Times of Visits

The chart below outlines the day of the week when visits were undertaken.

Time of Day	Number of Visits
00:00-03:59	0
04:00-07:59	0
08:00-11:59	7
12:00-15:59	5
16:00-19:59	3
20:00-23:59	0

Comisiynydd yr Heddlu a Throseddu De Cymru
South Wales Police and Crime Commissioner

ICV QUARTERLY UPDATE

QUARTER 2: JULY–SEPTEMPBER 2026

Visit Findings and Impact

Welcoming and Professional Custody Staff

✓ Custody Detention Officers (CDOs) were consistently described as welcoming, helpful and professional during visits. One ICV noted that for a particular CDO, *"nothing was too much trouble".*

✓ Positive feedback from visits has been shared with custody staff and management.

Staffing Pressures Monitored

Reports of staffing level challenges across the period due to staff sickness is being monitored. Recruitment of new CDOs and additional custody training for Police Constables are expected to strengthen staffing resilience across custody suites.

Religious Items and Storage

Concerns identified around the availability, condition and storage of religious texts. New Bibles have been ordered for all custody suites, and ICVs will focus on this area during visits in the next quarter.

Ordering Process Under Review

Some delays in food deliveries were identified during the quarter. A review of the ordering process is underway to improve service.

Diabetic Detainee Welfare

✓ ICVs reviewed custody records and healthcare arrangements where diabetic detainees were identified and found that medical needs had been met. To support future scrutiny, ICVs received an ICVA briefing on diabetic detainees, their potential needs in custody, and key welfare considerations.

Estates

✓ Estates related issues raised during visits were addressed promptly, with improved processes helping to resolve maintenance concerns more quickly.

ICVs raised concerns about a weather-related sewage issue at Swansea custody suite, which temporarily affected custody capacity. While the wing has reopened, repair work remains ongoing and the issue is being monitored.

Scheme Updates

- The ICV Scheme Managers attended the annual ICVA conference and received the Silver Award as part of the Quality Assurance Framework.
- Introduced scanning process for report forms directly from custody to Scheme Managers.
- Trained and inducted 4 new ICVs.
- Held the September quarterly panel meeting with ICVs and custody management.



Looking ahead- Q3 (Oct-Dec)

- **Onboard and deliver induction training for new ICVs**
- **Provide ICV training for new intake of CDOs and Custody Sergeants**
- **ICV focus on religious items and correct storage during visits**
- **Increase number of visits to Merthyr and Cardiff custody suites**
- **Explore alternative ways for ICVs to communicate with non-English speaking detainees**
- **All ICVs to complete ICVA's Anti-racism training course**