



# London ICV Newsletter

October 2009



## Inspections in London - who's looking at what?



There are currently a range of inspections taking place across the country by various agencies, looking at police services, custody facilities and now police authorities.

### Internal MPS inspections:

In London the Custody Directorate is nearing the end of a programme of internal custody inspections across all MPS custody suites. The inspections have a standard structure based on the criteria used by Her Majesty's Inspectorate of Constabulary (HMIC) and their work in partnership with HM Inspectorate of Prisons (HMIP).

They are designed to examine key issues that have been identified across a number of custody suites, and reports comment solely on the effectiveness of performance in relation to those issues. They identify good practice and/or deficiencies, whether at individual suites or relevant to the service as a whole.

The inspection reports offer recommendations to the local Senior Management Team and Custody Manager to improve the situation. Changes may be made to internal documents e.g. Custody Standard Operating Procedures, or relevant additional information disseminated as a result of information gained from the inspections.

### HMIC and HMIP inspections:

HMIC/P inspections of police custody form a key part of the joint work programme of the criminal justice inspectorates, agreed by ministers. They also contribute to the United Kingdom's compliance with its international obligation to ensure regular and independent inspection of all places of detention under the UN's Optional Protocol to the Convention Against Torture (OPCAT).

In London seven inspections have taken place to date. They have looked at borough strategies, treatment and conditions, individual rights and healthcare within the custody suite.

HMIC/P inspections have been taking place across the country since 2008.

### Police Authority inspections:

Also under inspection for the first time from this year, are police authorities. The Audit Commission, the Wales Audit Office and HMIC will deliver inspections of police authorities in England and Wales from late 2009, under a new inspection framework.

The government confirmed its intention to proceed with police authority inspections in 2008, in its response to the policing green paper consultation. It contains provisions which will require police authorities

to have regard to the views of the public in the execution of their functions. It also invites HMIC to inspect and report to the Home Secretary in relation to this new requirement.

Powers to inspect authorities already exist through the Local Government Act 1999 and the Police Act 1996.

As inspectorates, HMIC and the Audit Commission, along with the Wales Audit Office, have worked together and in partnership with the Home Office, the Association of Police Authorities, the National Policing Improvement Agency and the Improvement and Development Agency, to agree the inspection framework.

### Inside this issue

<i>Met Forward</i> and the ICV scheme	2
Changes to the ICV team	2
Russian delegation	3
Change to Chair's meeting date	4

## Met Forward - What does this mean for the ICV scheme?



MPA Chief Executive Catherine Crawford explains the changes taking place across the Authority and how the organisation's working practices must move with them.

"Met Forward is a three year strategy to guide the MPS in tackling the issues that matter most to Londoners.

"I am sure you will agree

it is vital we focus our resources in the most cost effective and targeted manner possible, more so than ever in the current economic climate.

"In order that the MPA has the necessary capacity and capability to deliver Met Forward, it is important that we have the right people with the right skills and competencies, configured in the best way possible. Consequently, changes are now being made to the internal organisation of the MPA. These changes will affect the way we work and the people who carry out the work of the Authority.

"The MPA has set itself the target of 1 January 2010

to implement these changes and so from the beginning of 2010 changes should be in place across the MPA.

"In regards to the ICV scheme, the team size will reduce from nine to six, with the removal of three Coordinator posts, thus the way in which the team supports volunteers will ultimately have to change as well.

"I will be attending your next Chairs meeting in November in order to explain in more detail the changes to the MPA. I hope to be able to answer your questions and discuss the impact the changes will have on the ICV scheme.

"The ICV team, in conjunction with senior management, are working on new ways of service delivery, and these changes will be shared at the Chairs meeting in November and with all ICVs before the end of the year.

"The restructuring of the MPA gives us all a clear framework for future work and a focus to deliver what Londoners want. I hope that the changes to our delivery of the ICV Scheme will ultimately be a positive step towards a more efficient and robust service for London."

**Don't forget you can become a fan of 'ICV London' on Facebook®**  
[www.facebook.com](http://www.facebook.com)



### ICV Scheme Manager

Some of you may be aware that the ICV Scheme Manager Kerry McClelland is taking maternity leave from mid-November 2009.

Kerry will be returning to the MPA in January 2011.

After an internal recruitment process James Tate has been appointed to cover her post during that time.

James is currently an ICV Coordinator for panels in west London and has been with the MPA for nearly three years.

We wish Kerry all the very best and will be eagerly awaiting news of her new arrival in December.

### Changes to the ICV team at the MPA

Over the past couple of months the ICV team have said goodbye to colleagues who have moved on to pastures new. Laura Del Nevo has left the MPA for a role with the Zahid Mubarek trust, a charity set up by the Mubarek family after the murder of Zahid in Feltham Young Offenders Institute in 2000. Laura was only with the ICV team for a year, working with panels in the south and south east of London.

In September George Fry also left the ICV team, but he has stayed at the MPA and moved (on promotion) to the Human Resources department. George had been with the team for nearly 3 years as the west London Coordinator, starting prior to the change in administration arrangements

in 2007.

Finally Ed Bird, who has been with the team since July 2008 will be joining the MPS in October to train as a police officer. So, although leaving the MPA, he will still be within the wider police family and who knows? Maybe at a custody suite near you!

All three Coordinators brought a lot to the ICV scheme and will be hugely missed by the rest of the team, and I'm sure by their panels too, so we wish them all the very best for the future.

As the MPA restructure has reduced the team from eight to five Coordinators, Laura, George and Ed will not be replaced.

## Russian delegation visit

On 7 September the ICV team welcomed a group of 13 delegates from the Russian Federation. Richmond upon Thames ICV Nicola MacBean helped organise the visit; Nicola is the founding director of a non-profit organisation, The Rights Practice, which works in China and elsewhere to realise international human rights standards.

The majority of the visitors represented Russian non-government organisations such as the Public Human Rights Committee and Social Partnership and they were accompanied by some police and prison

professionals. In 2008, the Russian Federation passed a law which allowed the human rights of detained people to be monitored. As a result, a scheme was established which involves visits by volunteers, in pairs, to police stations and remand prisons.

Delegates were keen to hear how custody visiting works in the UK and how detainees rights are monitored.

George Fry gave a presentation on the London ICV scheme and answered delegates questions through a translator.



After the presentation at the MPA the delegation went to Charing Cross police station to view the custody suite and talk with a police custody representative.

## Locals out in force to attend Sutton police station open day

A remarkably large number of visitors attended Sutton police station on Sunday 20 September when it opened its doors to the public. More than 1,800 visitors went along to the event, proving so popular that people began to queue about 45 minutes before the opening, many staying for several hours.

The open day was arranged to give residents an opportunity to

find out more about what police officers do and how they are working to make Sutton safer.

One of the most popular areas was the Custody Suite. Members of the Sutton ICV Panel were on hand throughout the day to promote the role of custody visitors in Sutton and increase public awareness of the ICV scheme.

Other attractions included the Mounted Branch, Dog Unit, Bomb

Squad, Traffic Police and the MPS's vintage vehicle fleet, which included Margaret Thatcher's protection vehicle.

The MPA would like to thank Patrick McHale, Alison Griffiths, David Fendt, Helen Griffin and Richard Lennard for attending the event on behalf of the Sutton ICV Panel.

## Custody Directorate update

Following on from previous newsletter updates, here's the latest feedback on issues raised in meetings between the MPA and the MPS Custody Directorate (CD).

**MPA** asked about the rollout of the new language services in the MPS. **CD** said that it is in fact only a pilot, but if successful it could be rolled out across London. Westminster, Lambeth, Newham and Ealing will be taking part in the trials.

A 24/7 call centre will deal with matters relating to language. The role of the centre is to schedule, match and allocate appropriate

resources to the demands for linguistic support.

In order to speed up access to linguistic support, a new video conferencing platform will be created. Video equipment will be installed in each custody suite involved in the trial, and in selected interview rooms for dealing with witnesses and victims. This network will be supported by the creation of 8 'interpreter hubs', strategically placed around London, to take account of demand and interpreter availability.

**MPA** asked about progress on the roll out of custody nurses. **CD** will inform the ICV team of the proposed roll out schedule. Coordinators will

pass this information on when it is confirmed. The schedule may be subject to change as things could be brought forward or delayed depending on how training/recruitment progress.

**MPA** asked about the Forensic Medical Examiner's service and whether there were statistics available on performance and response times. **CD** said that no stats have been published yet, but the team working on this have been asked to produce them, and it is hoped these will be available in the near future.

**Metropolitan Police Authority**

10 Dean Farrar Street  
London  
SW1H 0NY  
Phone: 0808 100 1036  
Fax: 020 7202 0200  
Minicom 020 7202 0173

**FREEPOST address for report forms and application forms only :**

ICV Coordinator  
Metropolitan Police Authority  
FREEPOST LONI7808  
London  
SW1H 0DY

**Coordinators****Mike Dodsworth**

([mike.dodsworth@mpa.gov.uk](mailto:mike.dodsworth@mpa.gov.uk) or 07908 266032)

Tower Hamlets & Greenwich.

**Emma Nuttall**

([emma.nuttall@mpa.gov.uk](mailto:emma.nuttall@mpa.gov.uk) or 07768 905678)

Barnet, Enfield, Waltham Forest, Havering & Redbridge, Bromley & Newham.

**James Tate**

([james.tate@mpa.gov.uk](mailto:james.tate@mpa.gov.uk) or 07768 846 763)

Brent, Harrow, Ealing, Kingston, Hounslow & Hillingdon.

**Jennifer Ankrah**

([jennifer.ankrah@mpa.gov.uk](mailto:jennifer.ankrah@mpa.gov.uk) or 07768 902 575)

Barking & Dagenham, Kensington & Chelsea, Hammersmith & Fulham, North and South Westminster & Richmond.

**Sarah Walker**

([sarah.walker@mpa.gov.uk](mailto:sarah.walker@mpa.gov.uk) or 07768 868 055)

Lambeth, Merton, Southwark, Sutton, Bexley & Lewisham.

**Tony Hawker**

([tony.hawker@mpa.gov.uk](mailto:tony.hawker@mpa.gov.uk) or 07768 904270)

Camden, Islington, Hackney, Haringey, Wandsworth & Croydon.

**Change of date for Chairs meeting**

The Chairs meeting will now take place on **Wednesday 4 November 2009** at the MPA.

The meeting was postponed in light of the changes being made at the MPA. It is envisaged that by early November we will be in a better position to know how these will affect the scheme.

All Chairs and Vice Chairs are encouraged to attend so that they can hear what Chief Executive Catherine Crawford has to say and feed this information back to their panels.

Chairs and Vice Chairs are asked to let their Coordinator know by 26 October whether they can attend or if another ICV will attend instead.

**ICVA conference 09**

This year's national Independent Custody Visiting Association conference is being held at the Ramada Grand Hotel, Leicester, on Saturday 14 November.

ICVs from London will be attending the event, along with other volunteers from across the country, to hear speakers from agencies such as the National Institute for Mental Health in England, ACPO, the IPCC, the CPS and the Home Office. ICVs will have the opportunity to network with other volunteers and share practices with one another.

A report on the conference will be published in the New Year.

**Help inform London's Policing Plan**

This year's public consultation to inform the Policing London Business Plan has now started. The questionnaire is available online at: [www.mpa.gov.uk/publications/policingplans](http://www.mpa.gov.uk/publications/policingplans)

Respondents can also request a paper copy (in a variety of font sizes) or a telephone questionnaire by calling 020 7202 0063 or 020 7202 0173 (minicom) and leaving their name and contact details.

The consultation closes on 30 November 2009.

**Training dates****Diversity training:**

Monday 16 November 2009 at the MPA, 10 Dean Farrar Street, London. From 6pm until 9pm.

Please contact your Coordinator if you would like to attend this course.

**Handbook delay**

You will recall that the ICV scheme handbook was due for review this year and the team has been working on some changes and updates since the Spring.

As part of this review some changes were also made to the Misconduct policy and a new Health and Safety policy has been added.

By late summer this year most of the changes and additions had been finalised. However, the proposed restructure of the MPA has delayed implementation of the revised handbook and policies because it was acknowledged that further changes may be required.

The documents will now be reviewed again to ensure the processes we describe, and roles involved, work with the new team structure and its resources.

It is hoped that once all changes and adaptations are made we can launch the revised version in the New Year.

