

Subject: Three-Yearly Reviews of Custody Visitor Appointments

Originator: Independent Custody Visitor Scheme Manager

Decision no. 47/2025

Reason for submission: For Decision

Submitted to: Sarah Taylor - Police and Crime Commissioner for Norfolk

Summary:

The Home Office Code of Practice for Custody Visiting requires that each Scheme undertake a reconstitution process every three years. The key factors considered in maintaining appointments are:

- The continuing ability and willingness of the individual in question to conduct the role effectively having regard to the role profile for a Custody Visitor.
- Ensuring that the individual is operating within the Scheme Guidelines, in accordance with the Home Office Code of Practice and other National Standards, and within the spirit of the Scheme.

Recommendation:

It is recommended that the Police and Crime Commissioner (PCC) review the contents of this report and endorse the proposal to renew the appointments of 18 Independent Custody Visitors (ICV) in Norfolk as of 1 December 2025 for a further three-year term.

Outcome/approval by: Sarah Taylor – Police and Crime Commissioner for Norfolk

The recommendations as outlined above are approved.

Signature:



Date: 02/12/2025

Detail of the submission

1. Objective:

1.1 The Home Office Code of Practice for Independent Custody Visiting provides guidance in respect of PCC duties in discharging the Independent Custody Visiting function.

1.2 In respect of individual appointments to the Independent Custody Visiting Schemes, the Home Office Code of Practice for Independent Custody Visiting provides the following national guidance under section 29 titled 'Tenure':

"Appointments as an Independent Custody Visitor (ICV) must initially be for three years and must not be confirmed until a six-month probationary period has been satisfactorily completed. Full re-assessments of suitability must take place at regular intervals but not longer than three years apart. The key factors in renewing appointments for further periods must be the continuing ability and willingness of the individual's involved to do the job effectively. Any decision not to renew the appointment must follow the principles of natural justice and must be publicised in the scheme's memorandum of understanding or guidance."

1.3 The current ICV appointments to the Scheme in Norfolk are effective until 31 August 2025. The last full review of all appointments to the scheme was undertaken in August 2022.

2. Background:

2.1 The Office of the Police and Crime Commissioner for Norfolk (OPCCN) has commenced the three-yearly review process in line with Home Office guidance, being particularly mindful of the designated Role Profile and Person Specification for an ICV in Norfolk.

2.2 Volunteers appointed to the Scheme were consulted to establish if they were willing and able to continue in the role. They have all stated that they would like to continue.

2.3 In addition to the 18 existing volunteers, three new volunteers have recently been appointed and have just completed the initial six-month probationary period. They are not part of this process and will serve until the 31 December 2028 when the scheme in Norfolk is next required to do a further three-year review.

3. Areas for consideration:

3.2 A comprehensive overview has been conducted which includes the number of visits undertaken by the visitors who wish to continue, their attendance at Panel meetings, training events and conferences. Feedback is also sought from each of the Panel Co-Ordinators with regard to the performance of individuals, their commitment and flexibility to the Scheme and consideration of issues such as effective interaction with detainees is also considered.

- 3.2 There are eight volunteers across the Scheme that have already served two or more three-year terms. This would normally be the maximum as set out in the OPCCN ICV Scheme Guidelines, however under exceptional circumstances an ICV's tenure can be extended. Given that these individuals have expressed a desire to continue in their role, their experience and willingness to continue and learn, both the Scheme Manager and the Panel Co-ordinators are strongly supportive of those volunteers continuing in their roles for a further three-year period.
- 3.2 In light of the continued willingness, satisfactory levels of performance and positive feedback received, the PCC is recommended to consider renewing the appointments for 18 existing volunteers as ICVs with effect from 1 December 2025.

4. Other options considered:

- 4.1 There are no other options for consideration. Many metropolitan areas allow ICVs to conclude their service after one or two periods, however, they have a much wider population base providing a larger pool of volunteers. This is not the case in rural counties, and many similar Schemes retain their volunteers for longer periods. Through local volunteer network groups, it is understood there are current issues in recruiting volunteers across all sectors, especially in certain areas of the County.

5. Strategic aims/objective supported:

- 5.1 Supporting the PCCs statutory requirement to provide an effective ICV scheme in Norfolk.

6. Financial and other resource implications:

- 6.1 All of the Norfolk ICVs continuing for a further three-year period are already part of an ongoing process of continuous professional development. Future training and Panel meetings are already scheduled for 2026 and, along with ICV expenses, are met from the agreed budget.

7. Carbon Emissions and Other Environmental Implications:

Carbon Emissions:

- 7.1 Not applicable to this decision.

Environmental Implications:

- 7.2 No material implications.

8. Other implications and risks:

- 8.1 No other implications or risks.

Originator checklist (must be completed)	Please state 'yes' or 'no'
Has legal advice been sought on this submission?	NO
Has the PCC's Chief Finance Officer been consulted?	NO
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	YES
Have human resource implications been considered?	YES
Is the recommendation consistent with the objectives in the Police and Crime Plan?	YES
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	N/A
Has communications advice been sought on areas of likely media interest and how they might be managed?	YES
Have sustainability and environmental factors been considered? (e.g. biodiversity, employee commuting, business travel, waste and recycling, water, air quality, food and catering and estates construction)	NO
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	N/A

Is this report a Confidential Decision?

No

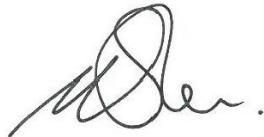
If Yes, please state reasons below having referred to the [PCC Decision Making Policy](#)

Approval to submit to the decision-maker (this approval is required only for submissions to the PCC).

Chief Executive

I am satisfied that relevant advice has been taken into account in the preparation of the report, that the recommendations have been reviewed and that this is an appropriate request to be submitted to the PCC.

Signature:



Date: 16/12/2025

Chief Finance Officer (Section 151 Officer)

I certify that:

- a) there are no financial consequences as a result of this decision,
Or
- b) the costs identified in this report can be met from existing revenue or capital budgets,
Or
- c) the costs identified in this report can be financed from reserves
And
- d) the decision can be taken on the basis of my assurance that Financial Regulations have been complied with.

Signature:



Date: 04/12/2025

Public access to information: Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential.' Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.