

Independent Custody Visits

Hertfordshire Snapshot July 2026 – September 2026



Police & Crime
Commissioner
FOR HERTFORDSHIRE

Detainees in custody

260[^]

ICV visits

21[^]

Detainees visited

163[^]

Issues Raised

10[^]



Detention time (1)



Staff issues (2)



Access to Amenities (1)



Maintenance (3)



Cleaning (3)

**Positive comments
around treatment and
care**



“Been absolutely brilliant”

“Treated very well” – particularly by the officer who was escorting the ICVs on this visit.

Independent Custody Visits

Hertfordshire Snapshot July 2026 – September 2026



Police & Crime
Commissioner
FOR HERTFORDSHIRE



One detainee had been in custody for over 24 hours at the time of the ICV visit.

Upon checking it was clear appropriate reviews had taken place and the extension had been authorised by a Superintendent..



One issue related to a new member of staff not carrying a ligature cutter.
The other was a situation where staff were buying cleaning materials for the suite where these were not being otherwise relaced.

Advice was given to the staff member and the Chief Inspector immediately arranged for supplies to be purchased through appropriate means when informed of the issue and will be liaising with the cleaning contractor to discuss the scope of the contract.



A detainee had requested use of the shower a considerable time prior to the ICV visit and this had not been actioned.

It was stated there were no male members of staff on duty able to escort the detainee and they would have to wait until the next change of shift to be accommodated.



These relate to one of the showers at Hatfield leaking (reported multiple times), the light not working and a fire door not working correctly.

All issues have been logged and are on the list to be fixed. It was later reported by one of the ICVs that the fire door was working correctly.



Reporting dirty vents around air conditioning units.

Chief Inspector notified who will raise this with the cleaning contractor.