

Independent Custody Visits

Hertfordshire Snapshot January 2026 – March 2026



Police & Crime
Commissioner
FOR HERTFORDSHIRE

Detainees in custody

239[^]

ICV visits

20[^]

Detainees visited

158[^]

Issues Raised

3[✓]



Staffing Levels (1)



Rights of Detainee (1)



Vulnerable Detainees (1)

**Positive comments
around treatment and
care**



“These guys are sound”

“Not as bad as I thought”

ICVs noted that an officer had sat all night with an elderly diabetic lady to offer reassurance

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The staffing level issue relates to a visit where there was an excessive delay in the ICVs gaining entry due to a busy suite and not enough staff available.

The issues have been more noticeable due to staff leave and illness. Further recruitment has been done to ensure staffing levels can be maintained.



The Rights of Detainee issue related to a detainee stating they had not been given their rights at booking in.

This was immediately reported and a custody record check undertaken which verified rights had been given but the process would be repeated as the detainee was unable to remember.



The Vulnerable Detainee issue was about location an Appropriate Adult. A member of family was unable to act as such and staff had gone through the relevant list twice trying to find someone to attend causing a long delay in processing the detainee.

While the ICVs were on site they were notified an Appropriate Adult had been located and was on their way. This highlights ongoing issues with the AA scheme which the Constabulary regularly discuss with the provider.



Number of Independent Custody Volunteers is at 19

ICV recruitment campaign underway. Have some 3 applicants to interview.