

VOLUNTEERS
CUSTODY SUITES
VOLUNTEERS CHECKING ENTITLEMENTS
INDEPENDENT
DETENTION REPORTING
OBSERVING AND EVALUATING
HUMAN RIGHTS CUSTODY SUITES
CONDITIONS
INDEPENDENT
HEALTH CUSTODY MONITORING
CHECKING SUITES VOLUNTEERS
ENTITLEMENTS CONDITIONS
INSPECTING FACILITIES
WELFARE HUMAN RIGHTS
WELFARE
OBSERVING AND EVALUATING
VISITING
INDEPENDENT
MONITORING INSPECTING
VOLUNTEERS FACILITIES
WELLBEING CUSTODY

APPLICANT INFORMATION BOOKLET

**INDEPENDENT
CUSTODY
VISITOR (ICV)**



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1. BACKGROUND AND INTRODUCTION

Custody Visiting, formerly known as lay visiting, was a result of Lord Scarman's inquiry into the Brixton disorders in 1981. It was seen as an important way to promote public confidence in policing by making sure that policing activity was more publicly accessible, easily scrutinised and subject to greater questioning and comment.

The Northern Ireland Independent Custody Visiting (ICV) Scheme was established in 1991 by the then Police Authority. The importance of an independent scheme was recognised in 1999 by the Report of the Independent Commission on Policing for Northern Ireland (known as the Patten Report). The Scheme was subsequently given a statutory footing in April 2001 by Article 73 of the Police (Northern Ireland) Act 2000 which requires the Northern Ireland Policing Board (the Board) to make and keep under review, arrangements for designated places of detention to be visited by lay visitors.

Custody Visiting is linked to the Police and Criminal Evidence (PACE) (Northern Ireland) Order 1989 and its revised Codes of Practice, 2007 edition and in particular, Code C, which deals with detention, treatment and questioning of persons by police officers. PACE sets out the rights and entitlements of people detained in custody. The Scheme also has a statutory duty to visit people detained in custody under the Terrorism Act (2000) referred to as TACT.

The Board recruits ICV volunteers from the community who, as part of a team, make unannounced visits to police custody suites. This volunteer role is to monitor the welfare and treatment of detainees, and the conditions of detention, by inspecting facilities, speaking to detainees and checking custody records.

When ICVs report their findings to the Board, this provides an impartial picture of how people are managed in custody and ensures that custody suites are up to standard.

The information ICVs provide is vital and used in a variety of ways, such as deciding what action needs to be taken, the creation of reports, statistical reporting and information sharing with UK bodies, such as the Independent Custody Visitor Association (ICVA).

Custody Visiting is an essential function within the remit of the Board to deliver effective independent oversight of policing and help ensure that the PSNI meet their human rights responsibilities. There are currently 3 Custody Visiting teams across Northern Ireland: South East, North West and Tyrone/Fermanagh (Tyfer).

The ICV Scheme is a well-established volunteer programme and was re-accredited in July 2020 with the Investing in Volunteers award (iIV), the UK quality standard for all organisations which involve volunteers. iIV, assessed locally by Volunteer Now, enables organisations to comprehensively review their volunteer management and also publicly demonstrate their commitment to volunteering.

The Board is committed to equal opportunities and welcomes applications from eligible candidates irrespective of their religious belief, political opinion, gender, including gender reassignment, disability, age, race, marital/civil partnership status, sexuality or whether or not they have dependants. The process for the recruitment of volunteers is in line with good volunteer practice.

As young people and people from Black, Asian and Ethnic Minorities are currently under-represented as ICVs, we particularly welcome applications from these individuals. All candidates will be selected on merit.



2. ROLE OF THE BOARD

The Board's responsibilities include:

- Managing all aspects of the Scheme;
- Developing policy to maintain and enhance the effectiveness of the Scheme;
- Ensuring the maintenance of appropriate organisational arrangements and visiting patterns;
- Overseeing the recruitment, selection, accreditation, training and management of ICVs;
- Establishing and maintaining effective systems for feedback from custody visits and putting in place the necessary arrangements to respond to issues as they arise;
- Facilitating ICV team meetings to discuss their volunteering and any matters arising from it; and
- Bringing the volunteer relationship to an end (where necessary).

The Board's Partnership Committee oversees the role and operation of the ICV Scheme.

3. ICV ROLE DESCRIPTION

The role of an ICV will be to:

- Fulfil the minimum requirements of an ICV as follows:
 - Undertake an average of 2-3 visits per month;
 - Attend a minimum of 75% of team meetings per year; and
 - Attend ongoing and mandatory training as deemed appropriate by the Board;
- Carry out visits to designated police Custody Suites (all stations within the teams remit) in line with the Code of Practice for ICVs;
- Report on the conditions under which a detained person is held, and their health and wellbeing;
- Ensure that their legal rights and entitlements, in accordance with Code C of the Police and Criminal Evidence (Northern Ireland) Order 1989 and other associated legislation, have been upheld;
- Where appropriate, consult with the detained person's custody record to clarify and check any concerns raised by the detained person;
- Discuss with the Custody Officer any concerns and requests arising from the custody visit, and bring to the Custody Officer's attention any issue(s) to be addressed;
- Complete the Independent Custody Visiting Report form, ensuring that all information is recorded correctly, clearly and concisely; and
- Distribute copies of the custody visit report form to the appropriate people.

4. KEY QUALITIES, SKILLS AND REQUIREMENTS

All training and support will be provided, however, there are some essential and desirable skills required to carry out the role effectively.

Essential

- Be an effective communicator both verbally and in writing, with the ability to communicate ideas and information to a range of audiences clearly and concisely and with an appropriate style for the audience;
- Ability to show concern for the welfare of others, showing respect for the opinions, circumstances and feelings of colleagues and members of the public regardless of background, status, ethnicity, gender, sexuality or religion;
- Ability to act as a member of a team;
- Ability to demonstrate an independent and impartial view in relation to all parties involved in the custody visiting process;
- Ability to maintain confidentiality and adhere to policies and procedures, with a commitment to continued development;
- Aged 18 or over;
- A full clean driving licence and access to a suitable vehicle **(including insurance for business purposes)**;
- Ability to meet the necessary time commitments involved in carrying out visits (including evenings, weekends and unsociable hours);
- Ability to participate in bi-monthly team meetings (in person and/or virtually); and
- Participation in necessary training to carry out the role.

Desirable

- Has an interest in Human Rights, the welfare of others and the Criminal Justice Sector; and
- Has an understanding of the ICV Scheme.

You should aim to provide evidence of the above in Section 5 of your application.

5. ICV TERMS OF APPOINTMENT

There are 3 teams within the scheme which visit designated police station custody suites covering the following geographic areas:¹

South East team

- Belfast
- Antrim
- Banbridge

North West team

- Coleraine
- Derry/Londonderry

Tyrone Fermanagh (TyFer) team

- Dungannon
- Omagh
- Lurgan

Length of Service

ICVs can serve a maximum of two terms (6 years) and are welcome to reapply following a 3 year break.

Volunteer Expenses

The Board will reimburse ICVs' mileage and reasonable out-of-pocket expenses incurred in connection with allocated visits to custody suites and attendance at team meetings and ICV training.

Induction Training

Before taking up their role, all new volunteers must undertake induction training.

Ongoing Training/Development Opportunities

The Board will provide regular training for ICVs to equip them with the skills and knowledge they need to carry out their role. There is also a requirement for all ICVs to undertake any training deemed by the Board to be essential in carrying out the role effectively.

Insurance

In line with the approach taken by many public bodies/statutory organisations, the Board 'self-insures'. This means that it sets aside funds to enable it to pay out on substantiated claims which may be made.

¹ Please note the geographic areas and/or Custody Suites are subject to change in order to accommodate maintenance/business needs as required

What is the time commitment?

Minimum requirements of an ICV are to:

- Undertake an average of 2-4 visits per month;
- Attend a minimum of 75% of team meetings per year; and
- Attend ongoing and mandatory training as deemed appropriate by the Board.

Currently each team meets bi-monthly in order to arrange their visiting rota for the coming month(s), discuss matters arising, and meet with Board staff or PSNI staff when relevant.

Selection on Merit

Appointments will be made under the 'merit principle', where the best person for any given post is selected in fair and open competition, selected on the basis of merit and regardless of religious belief, political opinion, gender, including gender reassignment, marital and civil partnership status, having or not having a dependant, ethnicity, disability, age or sexual orientation.

Reserve Lists

The Board will aim to recruit sufficient numbers to enable a reserve list to fill team vacancies that may arise over a period of time. Volunteers who are deemed successful but are not allocated immediately to a Custody Visiting team will be placed on the reserve list and will be placed on teams if/when appropriate opportunities arise.

Security Checks

Given the sensitive nature of Custody Visiting, a satisfactory Counter Terrorism Check (CTC) for candidates deemed Appointable at interview will be required. This is carried out by United Kingdom Security Vetting (UKSV). You can find out further information on this process at www.gov.uk/guidance/security-vetting-and-clearance Failure of a CTC check will mean we will be unable to further progress your application.

Settling in Period

All new ICVs will have a settling in period of 6 months and will be paired during this time with experienced ICVs who will provide the help and support they need. The settling in period is a 2 way process and provides new ICVs with the opportunity to discuss their experiences, ask questions, seek guidance and receive feedback.

Following completion of the settling in period, and a review, ICVs will receive notification in writing of the Board's decision to confirm them in post, extend their settling in period or bring the volunteer relationship to an end.

6. GUIDANCE

6.1 Eligibility and Exclusions

Applicants should ensure they are eligible to apply by completing Section 3: 'Exclusions' and Section 4: 'Eligibility' of the application form.

The following people are excluded from being ICVs:

- Former or serving police officers;
- Police support staff;
- People involved in the criminal justice system (where there is deemed to be a conflict of interest);
- Appropriate Adults; and
- Former or Serving Policing Board Members and Policing Board staff.

6.2 Assessment Process

People wishing to become ICVs will be asked to complete an application form as part of a selection process. This will be followed by a shortlisting exercise and an informal interview.

As this is a rolling recruitment campaign, the Board will aim to hold informal interviews at regular intervals, as and when new ICVs are required. Board Officials will advise you of an indicative timeframe once your application form has been processed.

At the end of the process, applicants will be deemed 'Appointable' or 'Not Appointable'. Not all successful applicants will be appointed.

It is helpful for candidates to familiarise themselves with the criteria as this forms part of the basis of the selection process.

6.3 Application Form

All parts of the application form must be completed by the applicant. Failure to do so will result in your application not being progressed.

Applicants are encouraged to complete electronic applications and submit via e-mail wherever possible. However, hard copy application packs are available on request. All applications will be treated equally regardless of whether they are hard copy or electronic. The space available on the application form is the same for all applicants and must not be altered.

6.4 Interviews

Informal interviews will take place at the Boards Offices in Belfast. As this is a rolling recruitment campaign, the Board will aim to hold informal interviews at regular intervals, as and when new ICVs are required. Board Officials will advise you of an indicative timeframe once your application form has been processed.

The Interview Panel will design the informal interview questions as a mixture of standard interview questions and criteria based questions designed to enable the applicant to talk about their knowledge and experience/s against the agreed criteria.

Criteria Framework

Criteria 1 - Effective Communication Skills

Effectiveness in this area is about leading from the front and communicating with clarity, conviction, enthusiasm and a good use of language in a team setting. Experience of writing reports/papers and/or verbally presenting information to a wide range of audiences and thinking through the style to suit the audience.

Criteria 2 - Ability to Work in a Team

People skilled in this area create and maintain positive, professional and trusting relationships within a team and work collaboratively to achieve objectives/goals all with an understanding of where their role fits and support the wider team's needs. Those with an effective ability to work in a team will have the confidence to challenge assumptions, take the lead but also listen to other team member's views and opinions. They will have the confidence to manage conflict and resolve team disharmony. They will actively seek development opportunities for their team.

Criteria 3 - Concern for the Welfare of Others/Impartiality/Confidentiality

Having the ability to show concern for the welfare of others in an unbiased way as part of a group/organisation or in own personal life. Individuals will have experience of assisting those in difficult circumstances or in vulnerable positions demonstrating experience gained. Being independent and impartial is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens regardless of religion, gender, sexuality, culture, racial and socio-economic status. Be able to demonstrate experience of handling situations in an independent, fair and unbiased manner showing a clear awareness of the issue and importance of confidentiality and describe the challenges faced and resolutions implemented to overcome these.

6.5 Informal Interview

The informal interview process will last approximately 15 minutes and the panel will ask you to provide specific examples from your own experience. You may draw examples from any area of your work/volunteer/life experiences.

Ensure you:

- Read and understand the criteria for the post;
- Understand the ICV role;
- Clarify your role/unique contribution in the examples you give; and
- Listen carefully to the questions and if necessary, ask for a question to be repeated.

6.6 Changes in Personal Circumstances and Contact Details

Please ensure the Board are informed immediately of any changes in personal circumstances or contact details.

6.7 Disability Requirements

The Disability Discrimination Act 1995 defines a disability as a “physical or mental impairment which has substantial and long term adverse effect on a person’s ability to carry out normal day to day activities”. We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend the informal interview. Details of any disability are only used for this purpose and do not form any part of the selection process.

If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact us on CustodyVisitingRecruitment@nipolicingboard.org.uk or 028 9040 8571.

6.8 Guaranteed Interview Scheme

In line with the Equality Commission’s Positive Action for People who are Disabled guidance (www.equalityni.org/Home) the Board operates a Guaranteed Interview Scheme (GIS). You do not have to be registered as a disabled person to apply under this scheme.

To be eligible for the Guaranteed Interview Scheme you must have a disability or long term health condition/impairment which puts you at a significant disadvantage in either obtaining or keeping appointments. The disability could be physical, sensory or mental and must be expected to last for at least 12 months. Provided that you demonstrate in the application form that you meet the essential criteria for the post, you will be offered a Guaranteed Interview.

The Board will monitor all applications made under the GIS for Equality Commission Northern Ireland reporting purposes.

Section 6 on the application form includes a section on Reasonable Adjustments, and an applicant can state what adjustments are required, either due to a disability or if applying under the GIS. If clarification is required a representative from the Board will contact the applicant to discuss their requirements.

6.9 Right to Work and Nationality Requirements

The Board must ensure that you are legally entitled to volunteer in the UK and satisfy the Nationality requirements for appointment. Applicants must be either:

- A UK national; or
- A Commonwealth citizen; or
- A British Protected Person; or
- An EEA national; or
- A Swiss National; or
- A person who is not an EEA or Swiss national, but is a family member of an EEA national who has moved to the UK from another EEA Member State for an approved purpose.

6.10 Equal Opportunities Monitoring Form

Please note the Equal Opportunities monitoring section of the application form is mandatory in order to submit an application. To read the Board's Equality Scheme go to www.nipolicingboard.org.uk

6.11 General

The Board is committed to ensuring that the processes used to recruit and select volunteers are fair and in accordance with good practice. Requests for feedback can be accommodated.

All information provided on this form will be treated in confidence. The following Sections will be provided to the interview panel:

- **Section 2:** ICV Team;
- **Section 3:** Who is not Eligible to be an ICV;
- **Section 4:** Who is Eligible to be an ICV;
- **Section 5:** Personal Statement; and
- **Section 6:** Reasonable Adjustments (if applicable).

6.12 Further Information

Applicants wishing to learn more about the appointment process or who require documentation in an alternative format should contact CustodyVisitingRecruitment@nipolicingboard.org.uk or 028 9040 8571.

To find out more about the ICV Scheme please go to www.nipolicingboard.org.uk

7. PRIVACY NOTICE

The Board is committed to protecting your privacy and applications are managed in line with our privacy notice as below.

Data Controller Name: Northern Ireland Policing Board

Address:

James House

Block D

2-4 Cromac Avenue

Gasworks

Belfast

BT7 2JA

Telephone: 028 90408500

E-mail: information@nipolicingboard.org.uk

Data Protection Officer Name: William Magee

Telephone: 028 90408500

E-mail: Data.protection@nipolicingboard.org.uk

Why are you processing my personal information?

- We need your personal information to allow us (the Board) to process your application in relation to the Independent Custody Visitor (ICV) volunteer scheme. If successfully appointed to actively undertake the ICV role your information will be used to administer your involvement in the Scheme throughout your term of appointment. If successfully appointed to the ICV reserve list your information will be kept and used to advise you of future ICV team vacancies when they arise.
- We have identified the lawful basis for processing your personal information as being covered under our public task as set out in Article 73 of the Police (Northern Ireland) Act 2000 and Police (Recruitment) (Northern Ireland) Regulations 2001. We will process special category data (as defined in Article 9 of GDPR) that includes race; ethnic origin; religion; and sexual orientation, for monitoring the diversity of our volunteers under the condition at Article 9(2)(b).
- If you do not provide the personal data requested we will be unable to process your application in relation to the ICV Scheme.

Do you share my personal data with anyone else?

- We do not routinely share your personal data with any other organisations. We may on occasion need to share your personal data with 3rd party service providers, for example Independent Custody Visiting Association (ICVA), the Police Service of Northern Ireland (PSNI), or a travel agency for attending a training event / conference.
- Due to the sensitive nature of Custody Visiting candidates will be required to **pass** a Counter Terrorism Check (CTC). You will be asked to submit information via the United Kingdom Security Vetting (UKSV). UKSV will be the data controller for this information. UKSV will tell us if your application has been successful or not.
- We may receive Freedom of Information and Environmental Information Regulations requests for a third party personal data. We have a legal obligation to process any personal data we hold when considering requests under these laws. In most cases we will consider whether disclosure would contravene principle (a) of the GDPR.

Do you transfer my personal data to other countries?

- The Board does not transfer personal information overseas.

How long do you keep my personal data?

We will retain your data in line with our Retention and Disposal Schedule which states:

- Recruitment files for unsuccessful candidates will be destroyed 3 years after the close of the competition.
- Recruitment files for successfully appointed candidates will be destroyed 3 years after the end of their term.

What rights do I have?

- You have the right to object to the processing in specific circumstances.

In addition:

- You have the right to obtain confirmation that your data is being processed and access to your personal data.
- You are entitled to have personal data rectified if it is inaccurate or incomplete.
- You have a right to have personal data erased and to prevent processing in specific circumstances.
- You have the right to 'block' or suppress processing of personal data in specific circumstances.
- You have the right to data portability in specific circumstances.
- You have rights in relation to automated decision making and profiling.

How do I exercise my rights or complain if I am not happy?

You can find out more information about your rights on the [Information Commissioner's Office website](#) or you can contact them at the address provided below.

If you wish to exercise any of your rights or if you are unhappy with any aspect of this privacy notice please contact the Board's Data Protection Officer at:

Northern Ireland Policing Board
James House
Block D
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA
E-mail: Data.protection@nipolicingboard.org.uk

If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
E-mail: casework@ico.org.uk
<https://ico.org.uk/global/contact-us/>

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