

ICVS TELEPHONE VISIT PROCESS & PROCEDURES FOR POLICE SCOTLAND

All calls will be carried out by two custody visitors (ICV's). They will instigate a 3 way call using their landline phones only to the number that has been supplied by CJSD.

Introduction

- ICV's will contact the custody centre and introduce themselves, explaining who they are and what they are carrying out, ask for the visitor ID number (this can be checked on the NCS system to confirm).
- They will clarify with you, if it is an appropriate time to undertake the telephone visit, if not, the ICV's will call back.
- If you are unable to comply, at the time of calling then the ICV's will ask for reasoning and all details will be recorded.
Please note that this is not the preferred option and telephone interviews should be carried out at the time of calling.
- COVID-19 tagged detainees are not to be excluded and should be provided with the opportunity to take part in the telephone visit where possible.

No of detainees

- ICV's will ask the normal introductory questions, as per normal visit process i.e.
 - How many are in,
 - Vulnerable adult, Female, child and decide which detainees they would like to speak to
- They will ask you to check with the detainees if they wish to speak with ICV's (please read out the amended Cue card for the purpose of the telephone monitoring process), the ICVs can wait on the line or they may decide to call you back.
- If the detainee declines, then you must advise the visitors and provide details of the custody reference and cell number. **Please ensure this is recorded on NCS under officer notes – 'detainee declined ICVS telephone interview'.**
- Once the detainee confirms then please make necessary arrangements for the telephone interview to be carried out. **Please ensure you record this information as a movement on NCS.**
- The call will then be transferred using the same process and telephone as per solicitor private consolation.

Interview with detainee

- Once the detainee agrees and has access to the phone (using the same process as the solicitor private consultation)
- The ICV's will then carry out the interview in private
- Once the call is completed to their satisfaction with the detainee, the detainee will be asked to return the phone to the officer/staff waiting outside the room.
- Repeat the above process for all detainees that have accepted the interview.
- The custody visitor will notify the officer/staff if there is any immediate concerns after each interview.
- After all detainees have been interviewed the custody visitor will then arrange to discuss findings with the custody sergeant.

Recording of information

- All information will be recorded as per normal process and posted in to the ICVS team.
- ICVS team will send via internal mail the blue form to each of the custody centres at a later date.

Contact details

If you are having any issues or concerns with the telephone monitoring process please contact one of the ICVS team below

East	Colette Watson -	07825592394
North	Bobbi Key -	07785111542
West	Lynne Pinkerton -	07876 390 143
National Manager	Kirsty Scott -	07717441254

Thank you for your co-operation and continued support during these unprecedented times.