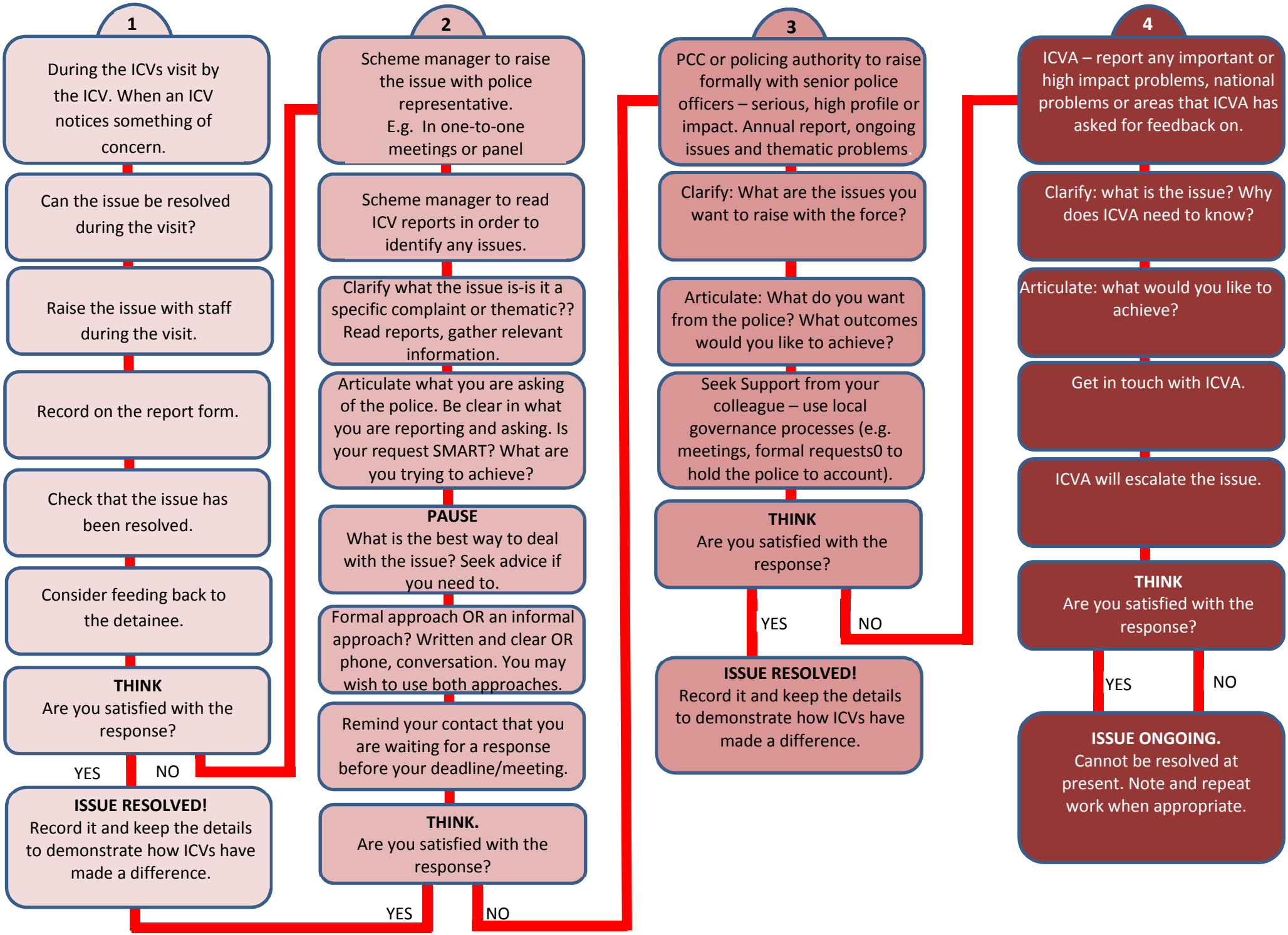
1
During the ICVs visit by the ICV. When an ICV notices something of concern.
Can the issue be resolved during the visit?
Raise the issue with staff during the visit.
Record on the report form.
Check that the issue has been resolved.
Consider feeding back to the detainee.
THINK
Are you satisfied with the response?
YES
NO
ISSUE RESOLVED!
Record it and keep the details to demonstrate how ICVs have made a difference.
2
Scheme manager to raise the issue with police representative.
E.g. In one-to-one meetings or panel
Scheme manager to read ICV reports in order to identify any issues.
Clarify what the issue is-is it a specific complaint or thematic?? Read reports, gather relevant information.
Articulate what you are asking of the police. Be clear in what you are reporting and asking. Is your request SMART? What are you trying to achieve?
PAUSE
What is the best way to deal with the issue? Seek advice if you need to.
Formal approach OR an informal approach? Written and clear OR phone, conversation. You may wish to use both approaches.
Remind your contact that you are waiting for a response before your deadline/meeting.
THINK.
Are you satisfied with the response?
YES
NO
3
PCC or policing authority to raise formally with senior police officers – serious, high profile or impact. Annual report, ongoing issues and thematic problems.
Clarify: What are the issues you want to raise with the force?
Articulate: What do you want from the police? What outcomes would you like to achieve?
Seek Support from your colleague – use local governance processes (e.g. meetings, formal requests0 to hold the police to account).
THINK
Are you satisfied with the response?
YES
NO
ISSUE RESOLVED!
Record it and keep the details to demonstrate how ICVs have made a difference.
4
ICVA – report any important or high impact problems, national problems or areas that ICVA has asked for feedback on.
Clarify: what is the issue? Why does ICVA need to know?
Articulate: what would you like to achieve?
Get in touch with ICVA.
ICVA will escalate the issue.
THINK
Are you satisfied with the response?
YES
NO
ISSUE ONGOING.
Cannot be resolved at present. Note and repeat work when appropriate.