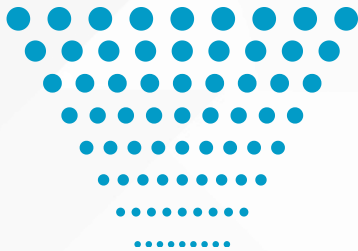


ICV  
REPORTING  
.CO.UK



# Introducing the new ICV Reporting App

From Real World Projects Limited  
Record & Report Solutions



REAL WORLD PROJECTS LIMITED



Phone Number  
0330 133 3725



Our Website  
[www.realworldprojects.co.uk](http://www.realworldprojects.co.uk)

# The Legal Situation

## ▶ Independent Oversight

Independent scrutiny and public accountability of police operations have been an essential aspect of UK policing since the creation of the first Metropolitan Police Force by Sir Robert Peel in 1829.

Detention in police custody suites is independently overseen by Independent Custody Visitor (ICV) volunteers.

Section 51 of the Police Reform Act 2002 places a statutory duty on local policing bodies in England and Wales (such as Police and Crime Commissioners) to make arrangements for detainees to be visited by Independent Custody Visitors.



Sir Robert Peel

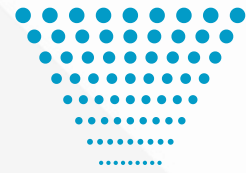
## ▶ Forthcoming PCC and other changes

Most ICV operations currently sit within OPCCs but with the rollout of mayoralities, the planned removal of the PCC roles, and on-going Government aims to reduce the number of police forces, the need for a consistent approach to inspecting, recording and reporting on detention facilities within the UK has never been greater.

Our app allows for current and historical reporting on the adherence to best practice regardless of future structural changes. Independent oversight of custody operations will be an on-going requirement regardless of where responsibility for this oversight sits within the organisation.

Paper-based approaches are no longer sufficient to meet public acceptance that standards are being met within a changing environment whereas digital recording and reporting allows for continued and consistent adherence to standards as well as access to historical records even within a future different structure following any restructuring.

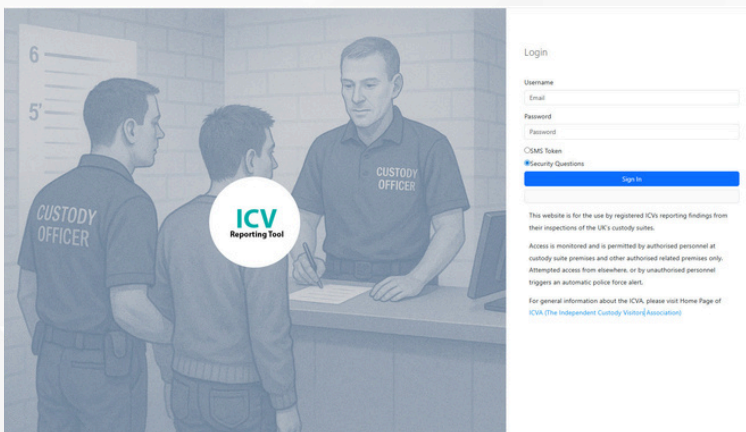
# Introduction to the App



The ICV Reporting App is designed to replace past paper-based reporting and feedback processes. It allows ICVs, once they have completed visits during an ICV inspection, to record their findings, concerns, and examples of good practice observed whilst still within the Custody Suite. Scheme Managers are instantly made aware of any issues and can both further investigate any issues resolved by the ICVs during their visit, and follow-up on those which could not be resolved at the time later with input from Inspectors if needed. Comprehensive real-time and/or historical reporting is available, saving considerable amounts of time compared to any paper-based process.

## Easy to use for ICVs

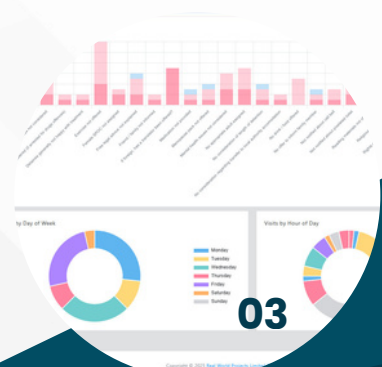
The system is designed to be easy to use, including for those with limited prior PC knowledge, and includes accessibility functions to ensure that no-one is excluded from volunteering. A simple, intuitive online process means that information can be entered rapidly, preventing ICV frustration and minimising the time spent on-site, limiting the affect on normal custody suite operations.



## Extensive reporting and other functionality for Scheme Managers

Paper-based solutions often require hours of time spent typing into a spreadsheet, sending ICV findings through internal post, and unnecessary follow-ups. When data is entered into the app at the time of the visit instead, feedback is immediately available to Scheme Managers so any issues can be rapidly identified and resolved. Coupled with extensive real time and historical data reporting which makes report-generation a breeze, the ICV Reporting App is a real time-saver.

If ICV Schemes combine, or take on different responsibilities in the future, moving records around to maintain past data but support the current regulatory requirements is all easy due to the modular approach which has been taken in the app's development.



# ICV Functions

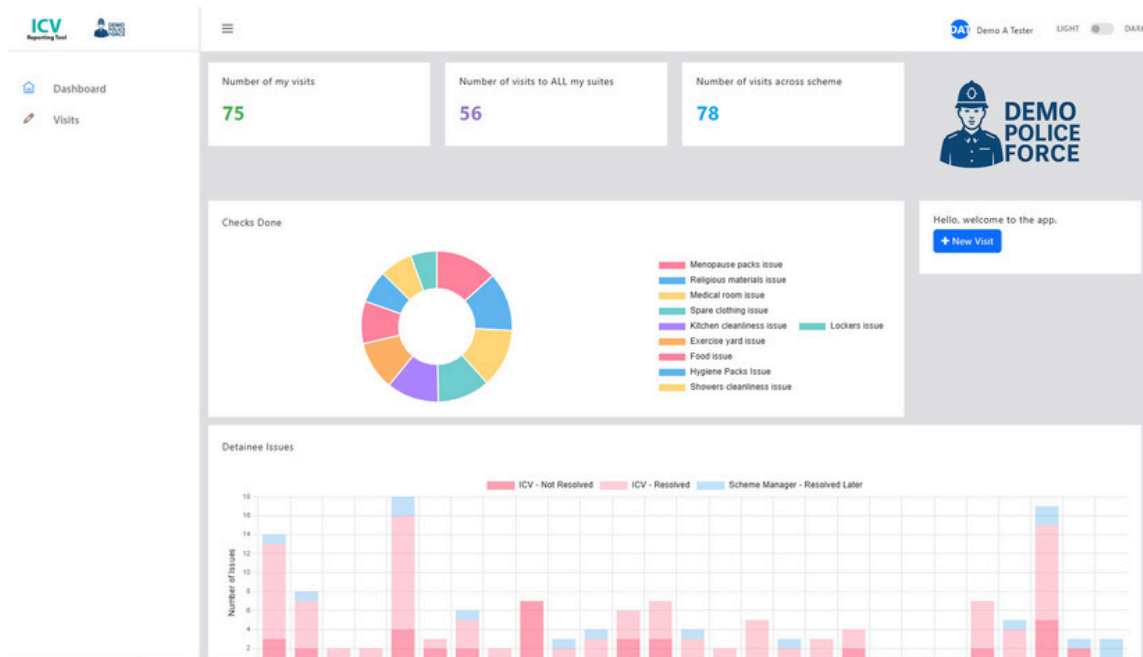
ICVs are volunteers, and not all are regular PC users, so it is important that the process of entering data following a series of custody suite cell visits/interviews is made as intuitive as possible.

In developing the app, we sought feedback from around 20 ICVs and Scheme Managers, identifying and resolving areas of previous frustration.



## ▶ Logging in to a simple to use dashboard

Users login with a username (their email address) and a password. They will be challenged to enter either an SMS code sent to their mobile (if allowed within a custody suite), or the correct answer to a previously chosen, randomly selected question. Once logged-in, ICVs are presented with their dashboard which shows useful information such as the times/days of previous visits, all identified issues from previous visits, any messages entered by their Scheme Manager, and so on.



# Step-by-step data entry

ICVs can view details of past visits, either at their own custody suite or across the whole scheme, to identify previous issues identified. This makes it easy for them to identify things to particularly focus on during a visit.

Suites	Date	ICV's	Issues Identified	Status	Edit
Demo Suite A	21/01/2026 18:05 - 19:10	Demo A Tester, tester three	Cell 7: <input checked="" type="checkbox"/> Blankets not provided: resolved there and then Cell 7: <input checked="" type="checkbox"/> Shower not offered: not enough staff Cell 10: <input checked="" type="checkbox"/> Shower not offered: not enough staff	Awaiting Scheme Manager completion	
Demo Suite A	21/01/2026 16:50 - 17:55	Demo A Tester, tester three	Cell 6: <input checked="" type="checkbox"/> Blankets not provided: asked and brought Cell 6: <input checked="" type="checkbox"/> Shower not offered: not enough staff <b>Scheme Manager comment (2026-01-21 18:04):</b> resolved Cell 8: <input checked="" type="checkbox"/> Shower not offered: not enough staff	Complete	
Demo Suite A	17/12/2025 17:47 - 18:47	Demo A Tester, tester three	Cell 3: <input checked="" type="checkbox"/> Blankets not provided: run out Cell 6: <input checked="" type="checkbox"/> Blankets not provided: too busy Cell 6: <input checked="" type="checkbox"/> Not notified about call bell: showed Cell 6: <input checked="" type="checkbox"/> No drink / food offered: dry cell, explained Cell 3: <input checked="" type="checkbox"/> Shower not offered: staff busy - explained not always available	Awaiting Scheme Manager completion	
Demo Suite A	15/12/2025 13:16 - 14:16	Demo A Tester, tester three	Cell 5: <input checked="" type="checkbox"/> Not notified about p/related toilet: not advised Cell 5: <input checked="" type="checkbox"/> Exercise not offered: staff too busy Cell 5: <input checked="" type="checkbox"/> Shower not offered: staff too busy Cell 7: <input checked="" type="checkbox"/> Shower not offered: too busy	Awaiting Scheme Manager completion	
Demo Suite A	15/12/2025 12:00 - 13:00	Demo A Tester, tester three	Cell 1: <input checked="" type="checkbox"/> Exercise not offered: was offered when i asked Cell 1: <input checked="" type="checkbox"/> Shower not offered: showers broken	Awaiting Scheme Manager completion	

ICVs enter visit-specific details: which suite they are inspecting, ICVs attending, start/end times, Escorting Officer and Sergeant/Inspector badge numbers, numbers of detainees and so on. General custody suite facilities checked during a visit (kitchen cleanliness, showers clean, exercise yard tidy etc.) are indicated by ticking checkboxes and any general dirty comments or items discussed with custody staff are entered.

**ICV Visit Form**

**Location**

Demo Suite A

Demo Suite B

**ICV'S**

-- Select ICV -- Add

Demo A Tester

Demo B Tester

**Escorting Officer Number:** 1234

**Sergeant/Officer Number:** 5678

**Visit Details**

Date/Time of Visit: 12/02/2026 10:09

End Time: 12/02/2026 11:09

Visit Abandoned: No

If yes, reason:

Visit Refused: No

If yes, reason:

Was your entry delayed by more than 10 minutes? Yes

If yes, reason: Busy at booking in desk, but allowed in as soon as possible.

**Custody Numbers**

Total no of detainees: 13

Total no of children: 3

Total no of adults: 10

Total detainees available for visit: 10

No of visits accepted: 9

Total detainees observed, but not spoken to: 1

Total detainees not observed: 3

**Facilities Checked:**

- Hygiene packs available
- Menopause packs available
- Religious material stored correctly
- Medical room clean
- Spare clothing available
- Showers clean
- Exercise yard suitable
- Kitchen clean
- Food in date and in stock
- Detainee items stored in lockers safely

**Matters discussed with Custody Staff:**

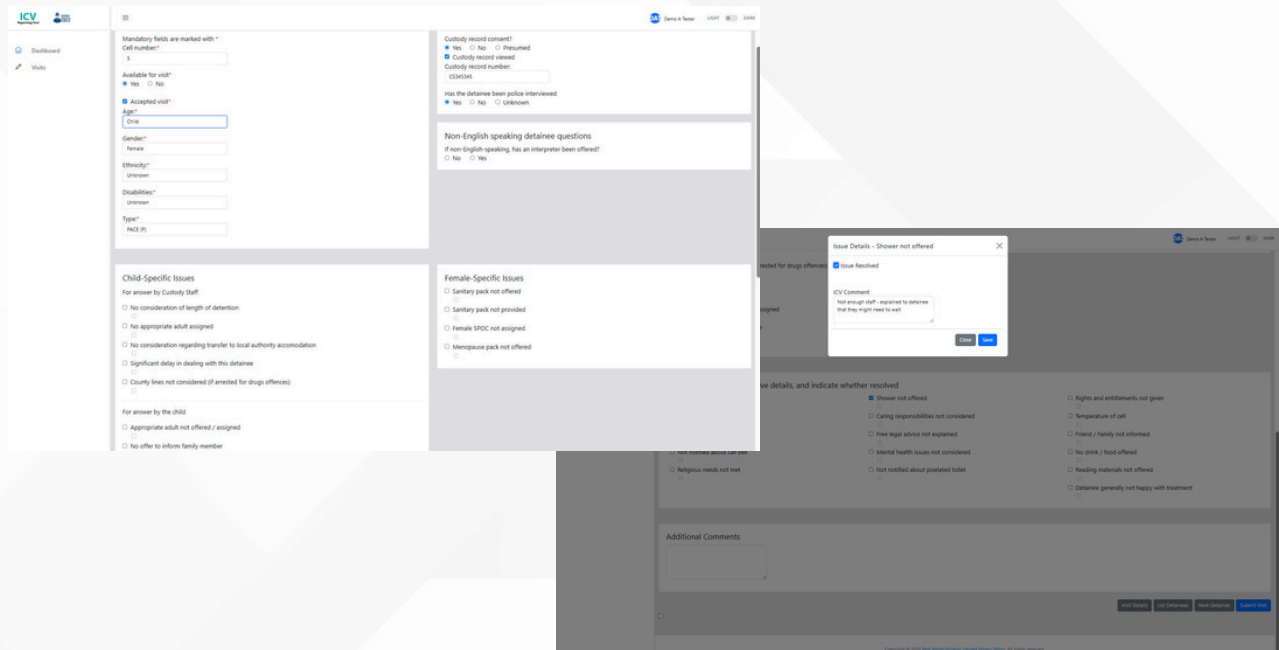
Discussed dirty floors - cleaner is on their way.

**Matters to raise with Scheme Manager:**

Staff seemed stressed/busier than usual

Cells 1 and 2 being re-decorated

After detainee interviews have taken place, details are entered into the system via a simple online form: adult/child, gender, ethnicity etc. as well as any issues identified and whether the ICV was able to resolve them at the time or whether they need to be escalated to the Scheme Manager.



The system intelligently asks for only relevant information - child-focused questions are only asked if the detainee is a child, for instance. This approach allows the ICVs to enter data efficiently and quickly, minimising the amount of time on-site, whilst gathering the information needed for comprehensive reporting.

Once all detainee information has been added, the ICVs are presented with a summary of their inputs and given the opportunity to add any other notes before the report is submitted for approval/completion by the Scheme Manager.

Notification that a visit has taken place, with any outstanding issues highlighted is sent to the Scheme Manager, and any other nominated recipients, instantly.

## Testimonial

From Vincent Leyenda at  
Humberside OPCC, a Platinum  
assured ICVA Scheme

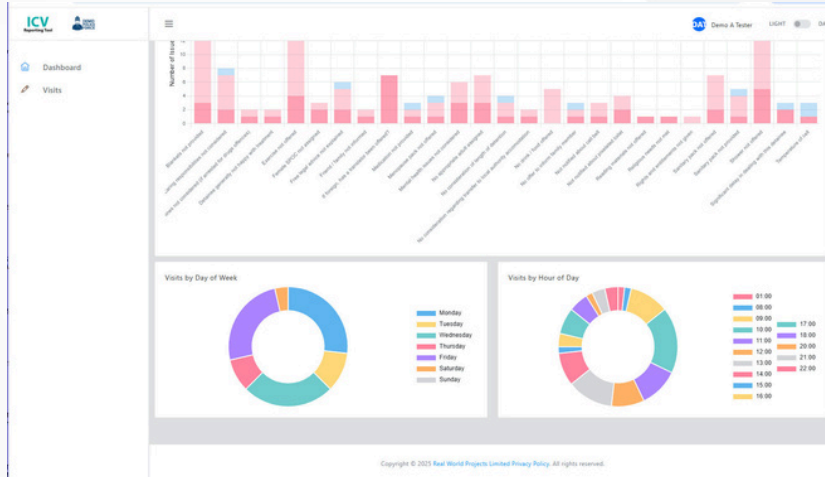


*"The ICV reporting app from Real World Projects has made digital reporting highly effective and efficient, saving us significant time. It ensures a smooth process that keeps our volunteers happy and engaged. The ICV reporting app also offers streamlined reporting for scheme managers, making it efficient and easy to use. With simplified workflows and intuitive dashboards, you can access the insights you need without unnecessary complexity - saving time and improving accuracy. This ensures that managing and reporting on schemes is not only faster but also more reliable."*

Vincent Leyenda,  
Assurance & Volunteer Supervisor, Humberside OPCC

# Scheme Manager Functions

## ▶ At a glance dashboard



## ▶ Accessing/Reviewing Visit Information

With useful filtering Scheme Managers can easily spot data trends, access information, and update/complete visits

Suites	Date	ICV's	Issues Identified	Status
Demo Suite A	21/01/2026 18:05 - 19:10	Demo A Tester, tester three	Cell 7: <input checked="" type="checkbox"/> Blankets not provided: resolved there and then Cell 7: <input checked="" type="checkbox"/> Shower not offered: not enough staff Cell 10: <input checked="" type="checkbox"/> Shower not offered: not enough staff	Awaiting Scheme Manager completion
Demo Suite A	21/01/2026 16:50 - 17:55	Demo A Tester, tester three	Cell 6: <input checked="" type="checkbox"/> Blankets not provided: asked and brought Cell 6: <input checked="" type="checkbox"/> Shower not offered: not enough staff <b>Scheme Manager comment (2026-01-21 18:04):</b> resolved Cell 8: <input checked="" type="checkbox"/> Shower not offered: not enough staff	Complete
Demo Suite A	17/12/2025 17:47 - 18:47	Demo A Tester, tester three	Cell 3: <input checked="" type="checkbox"/> Blankets not provided: run out Cell 6: <input checked="" type="checkbox"/> Blankets not provided: too busy Cell 6: <input checked="" type="checkbox"/> Not notified about call bell: showed Cell 6: <input checked="" type="checkbox"/> No drink / food offered: dry cell, explained Cell 3: <input checked="" type="checkbox"/> Shower not offered: staff busy - explained not always available	Awaiting Scheme Manager completion
Demo Suite A	15/12/2025 13:16 - 14:16	Demo A Tester, tester three	Cell 5: <input checked="" type="checkbox"/> Not notified about pixedated toilet: not advised Cell 5: <input checked="" type="checkbox"/> Exercise not offered: staff too busy Cell 5: <input checked="" type="checkbox"/> Shower not offered: staff too busy Cell 7: <input checked="" type="checkbox"/> Shower not offered: too busy	Awaiting Scheme Manager completion
Demo Suite A	15/12/2025 12:00 - 13:00	Demo A Tester, tester three	Cell 1: <input checked="" type="checkbox"/> Exercise not offered: was offered when I asked Cell 1: <input checked="" type="checkbox"/> Shower not offered: showers broken	Awaiting Scheme Manager completion

Issues which have not been resolved by the ICVs at the time of the inspection and which cannot be resolved by the Scheme Manager can be forwarded onto Custody Inspectors for comment and resolution, with the Inspectors having their own login to comment/update online - with every entry time-stamped for audit purposes.

Tick any issues identified, give details, and indicate whether resolved

<input checked="" type="checkbox"/> Blankets not provided	<input checked="" type="checkbox"/> Shower not offered
<input type="checkbox"/> Exercise not offered	<input type="checkbox"/> Caring responsibilities not considered
<input type="checkbox"/> Medication not provided	<input type="checkbox"/> Free legal advice not explained

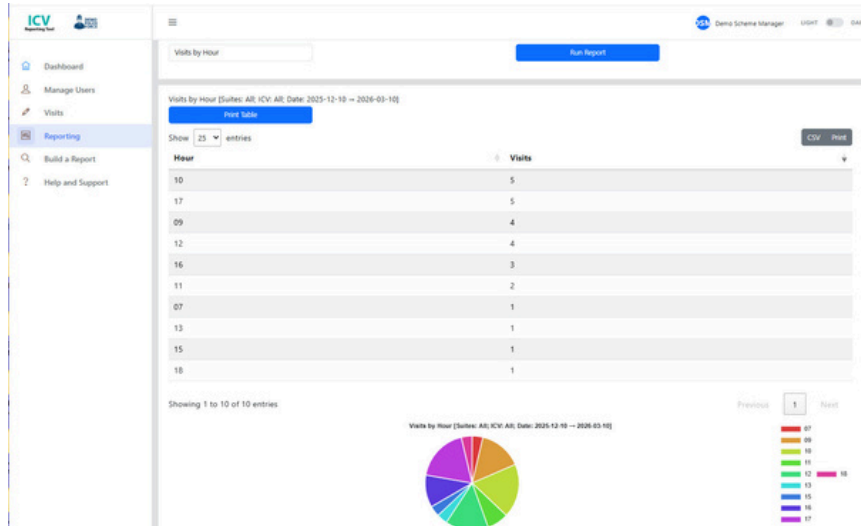
Run out of blankets

Not enough staff - explained to

## Reporting

Commonly-used reports are built into the system, plus you can create your own bespoke reports with filtering for dates, suites, individual ICVs, issues identified, and so on.

Report data can be exported as a csv file or printed for easy insertion into documents.



## How to Get Started

 **First, Request a Demo and Trial Account**

## Contact Information

For any questions about the App, please contact:

 **Phone**  
0330 133 3725

 **Website**  
[www.realworldprojects.co.uk](http://www.realworldprojects.co.uk)

- Call us to arrange a demo. We'll show you how it all works and leave you with a test/trial account you can play with in your own time.
- When you're ready to move ahead, we will set-up your full branded account, arrange ICV and Scheme Manager training and add all your users for you.
- Once you're using the system you have access to our free on-going support.