

Independent Custody Visitors

February 2023

Below are some of the highlights, issues and other newsworthy information raised during visits or by the Office of the Police and Crime Commissioner during **February 2023**.

South Shields - Millbank

Three visits was made to Millbank Custody Suite, the suite was found to be clean and tidy. Staff were also friendly and helpful.

ICVs positively noted that detainees had been provided with toilet roll without asking on most occasions.

ICVs also noted that detainees had been provided washing facilities.

ICVS positively noted that female detainees had their specific needs met.

Areas for improvement:

ICVs noted that cleaners cupboard doors were open with potential access to cleaning chemicals

9 out of date meals disposed of (25.02.23)

Toilet roll had not been offered to detainees on all occasions.

Force Response :

Staff reminded regarding the need to close cleaning cupboards.

Staff reminded regarding checking out of date food items

It is noted that most detainees were provided toilet roll without asking, this is clearly an improvement. We are striving to get this on 'all occasions'. Staff have been provided with clear guidance on this.

Newcastle – Forth Banks

One visit was undertaken to Forth Banks, the overall cleanliness of the suite and exercise areas was good, and all staff were polite and helpful.

ICVs positively reported that detainees on this visit had reported no concerns at all.

ICVs positively noted that religious items including prayer mat had been provided to a detainee.

ICVs positively noted that toilet roll had been provided without detainees asking.

ICVs positively highlighted that female detainees including a juvenile female, needs had been met including female officer assigned and hygiene products offered.

Areas for Improvement:

No issues reported during this visit

Middle Engine Lane – North Tyneside

Two visits were undertaken, the overall cleanliness of the suite and exercise areas was good, and all staff were polite and helpful.

Exercise yards checked and all in order.

ICVs positively noted that detainees with additional needs such as mental health or medical issues had been provided access to mental health nurses and medical care.

Areas for Improvement:

Shortage of blankets within suite

Restricted variety of food choices available no cereal bars.

Detainees advising of long delays with call bell response times (21.02.23 – 6:25pm)

Cell 20 out of use due to broken fire alarm

Pillows and mattresses stored on floor in corridors.

Detainee lockers left open.

Force Response:

Blankets are now fully stocked

Food items are now fully restocked

Cell bell system checked; it is in working order. This will be monitored but appears due to busy period in the suite.

Cell 20 fire alarm fixed

Corridor floors are not to be used to store pillows or mattresses; lockers are to be closed. Staff reminded of this.