



## **Independent Custody Visitors**

### **March 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 **March 2023**.

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#### **South Shields - Millbank**

Two visits were 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 noted the provision of hygiene packs to detainees.

#### **Areas for improvement:**

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

#### **Force Response :**

It is nice to have majority positive feedback. The toilet roll situation has dramatically improved with most detainees having this provided. It would appear that some had not and a reminder has been sent out again.

#### **Newcastle – Forth Banks**

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

On most occasions detainees had been provided with toilet roll in their cells.

#### **Areas for Improvement:**

Detainee lockers open and unlocked

Detainees not provided with toilet roll within cells had not had the reasoning for refusal noted on custody record.

Out of date food identified and disposed of.

Shortage of blankets for detainees.

Suite wheelchair had been taken to Durham for transfer of detainee.

No Halal information in relation to Bistro Express detainee meals

#### **Force Response :**

Staff reminded regarding closing locker doors.

It is nice to have majority positive feedback. The toilet roll situation has dramatically improved with most detainees having this provided. It would appear that some had not and a reminder has been sent out again.

Staff reminded to check out of date food as part of daily checks

Blankets are now re-stocked

Wheelchair is returned from Durham and at Forth Banks again

Request sent for Halal information to be added regarding Bistro express meals

#### **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 appropriate adults had been provided to juveniles in custody.

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:**

Large amounts of out of date detainee meals identified within suite

Shortage of detainee blankets

Cell 40 out of use due to broken lock

Low stocks of detainee meals

#### **Force Response:**

Staff reminded to check out of date food as part of daily checks

**Blankets now re-stocked**

**Cell 40 is fixed and full operational again**

**Meals now re-stocked**