

Independent Custody Visitors

August 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 **August 2023**.

Sunderland - Southwick

Three visits were made to Southwick 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 positively noted that several juveniles visited were provided with AA's with no issues reported.

ICVs noted the detainees having been provided with time in the exercise yard.

ICVs noted that detainees had been provided with mental health nurse care in custody.

Detainee food checked and all in good order.

Areas for improvement:

On two occasions ICVs had to wait over 30 mins to undertake a visit with one visit being cancelled due to short staffing. The dates of the visits were 06.08.23 and 22.08.23.

Exercise yard in need of a full clean

Force Response :

Some good positive feedback which is nice to hear

Exercise yard has been cleaned.

August was challenging with staff leave and absences. We can only apologise for the delay and cancellation. Staffing levels are now healthy and any future issues can be reported to myself.

Forth Banks - Newcastle

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

ICVs noted on a visit that the suite was calm and the suite was well presented. Food stocks all checked and in order.

ICV's positively noted the provision of distraction items.

Exercise yards checked and all in order.

ICVs positively noted that detainees had been provided exercise.

Areas for Improvement:

ICVs noted on two occasions that the suite was short staffed during their visits 09.08.23 and 17.08.23

On some occasions detainees not always provided with toilet roll in cells without asking for it to be provided.

Detainee lockers open and unlocked.

Force Response:

The positive feedback has been passed on.

August was challenging with staff leave and absences. Staffing levels are now healthy.

Custody staff have again been reminded of need to provide toilet roll at all times unless a particular reason is recorded on the ECR. Also reminded of the need to close and lock the detainee lockers.

Middle Engine Lane – North Tyneside

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

Food stocks all checked and in order.

ICVs positively noted that detainees had been offered washing facilities and time in the exercise yard.

Areas for Improvement:

ICVs noted on their visit that the suite was short staffed 02.08.23

On some occasions detainees not always provided with toilet roll in cells without asking for it to be provided.

Force Response:

August was challenging with staff leave and absences. Staffing levels are now healthy.

Custody staff have again been reminded of need to provide toilet roll at all times unless a particular reason is recorded on the ECR