



Independent Custody Visitors

May 2024

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 **May 2024**.

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.

Detainee food checked and all in good order.

ICVs noted that a wheelchair was available in the suite.

ICVs positively noted that detainees had access to medical nurses where required.

Areas for improvement:

- **Exercise yard out of use due to flooding resulting in some detainees not offered time in exercise yard even though they had been in custody for an extended period of time.**
- **Cell M2 out of use due to broken lock which had been reported to estates.**
- **Kosher meals in need of restock.**

Force Response:

- **Noted regards Exercise yard, it was returned to service shortly after the visit, once cleans of the debris because of the flood.**
- **Lock has since been repaired.**
- **Check to be made to ensure stock level is correct and any replacements required will be ordered.**

Forth Banks - Newcastle

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

All detainee food checked and in good order.

ICVs positively noted that where needed, detainees had been provided with advice in relation to support organisations. Several detainees on the visit having disclosed to ICVs that they had mental health issues.

ICVs positively noted the helpfulness of the escorting officer who offered all information and provided a timely response to all requests.

Areas for Improvement or points raised:

- Cell 21 intercom issue

Force Response:

- Intercom issue has since been repaired.

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.

ICVs positively noted well stocked detainee meals.

Exercise Yard checked and all in order.

ICVs positively noted that a wheelchair was now available in the suite.

ICVs positively noted that where Appropriate Adults were required, these had been requested.

ICVs positively noted that detainees were made aware of washing facilities and access to exercise if requested.

ICVs positively noted that detainees had been provided reading materials.

Areas for Improvement or points raised:

- Some detainee lockers open.
- Out of date drinks removed and disposed of.

Force Response:

- **Staff to be reminded of the need to secure these lockers.**
- **Thank you for disposing of these, replacement sort, and stock rotation to be checked to reduce wastage.**