



NORTHUMBRIA
**POLICE & CRIME
COMMISSIONER**

Independent Custody Visitors

September 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 **September 2024**.

Bedlington

No visits were made to Bedlington custody suite.

Sunderland – Southwick

One visit made to Southwick Custody Suite, the suite was found to be clean and tidy. Staff were also friendly and helpful.

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

ICVs positively noted that hygiene packs had been provided to detainees.

ICVs positively noted a good stock of detainee clothing.

Areas for improvement:

There were no issues identified.

Force Response:

Many thanks for the visit and great to hear it was a positive visit.

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.

All detainee food checked and in good order.

Hygiene packs provided to female detainees and female officers assigned where needed.

ICVs positively noted that three youth detainees had been provided with an Appropriate Adult.

Detainee wheelchair onsite.

Areas for Improvement or points raised:

- Toilet rolls not provided to some detainees visited.
- Shortage of towels and blankets for detainees.

Force Response:

- Staff to be reminded of the requirement to provide a toilet roll unless a risk assessment deems it a risk.
- Towel and blanket stock is under review, to ensure each suite has an adequate supply of both items at all times.

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.

Medical rooms checked and all in order.

Areas for Improvement or points raised:

- Lockers open
- Out of date detainee porridge disposed of.
- ICVs stated that cell call buzzers were not being cancelled by staff even in empty cells.
- ICVs noted that a youth detainee had waited a considerable length of time for an AA to be provided with no explanation contained within the custody record. CRN 24/026225 (30.09.24)

Force Response:

- Noted and staff to be reminded.
- Thank you for disposing of this and drawing our attention to expired stock.
- Staff to be reminded that cell call system should be reset after each activation.
- Thank you for raising this case, although we can't comment on this forum, any learning identified will be cascaded to the staff.