



## **Independent Custody Visitors**

**October 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 **October 2024**.

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### **Bedlington**

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

ICVs positively noted that repairs had been made to detainee beds (Sealant)

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

- Cells M2 and F2 are out of use due to broken night lights.
- Out of date porridge and drinks removed.

#### **Force Response:**

- Noted and can report issues have been repaired.
- Thank you for highlighting. Stock rotation to ensure no items expiry.

### **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 AA's had been requested where required.

Exercise yard checked and all in order.

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

- Shortage of blankets for detainees

#### **Force Response:**

- Force has recently sourced new blankets and Southwick has had a been re-supplied to bring stock levels up

## **Forth Banks - Newcastle**

Two 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.

Detainee stores including clothing and toiletries check and all in good supply.

Detainee wheelchair onsite.

### **Areas for Improvement or points raised:**

- Toilet rolls were not provided in cells to some detainees visited.
- Detainee reported not allowed time in exercise yard.
- Issue with cell call bells not being cancelled.
- Detainee lockers left open.

### **Force Response:**

**All four points are to be passed to custody teams to ensure acted upon.**

## **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.

### **Areas for Improvement or points raised:**

- Detainees reported that cells and corridors were cold with this being confirmed by ICVs. Staff were having to issue additional blankets for detainees.
- Out of date drinks disposed of.
- ICVs stated that cell call buzzers were not being cancelled by staff even in empty cells.

### **Force Response:**

- Issues re heating raised with Estates with inconsistent temperatures across the suite.
- Thank you for highlighting, Stock rotation to ensure no items expiry.
- Staff will be reminded to the need to ensure all cell calls are reset after use.