



Independent Custody Visitors

November 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 **November 2024**.

Sunderland – Southwick

Two 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 a wheelchair was available in the suite.

Detainee food checked and all in order.

Exercise yard checked and all in order.

ICVs positively noted that female officers assigned to female detainees.

ICVs positively noted that AAs for juvenile detainees had been requested.

ICVs positively noted that toilet roll had been provided in cells without detainees having to request this.

Areas for improvement:

- **Cell m12 toilet not flushing.**

Force Response:

Thank you for reporting the defect, all cells are operational so this will have been resolved since the 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.

ICVs positively noted that officers responded quickly to any detainee requests.

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

ICVs positively noted that female officers assigned to female detainees.

ICVs positively noted that reading material and distraction items had been provided to some detainees.

Detainee wheelchair onsite.

Areas for Improvement or points raised:

- Exercise yard in need of cleaning and graffiti removal.
- Kosher pot noodles out of date and needs restocking.
- ICVs stated that cell call buzzers were not being cancelled by staff even in empty cells.

Force Response:

- There is a plan in place to install additional water connections that will mean we can power wash the exercise yard more often and reduce build up.
- Thank you for reporting, stock will have been ordered since the visit.
- Staff to be reminded to clear the historical alarm at each cell. The cell call system still operates but the red tell tale lights are still illuminated and should be cleared after each activation.

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.

Areas for Improvement or points raised:

- Out of date drinks disposed of.
- ICVs stated that cell call buzzers were not being cancelled by staff even in empty cells.
- Cell 20 out of use due to water valve issue.

Force Response:

- Thank you for reporting, stock will have been ordered since the visit.
- Staff to be reminded to clear the historical alarm at each cell. The cell call system still operates but the red telltale lights are still illuminated and should be cleared after each activation.
- The sink unit was awaiting a part that was not readily available, the cell had a functioning toilet so was only to be used as a last resort. Now repaired and back in service.