



Independent Custody Visitors

May 2025

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 2025**.

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 a wheelchair was available in the suite.

ICVs noted that detainees requiring medical care had seen nurse with care provided.

Areas for improvement:

- Exercise yard in need of cleaning. Dead bird within roof mesh of the yard.
- Out of date drinks removed.

Force Response:

- Noted and will ensure this is removed or has already. Daily checks are there to capture these issues, reminder to staff to ensure checked daily.
- Thank you for noting – Reminder to staff, re daily checks to ensure stock is rotated and used prior to expiry.

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.

ICVs positively noted the correct storage of religious materials including prayer mats.

Detainee wheelchair onsite.

Exercise yard checked which was clean and tidy.

Areas for Improvement or points raised:

- 27.05.25 – Detainee 25/013619 had not been offered/received exercise or shower even though had been in custody for extended period.
- Cell call bells not being cancelled by staff (even in empty cells) which is a repeated point raised by ICVs.
- Cell 46 toilet out of use.
- Cell 33 broken sink.
- Poor Wi-Fi connection for phablets in wing 11-20

Force Response:

- Thank you, and whilst can't comment on individual cases, it will be reviewed and highlighted to officers concerned.
- Has been cascaded to staff, reminder to be sent.
- Raised with estates as to progress in returning cell 46 to service
- Cell 33 resolved and back in use
- Issue is noted and a number of solutions are being looked at to improve connectivity

Middle Engine Lane – North Tyneside

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

ICVs positively noted that detainees requested distraction items which were available.

ICVs positively noted that there was a good supply of stock required for detainees.

ICVs positively noted that detainees had seen nurse where required.

Areas for Improvement or points raised:

- **Cell 8 VESDA Fault**

Force Response:

- **This was resolved and cell is back in service**

Bedlington - Northumberland

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:

- **No issues raised**

Force Response:

- **Great to note, and thank you for attending**