



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

Report of Office of Police & Crime Commissioner

Independent Custody Visitors findings – October, November, December 2014.

The Police & Crime Commissioner, Vera Baird QC, would like to take this opportunity to thank Independent Custody Visitors for the work they have undertaken when visiting custody suites within the Northumbria Force area. The ICVs are valued members of the volunteer team. Below are the points raised between October – December 2014 from the stations visited.

Alnwick

No issues raised. All areas clean and tidy

Bedlington

All areas clean and tidy.

Well received by staff.

Cell F2 closed for repairs

Areas for improvement:

Some instances of Force FME's taking a considerable time to arrive at suite.

Berwick

Areas for improvement:

Light broken in female cell

Hexham

Areas for improvement

Suite could do with a regular clean.

Etal Lane

Suite clean and tidy

All officers were helpful, professional and polite throughout visits with both detainees and ICV's.

Area for improvement:

Cell D7 closed due to broken light

Cell M7 out of order

Millbank

Suite clean and tidy

All officers were helpful, professional and polite throughout visits with both detainees and ICV's.

Area for Improvement:

One male cell out of order due to damaged bench.

Gillbridge

No issues

Staff helpful and suite clean and tidy

Washington

Custody suite clean and tidy.

All staff polite, helpful and quickly addressed detainee's needs.

North Tyneside

Staff friendly and helpful

Areas for improvement

Cell 3, 12, 25, 27 out of use due to broken door frames.

Detainee kitchen area and microwaves in need of cleaning

A number of mattress seams coming away.

Interview Room 7 out of use.

Medical Room and Visitor room doors unlocked.

Forth Banks

All staff polite and helpful

Officers addressing detainees concerns immediately

Areas for Improvement:

Cell 2 buzzer out of order

Cell 23 and 24 toilet broken

Cell 32 buzzer broken

Cell 37 sink broken

Cell 41 and 42 not in use for cleaning

Cell 5 CCTV not working

Assistant Chief Constable Jo Farrell responses to issues raised:

Bedlington

Areas for improvement: Some instances of Force FME's taking a considerable time to arrive at suite.

Medical provision for custody has been subject to a tendering process. This includes specific attendance times. The new service subject to contact will incorporate an embedded medical service.

Staff have at Bedlington have been asked to provide details where the FME attends outside 60 minutes.

Berwick

Areas for improvement: Light broken in female cell-

Issue had already been identified by staff, lights repaired on 12/11/14

Hexham

Areas for improvement: Suite could do with a regular clean.

Hexham is cleaned every two weeks which is in line with its very infrequent use.

Staff can request additional cleaning if required.

Etal Lane

Area for improvement: Cell D7 closed due to broken light: Cell M7 out of order.

Etal lane was ceased to be a full time suite and changed to a resilience suite on 26th October 2014. ICT works were scheduled for 1st December – 15th December.

All other repairs were identified and completed during ICT closure. Cells now in use.

Millbank

Area for Improvement: One male cell out of order due to damaged bench.

Minor damage to a cell bench which was identified by the staff and during cell checks. Reported to estates and repaired within 48hrs.

Gillbridge

No issues

Washington

Custody suite clean and tidy.

All staff polite, helpful and quickly addressed detainee's needs.

North Tyneside

Staff friendly and helpful

Areas for improvement

Cell 3, 12, 25, 27 out of use due to broken door frames.

North Tyneside was scheduled to be closed for ICT works for the electronic custody records 5th January – 19th January 2015 . During the closure all other repairs and maintenance was planned and completed. All Cells now in use.

Detainee kitchen area and microwaves in need of cleaning

The cleaning supervisor has been contacted to ensure cleaning standards are adhered to.

A number of mattress seams coming away.

Mattresses are checked before and after use during wipe down. Damaged mattresses are replaced.

Interview Room 7 out of use.

Was scheduled to be repaired during refurbishment works in January 2015. Complete and now in use.

Medical Room and Visitor room doors unlocked.

Staff reminded to ensure medical room locked. Custody Inspector will ensure the direction is complied with.

Forth Banks

All staff polite and helpful

Officers addressing detainees concerns immediately

Areas for Improvement:

Cell 2 buzzer out of order

This was already identified by staff on routine checks and reported to estates as per the procedure. Now repaired.

Cell 23 and 24 toilet broken.

This was already identified by staff on routine checks and reported to estates as per the procedure. To prevent misuse the toilets have a vacuum setting which can be adjusted. Repairs and adjustments carried out. Cells now in use

Cell 32 buzzer broken

This was already identified by staff on routine checks and reported to estates as per the procedure. Now repaired.

Cell 37 sink broken

This was already identified by staff on routine checks and reported to estates as per the procedure. Now repaired.

Cell 41 and 42 not in use for cleaning

All cells are subject to a regular cleaning regime.

Cell 5 CCTV not working

Identified by staff during daily checks. Reported and repaired within 48hrs.