



Durham Independent Custody Visiting Scheme – Insight Report

Below are some of the highlights/issues raised during visits or by the Office of the Police and Crime Commissioner on a Quarterly basis for 2025.

Investigative Hub

Durham Constabulary's Investigative Hub opened for detainees in December 2024 – there has been a pause in Custody Visiting to allow for a settling in period for custody staff.

January – March 2025

2 visits were made to the Hub, initial visits ran smoothly, the new suite and facilities were found to be clean and tidy. Staff were also friendly and helpful.

Food stocks and kitchen checked.

ICVs positively noted staff were engaging and settling into their new place of work well.

Issues raised:

- Pink wing signature pad not working, 1 cell in green wing out of action due to broken door. Problems with accessing computer records - when CVs can see it SGT can't

Action taken:

- reported to Duty Sergeant on site

April – June 2025

7 visits were made to the Hub at various times and days of the week.

Custody was busy at times but staff managing the booking in process well. Clothes store checked, food stocks, kitchen and holding areas checked. Hygiene packs checked

Issues raised:

- ICVs noted that 3 detainees had not signed rights document
- Concerns about food stock - lack of gluten free availability. Detainee who was gluten free would not trust the chart.

Action taken:

- Rights documents – reported to duty Sergeant on site
- Gluten Free Food - This issue was raised on site and at the Custody Visitor Panel meeting on July 24th. Custody Inspector has produced a new chart with gluten free options and will now give this to detainees and also provide them with the label on the meal box.

July – September 2025

6 visits were made to the Hub at various times and days of the week

Clothes store checked, food stocks, kitchen and holding areas checked. Hygiene packs checked

Children in custody were seen and all were given Juvenile in Custody leaflet on arrival, Appropriate Adults were organised and hot meals were provided.

Issues raised:

- Turn around on blankets not quick enough.

Action taken:

- Duty Sergeant spoken to at time of visit, explained there was a delay with the order of blankets but supply had been received at time of custody visit

October – December 2025

5 visits were made to the Hub at various times and days of the week

Clothes store checked, food stocks, kitchen and holding areas checked. Hygiene packs checked

All were positive visits and no issues were raised at the time of visits.