



Gatwick IRCs SMT Meeting

Date:	09/02/2017
Time:	13.30
Location:	Centre Director's Office

Present:		Apologies:	Distribution:
Ben Saunders (BS) Chair Steve Skitt (SS) Michelle Brown (MBr) Sara Edwards (SE) Dan Haughton (DH) Mark Francis (MFr) Lorraine Higgins (LSH)		Michael Gibson (MG) Kalpesh Mistry (KM) Michelle Fernandes (MF) Sarah Newland (SN) Juls Williams (JW) Caz Dance-Jones (CDJ)	All attendees Apologies

No:	Item
2.	<p>Notes of the Previous Meeting</p> <p>These were reviewed.</p> <p>ACTIONS: 09/02/17 5.5 leavers in January – some ITC leavers were due to shift patterns ACTION: DH to arrange for a group feedback session with new staff to find out their views on the transition from the ITC to working in the Centre.</p> <p>A lot of false breakdown calls as officers are not checking before reporting it as a job. MFr spoke about inconsistent fabric checks. Staff are ignoring graffiti and dirty rooms. ACTION: SS to talk to DCMs about the reporting of breakdowns to Facilities and fabric checks to be escalated to DCOs.</p> <p>ACTIONS: 08/12/16 Games room need to be redecorated and Facilities have been reallocated to other jobs several times. ACTION: JW to get a committed date from MFr and JW to produce a timeline of redecoration of the Activity areas and anything else that needs to be done.</p> <p>ACTIONS: 20/06/16 VB to discuss audits sign off process with SD but passed to SN on 25/10/16 – ongoing</p>
3.	<p>Matter Arising</p> <p>BS updated about staff engagement and staff retention – need to organise focus groups and ways to support staff. Performing really well and has been a good month. A few issues around Visits. Additional beds – fire engineer's met with MFr and Mick Glennard last week. C&R queries will be dealt with by Jack Bannister and NRTG will be coming in to offer advice. Tinsley House Refurbishment – Four louvres will be removed and it is recommended that film be placed on the Family Suite windows. Works are on target. Staff training, cleaning etc. should have been done for the ramp up w/c 01/05/17. Retender came out last night. A lot of front end activity with workshops, interviews etc. Need to identify people to attend the IT workshop. Site visits for BH & TH for other bidders Will be done in early March. A lot of freedom of information being received and LH is the coordinator for these requests. Vision – BS asked for feedback on the new poster. DH said that 'a great place to work' might not resonate with staff and MB it was a vision not where we are at the moment. Discussions about it needing a title and that the colours need to be changed into softer ones and the goals need to link with the relevant circle.</p>



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4.	<p><u>Departmental Updates:</u></p> <p>Safer Community (MB) Significant increase in self-harm (21) with 14 incidents relating to 3 individuals. Significant increase in use of force. Massive increase in violence 7.4% of the population. 10 staff assaults, 2 Home Office assaults & 3 detainee assaults. 7 fights. Violence more on C & D wings Welfare are still seeing the same number of detainees as before. Looking at the appointment system and will need a new PC for the office – BS authorised the purchase of a cheap laptop. Working with Library staff to ensure continuity of the appointments. Huge increase in voluntary departures since 2013 and that Owen Syred is doing a great job. Detainee Reception – Problems with the fingerprint machine as 24 POISE accounts had to be reset due to lack of continuous use. Visions for the bid – doing a piece of work Reception staff. New food and fluid DCO to be implemented on 16/02/17. Spoke about zero tolerance with the use of NPS. Spoke about the cleaning and decorating of E wing & CSU.</p> <p>Safeguarding (MB) Lessons learnt from D3434 – case study. This was not managed well by the Home Office Updated on welfare training.</p> <p>HR (MF) Updated on recent assessment day – 13 people. Running a further one in a couple of weeks. 5.5 leavers in January – some ITC leavers were due to shift patterns. DH said that some new staff feel unsupported and don't know who their line manager is or seen them. MB suggested that the DCMs need to go to the ITC to introduce themselves to their staff and BS said that they should do this several times during the ITC. DCMs should held accountable for their staff and retention. MB spoke about the pool of DCMs and secondments. DCM recruitment – 30 applications. Updated on vacancies. BS updated that POA members are being balloted next week as the POA have recommended the offer of 3% over two years.</p> <p>Support Services (DH) Updated that training is being concentrated on Wednesdays. ITC currently running and the next will commence on 20/02/17. Anticipating 30-40 for the ITC commencing 03/04/17. Updated that Detail need to go to the functional heads about what to do with their vacant lines. Audits & Performance – good month. There needs to be a process to manage visits to decrease the amount of late/missed visits. An extra officer for the pilot will be detailed in Visits. IT - issues around resilience. BS updated on the Wi Fi project. Barry Timms is in post shadowing and Vicky's last day is 08/02/17. Complaints - busy month for Residential Updated about H&S and Fire Safety.</p> <p>Deputy Director (SS) Security – picking up on trends and that there has been a massive turnaround in the dynamics of the centre. Different types of intelligence especially around corruption. A number of staff feel that it is colleagues bringing in some of the prohibited items. A number of staff in Visits need to be challenged. Security collators and analysts need to be separated. Mercury due to go live in April and training will be a big issue.</p> <p>BH Residential (SS) Cleaning needs to improve to a consistent standard. DCMs are to be briefed by SS each morning about expectations for the day.</p>
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	<p>Action plan for the escape is complete and the courtyard works are to be completed within two weeks. Risk assessments need to be completed. Updated about wing gates and that the survey has been done. Disruption policy to be distributed.</p> <p>Facilities (MFr) High levels of sickness in the team. Courtyard project – issues with Syntinex, quality of work and labour issues – two Geoquip staff walked off site which means the project is two weeks behind. Updated on the audit carried out by Steve Brinkworth. A lot of false breakdown calls as officers are not checking before reporting it as a job. MFr spoke about inconsistent fabric checks. Staff are ignoring graffiti and dirty rooms. Discussions took place about curtains, noticeboards and ligature point work for rooms. MFr said that rooms need to be taken out of action to carry out the work which needs to be agreed by the Home Office. MB stated that the risk assessment was completed 6 months ago but the work is still outstanding.</p> <p>TH Residential (SE) Updated that DCMs will go through the changes on 09/03/17 and that matrix checks will go electronic. Working on new rosters and detail. Piece of work around welfare from the HMIP report is required. Detainee reception training is underway. Control room training – 10 people to be trained initially and then they will train everyone else. Working on a mirror of first night in detention in BH. BS asked SE to feed any changes to the Bid team. Looking at trailing no smoking at TH and SE will visit HMP Parc to see how it works there.</p> <p>Risk Register (BS) BS went through the risk register with the attendees.</p>
5.	<p>AOB</p> <p>SE updated about ordering curtains for TH and what fixings are needed.</p> <p>SE thought that none of the current ITC were going to TH but now there are 11 which neither SN or SE have met but they were going to meet them tomorrow.</p> <p>MB asked for the meeting calendar to be distributed. SS & LH to complete and distribute. (Update – Home Office have changed the dates for MCRM & QCRM which need to be updated. Trading Review dates are not confirmed yet)</p> <p>DH spoke about conducting a bespoke staff survey to find out views and suggestions.</p> <p>Discussions around the basketball post could go back into the courtyard and SS stated that it is not to go back into the courtyard and needs to be disposed of.</p> <p>MFr updated that the shop is selling king size Rizzla's.</p> <p>BS gave an update about Kalpesh Mistry and that he will cover Gatwick as well as Rye Hill and Birmingham for the next month.</p> <p>Date of Next Meeting – 10.00 Tuesday 28th February 2017 in Centre Directors Office</p>