

REMOVAL CENTRE MONTHLY REPORT

CENTRE: Brook House

MONTH ENDING: April 2017

PART I

PERFORMANCE MANAGEMENT REPORT

1. Available Detainee Places

Available Places	Total Number of Places Available	Total Number provided	Points awarded Previous Month 2017	Points declared for Current Month 2017
Male Removal Places	508	508	0	0
Female Removal Places	-	-	-	-
Family Removal Places	-	-	-	-
Male/Female Removal from Association Places	13	13	0	0
Male/Female Temporary Confinement Places	6	6	0	0

2 Failure to Provide Available Services	Total no. of incidents	Brief Summary of PM failure	Points declared for month	Mitigation	Mitigation accepted Y/N
(a) Failure to make available full detainee communication service	0				
(c) Failure to make available full establishment cleaning service	0				
(d) Availability of regime opportunity	2	1. IT suite not available for a 2 hour period.	300	1. The problem was identified to be at Tinsley were the servers / network	Y

		2. Reduced availability of PCs 15.04.17 – 16.04.17	600	<p>required resetting. IT systems are linked across both Brook and Tinsley.</p> <p>2. Main controlling PC screen reported to say unusual traffic and not a robot this was reported to Helpdesk.</p> <p>There has been a recent general issue with detainees using PCs to download online games, watching of videos and what appears to be hacking material, which has caused the network to be slow and become unresponsive causing the error message displayed.</p> <p>Staff had several incidents of abuse from detainees when being challenged and the session being terminated. Proxy's are being used to access Social media sites. These incidents get reported to IT Helpdesk to block sites but this is a</p>	N
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				<p>never ending cycle. PCs have been vandalised were by cables have been pulled out and clear attempted damage to screens, keyboards and mouse's.</p> <p>Used up existing stock to rectify some issues and have the need to order additional replacement equipment and stock up. Activities have limited stock which is being replenished on a regular basis.</p> <p>Requested damage and replaced products are reported via SIR and matrix to acquire the costs and checks prior to opening and closing of suite. Chased Helpdesk for further assistance.</p>	
(e) Availability of maintenance	0				
3 Untoward Events					
(a) Failure to act on a written notice of improvement or rectification	0				
(b) Failure to notify any matter which Constitutes a Performance Measure	0				

(c) Self harm resulting in injury	0				
(d) Contingency Planning exercise	0				
(e) Substantiated complaint:-					
(1) Serious complaint	0				
(2) Other complaint	1	<p>05.04.17 D334</p> <p>D334 CMS 151000140941 [From March]</p> <p>Detainee complained that when he was on an escort to a hospital his handcuffs were not applied properly & they fell off and that staff were not paying attention to him. Detainee claims he asked for them to be reapplied. On returning to the centre, detainee claims that an officer told him to forget the whole incident.</p>	100	PARTIALLY UPHELD - Terms of Reference were issued by Head of Security for an internal investigation to be completed under the company disciplinary procedures. It is confirmed at this point, that a number of security concerns have been identified. The internal investigation is still on going at present and has the potential for disciplinary action against staff.	N
(f) Any failure to comply with the approved child protection policy and procedures that results in, or exacerbates, a substantiated incident of child abuse.	0				
(g) Failure to see legal adviser	0				
(h) Failure to complete self audit	0				
(i) Health and safety	0				

(j) Escape	0				
(k) Failure to admit a Detainee to the Removal Centre as directed by the Authority	0				
(l) Failure to release	1	27.04.17 D2226 (11947406) - Refused to leave Brook House for his flight, stated that he did not want to go on flight.	550	Detainee was not presented – at 05:00 staff tried to persuade detainee attend detainee discharge desk. He refused to engage with staff other than saying he is not going on a flight to Portugal. This was a Non Suitable Crew and it would not have been appropriate to use force. Part-C completed. Detainee arrived at the centre on the afternoon of the 26th no history of detainee provided.	Y
(m) Key/lock security	0				
(n) Incident reports (Containing UOF)	0				
(o) Religious practice	0				
(p) Staffing information	0				
(q) Staffing levels (see below)	0				

(r) Failure to produce a Detainee for an Official/Legal or Case Related Visit/Interview within 15 minutes	13	1. D1455 (10333018) 03.04.17 Appt @ 13:50 / Detainee arrived @ 14:30	200	1. Detainee stated to staff he was late as he was in the Multi Faith room praying. Several tannoy calls made N1 looked for but couldn't find. Notified wing should he return. He was not in the Multi Faith room. All reasonable efforts made to find detainee.	Y
		2. D287 (3086944) 05.04.17 Appt @ 08:50	200	2. Detainee refused to sign Official Visits Non Attendance Form. All attempts made to convince detainee to come to visits. Detainee was abusive to staff.	Y
		3. D119 (1308912) 07.04.17 Appt @ 11:15	200	3. Detainee refused to sign Official Visit Non Attendance Form. Detainee was reminded directly on 3 occasions about his appointment. Tannoy calls were put out. Detainee was seen in bed and appeared to be under the influence of drugs.	Y
		4. D527 (5895809) 12.04.17 Appt @ 11:50 / Detainee arrived @ 14:05	200	4. Detainee was on H/O list for 11:50, did not turn up for interview and no reason given. It is believed that H/O re-arranged for 13:30.	N

	5. D1681 (10916608) 12.04.17 Appt @ 13:30 / Detainee arrived @ 14:55	200	5. Video link legal – CCTV confirmed that detainee arrived at 14:07.	Y
	6. D2330 (12056778) 18.04.17 Appt @ 14:15 / Detainee arrived @ 15:43	200	6. Detainee stated he was in the Mosque for a long time, he eventually was found in the Barbers.	N
	7. D1661 (10892334) 19.04.17 Appt @ 13:30 / Detainee arrived @ 14:02	200	7. Detainee was reminded in person @ 08:30 and 13:28 along with tannoy announcement @ 13:38. Detainee was seen taking his time to come to interview.	Y
	8. D2490 (12173753) 21.04.17 Appt @ 14:30 / Visitor arrived @ 14:32 / Detainee arrived @ 15:19	200	8. Detainees make their appointment with Duncan Lewis Solicitors and should have been fully aware of when he is required. Several calls made through tannoy system, staff searched for him, he was not in his room.	Y
	9. D1532 (10567557) 21.04.17 Appt @ 15:30 / Visitor arrived @ 14:32 / Detainee arrived @ 16:05	200	9. Duncan Lewis solicitors running late due to previous detainee arriving late. Detainees make their appointment and should have been fully aware of when he is required.	Y

	10. D687 (7549784) 26.04.17 ADD ON APPT (no time and not written in Visits Book)	200	10. Detainee signed Official Visit Non Attendance Form (N1 Witness). N1 went to his room 08:20 / 08:35 tried to convince detainee to come to his visit or sign the non- attendance form. Detainee stated he was not feeling well, was very abusive to the staff. It was believed he was under influence of an unknown substance.	Y
	11. D68 (762144) 26.04.17 Appt @ 09:10	200	11. Detainee refused to sign Official Visit Non Attendance Form (N1 signed and witnessed); detainee was refusing to engage with the officer. Officer said that he wasn't feeling well, he had not eaten for 10 days. Detainee is on food / fluid refusal and is being monitored.	Y
	12. D2034 D2034 (11632812) 27.04.17 Appt @ 16:15	200	12. Detainee refused to sign Official Visit Non Attendance Form (N1 signed and witnessed). Detainee stated did not want to see Home office as he had problems in his head at the time.	Y

				were allocated to a bed watch and a constant watch within E wing.	
(i) Self harm resulting in death (being any known incident of deliberate self harm resulting in death which involves any failure to follow laid down procedures)A death	0				
(ii) Failure to deliver any of the operating procedures as required in Part 4 of Schedule D	0				

Points Incurred

	Number of Incidents	Total Points in Current Month	Total Mitigated Points (submitted to Home Office)	Agreed Total Points
Total	20	4750	3650	1100

Incident Type	Number
Copies of all Incident Reports forwarded to home Office daily	

PENALTY POINTS DCO HOURS

DCO Hours					
Date	Contract	Hours Worked	Percent	Band	Number of Points incurred
Total					0

FORM DC F11Detention Centre: Brook House**DETENTION CENTRE RULES – STATISTICS FOR END OF MONTH****DC Rule 19(2) – Incentives System**

No. of detainees at each level on last day of month:

Enhanced	Standard
87	392

✓ Tick if earned privileges not applicable

DC Rule 38(1) – Requests and Complaints

No. of new written Requests/Complaints during month to: 18

Contract monitor (if applicable)	Centre Manager	IMB
	0	0

DC Rule 40 – Removal from association

No. of new removals from association during month:	65
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DC Rule 41 – Use of force

No. of uses of force during month:	30
No. of uses of handcuffs included in above:	5

DC Rule 42 – Temporary confinement

No. of new temporary confinements during month:	0
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DC Rule 44 – Testing for controlled drugs

No. of samples taken during month:	0
No. of above testing positive:	0
Tick if testing not applicable.	✓

Completed by:

Name	Barry Timms
Position	Audits & Compliance Manager
Signature	<div style="border: 1px dashed black; padding: 10px; text-align: center;">signature</div>
Date	5 th May 2017

This report provides statistics on the operation of selected DC Rules. It should be completed at the end of each month and circulated to:

Centre Manager
Deputy Centre Manager
Home Office Immigration Enforcement Manager
Home Office Commercial
Gatwick IRCs Delivery Manager
Management Accountant
Assurance Manager
Head of Care & Regimes

DETENTION CENTRE MONTHLY REPORT NATIONALITY BREAKDOWN

<u>Nationality</u>	<u>Number</u>	<u>Nationality</u>	<u>Number</u>
AFGHANISTAN	15	MALAYSIA	2
ALBANIA	54	MALI	1
ALGERIA	15	MAURITIUS	3
ANGOLA	4	MOROCCO	6
BANGLADESH	29	NATIONALITY CURRENTLY UNKNOWN	2
BRAZIL	3	NEPAL	1
BURKINA FASO	1	NETHERLANDS	4
CAMEROON	3	NIGERIA	27
CHINA PEOPLES REP. OF	11	PAKISTAN	40
COLOMBIA	2	PHILIPPINES	1
CONGO	1	POLAND	14
COTE D'IVOIRE	2	PORTUGAL	11
CZECH REPUBLIC	1	ROMANIA	9
EGYPT	3	RUSSIA	1
ERITREA	5	SENEGAL	1
ESTONIA	1	SERBIA	1
FRANCE	3	SIERRA LEONE	1
GAMBIA	2	SLOVAKIA	1
GEORGIA	3	SOMALIA	8
GERMANY	1	SOUTH AFRICA	1
GHANA	12	SPAIN	2
GRENADA	2	SRI LANKA	10
GUYANA	2	St LUCIA	1
HUNGARY	2	ST VINCENT AND THE GRENADINES	1
INDIA	55	SUDAN	6
IRAN	14	SYRIA	2
IRAQ	14	TRINADAD & TOBAGO	2
ITALY	2	TUNISIA	1
JAMAICA	20	TURKEY	2
JORDON	1	UGANDA	1
KOREA REP OF (S KOREA)	1	UKRAINE (UKRANIAN SSR)	4
KOSOVO	1	VENEZUELA	1
KUWAIT	1	VIETNAM	6
LATVIA	3	ZAMBIA	2
LEBANON	1	ZIMBABWE	1
LIBYA (ARAB REPUBLIC)	1		
LITHUANIA	8		
MALAWI	1		
		Total:	477