

## REMOVAL CENTRE MONTHLY REPORT

**CENTRE: Brook House**

**MONTH ENDING: July 17**

### **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	-
Female Removal Places	-	-	-	-
Family Removal Places	-	-	-	-
Male/Female Removal from Association Places	13	12	0	160
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	1	07/07/17 – <span style="border: 1px dashed black; padding: 2px;">D2189</span> letter with money was delivered and signed for but not delivered to detainee.	300	Item of post was signed for on arrival at Brook House, there is no log of it in any of the Wing's post books. A separate "terms of reference" has been requested to further investigate this and	N

				the process, with a view to change the process.	
(c) Failure to make available full establishment cleaning service	0				
(d) Availability of regime opportunity	1	27/07/17 – Brook IT suite not available 15:34 – 16:04.	300	IT Support on site @ Tinsley with a BT engineer looking into internet speed. BT didn't expect to take the line offline, however they found the issue which required this to be taken offline. The line was re-established and the speed on the internet has improved.	Y
(e) Availability of maintenance	0				
<b>3 Untoward Events</b>					
(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 (s)	1	<b>D3307</b> (CMS 131000152793) Detainee left the centre but some of his property was left behind.	300	A bag of items had been brought in by a visitor the night before. These were left on the visits shelf in	Y

				our baggage store. Detainee left Brook the next day without the items. We arranged a property move for items which have been returned to the detainee. Review and implementation of checking process for visitor left property.	
(2) Other complaint(s)	2	<p><b>D2169</b> (CMS 131000151526) - Detainee stated he did not receive his meal; from 13:10 - 13:25 he was waiting for potatoes. After 15 minutes he told an officer that he did not get a full meal. Detainee said he reported the situation to officers and has not been sleeping because of it.</p>	100	<p>Detainee was spoken to by a DCM on the day in question. The main issue was not about getting a meal or potatoes, but they had run out of soup/sauce. The DCM went to the kitchen to get some more soup/sauce but there was none left. Detainee was not happy and threw his food in the bin. He did receive a main meal but not the soup/sauce, therefore it is has been partially upheld. Food portions and food supplied by the kitchen to the wings to be monitored. Issues to be reported for further investigation to determine where issue lies.</p>	Y
		25.07.17 Complaint from JUNE,	100	Detainee had been paid on previous days,	Y

		<p>COMPLETED IN JULY:  <b>D2897</b> (CMS 131000150740) -          Detainee complained about various issues which were not upheld. Upheld part was that detainee did not get paid for 2 days of paid work (13th &amp; 14th June).</p>		<p>but had not received pay for 2 days (equivalent to £4 in total). Attempts made to contact detainee to apologise and offer payment. There has been no reply to date. In contact with a visitor of detainee who is also trying to contact detainee about this issue.</p>	
(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	6	<p>28/07/17 <b>D1345</b> (10081433)          Finger printing paperwork not completed.</p>	500	<p>Finger print paperwork details of detainee not completed, so unable to identify whose fingerprints have been taken. Investigations identified 2 detainees that the prints could have belonged to. Both detainees have left the centre so not able to clarify which one of the detainees they belonged to.</p>	N
		<p>28/07/17 <b>D2477</b></p>	500	Finger print paperwork	N

		(12169754) Finger printing paperwork not completed.		details of detainee not completed, so unable to identify whose fingerprints have been taken. Investigations identified 2 detainees that the prints could have belonged to. Both detainees have left the centre so not able to clarify which one of the detainees they belonged to.	
		28/07/17 <b>D1375</b> (10145962) Finger printing paperwork not completed.	500	Finger print paperwork details of detainee not completed fully and not signed. Reviewed and paperwork has been completed 01.08.17	Y
		28/07/17 <b>D2177</b> <b>D2177</b> (11868849) Finger printing paperwork not completed.	500	Finger print paperwork details of detainee not completed fully and not signed. Reviewed and paperwork has been completed 01.08.17	Y
		18/07/17 <b>D885</b> <b>D885</b> (8814921) Finger printing paperwork not completed.	500	Finger print paperwork details of detainee not completed fully and not signed. Reviewed and paperwork has been completed 01.08.17	Y
		28/07/17 <b>D2218</b> (11940226) Finger printing paperwork not completed.	500	Finger print paperwork details of detainee not completed fully and not signed. Reviewed and paperwork has been completed 01.08.17 Senior manager to arrange training for	Y

				reception staff and notices to be implemented; individuals spoken with regards to their responsibilities and further training given.	
(l) Failure to release / present	0				
(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	15	11/07/17 <b>D1852</b> (11222177) Appt @ 09:50	200	Detainee signed Official Visit Non Attendance Form. Stated "I have been for bail 3 times & what happened? If this is a monthly report, send it to my wing"	Y
		12/07/17 <b>D699</b> <b>D699</b> (7597624) Appt @ 10:05.	200	Detainee refused to sign Official Visit Non Attendance Form @ 09:30, Detainee stated "does not want to get involved".	Y
		14/07/17 <b>D1077</b> <b>D1077</b> (9370913) No appt time.	200	Detainee refused to sign Official Visit Non Attendance Form. Detainee states "I am not going, they come and see me". H/O interviewed detainee on E wing.	Y

	18/07/17 - <b>D2815</b> (12294885) Appt @ 16:00, detainee arrived @ 16:41.	200	Did not hear his name over the tannoy but was eventually found in a friend's room.	N
	18/07/17 - <b>D1758</b> (11062283) Appt @ 16:05, detainee arrived @ 16:50.	200	The detainee was moving onto another Wing at 16:10 which caused the detainee to be late to his appointment.	Y
	18/07/17 - <b>D2287</b> (12011601) Appt @ 16:15, detainee arrived @ 16:50.	200	Detainee didn't hear his name over the tannoy; searched for detainee who was not in his room or outside. A friend of detainee found him and brought him to visits.	N
	19/07/17 - <b>D1077</b> (9370913) Appt @ 08:55.	200	Detainee signed Official Visit Non Attendance Form, stated he was feeling unwell, currently on food & fluid refusal & observations - H/O informed and was seen on H/O rounds.	Y
	24/07/17 - <b>D251</b> (2758209) Appt @ 10:30.	200	Detainee refused to sign Official Visit Non Attendance Form. Detainee stated does not want to talk to H/O & refused to attend because he thought he was going to be served RDs. Detainee was served RDs by DCM at 11:00 in his room.	Y
	24/07/17 - <b>D1851</b> (11221714) Appt @ 11:55, rescheduled	200	Detainee attended a video link from 10am and as result was not able to make the H/O	Y

		16:30, detainee arrived 16.05.		appointment. Rebooked appointment for the afternoon. Detainee arrived 10:01 , attended video link (10:37 – 10:45), Detainee was recalled to video link (11:51 – 12:26)	
		27/07/17 - <b>D2079</b> (12437368) Appt @ 11:15.	200	Detainee refused to sign Official Visit Non Attendance Form stated he was too busy to sign. Detainee stated "Doesn't want to come up to sign his return paperwork".	Y
		27/07/17 - <b>D131</b> (1465537) Appt @ 14:05.	200	Detainee refused to sign Official Visit Non Attendance Form stating "Doesn't want to attend".	Y
		31/07/17 - <b>D2888</b> (12323411) Appt @ 09:45, detainee arrived @ 10:30.	200	Detainee generally refuses, arrives late or turns up when he wants. Detainee was reminded @ 08:30, 08:45, and 09:00 and just before he arrived @ 10:30. Detainee was abusive on last request & changed his mind turning up @ 10:30. Detainee had also changed the time on his attendance slip from 09:45 to 10:45. When challenged about his lateness, he stated he was not late as his appointment was 10:45. H/O was made aware.	Y

		07/07/17 <b>D1084</b> (937961) Appt @ 13:30, detainee arrived @ 14:20.	200	Detainee was advised about the Video Link appointment and did not want to wait for a long period of time; he decided to come up late. Detainee went into the hearing and advised them he was withdrawing his case.	Y
		18/07/17 <b>D1103</b> (9443742) Appt @ 11:00, visitor arrived @ 11:00, detainee arrived @ 11:40.	200	Detainee was found praying, he stated he would come down after; due to this was late for his appointment.	Y
		24/07/17 <b>D1811</b> (11160780) Appt @ 11:00.	200	Duncan Lewis Solicitors complained of waiting 35mins to see detainee who did not attend. The appointment was for 11:00. Solicitor saw next appointment finishing @ 11:25. Solicitor was asked to wait for detainee as they were having trouble locating him. By 11:55 the detainee was still not located and the solicitor left. Review of procedures and staff reminded of their responsibilities.	N
(s) Failure to produce a Detainee for a social visit within 30 minutes	2	05/07/17 <b>D349</b> (3647178) Appt @ 14:00, visitor arrived @ 14:15, detainee arrived @ 14:50.	200	Informed by staff he had a social visitor waiting, detainee responded by saying he was getting ready & would be up.	Y

		19/07/17 - <b>D643</b> (7187809) Appt @ 14:00, visitor arrived @ 14:15, detainee arrived @ 14:54.	200	Noted that detainee stated "did not hear tannoy as he had fallen asleep". More could have been done to advise the detainee of his visit.	N
(t) Failure to provide and arranged escort	1	11/07/17 <b>D415</b> <b>D415</b> (4688863) Appt @ East Surrey Hospital for Dental.	200	Dental escort cancelled as there was an emergency escort by Ambulance for another detainee. Appointment rebooked for 12/07/17 by Healthcare.	Y
(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
<b>Total</b>	<b>36</b>	<b>8460 (inclusive of staff levels)</b>	<b>5600</b>	<b>2860 (inclusive of staff levels)</b>

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
02.07.17	655	596.17	91.04%	A	75
16.07.17	655	608.51	92.95%	A	75
22.07.17	655	607.48	92.79%	A	75
23.07.17	655	601.47	91.88%	A	75
29.07.17	655	589.57	90.70%	B	150
30.07.17	655	577.36	88.18%	B	150
<b>Total</b>					<b>600</b>

**FORM DC F11**Detention 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:

<b>Enhanced</b>	<b>Standard</b>
83	378

**DC Rule 38(1) – Requests and Complaints**

No. of new written Requests/Complaints during month to: 17

Contract monitor (if applicable)	Centre Manager	IMB
	0	0

**DC Rule 40 – Removal from Association**

No. of new removals from association during month:	47
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**DC Rule 41 – Use of Force**

No. of uses of force during month:	20
No. of uses of handcuffs included in above:	3

**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;"><b>signature</b></div>
Date	7 <sup>th</sup> August 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	28	LIBERIA	1
ALBANIA	47	LITHUANIA	11
ALGERIA	13	MACEDONIA	1
ANGOLA	1	MALAWI	1
AUSTRALIA	1	MALAYSIA	1
AZERBAIJAN	1	MALI	1
BAHAMAS	1	MAURITIUS	3
BANGLADESH	28	MOROCCO	6
BOLIVIA	1	NEPAL	1
BRAZIL	2	NETHERLANDS	4
BULGARIA	1	NIGERIA	26
BURKINA FASO	1	NORWAY	1
CHINA PEOPLES REP. OF	9	PAKISTAN	33
CONGO DEMOCRATIC REP (ZIARE)	1	PHILIPPINES	2
COTE D'IVOIRE	1	POLAND	25
CZECH REPUBLIC	3	PORTUGAL	9
D.R.Congo	2	ROMANIA	16
DOMINICAN REPUBLIC	1	RUSSIA	1
ERITREA	4	SIERRA LEONE	4
ESTONIA	1	SOMALIA	7
ETHIOPIA	2	SPAIN	2
FRANCE	5	SRI LANKA	13
GAMBIA	4	St LUCIA	1
GERMANY	1	ST VINCENT AND THE GRENADINES	3
GHANA	23	SUDAN	1
GREECE	1	SYRIA	1
GRENADA	1	TRINADAD & TOBAGO	1
GUINEA	3	TUNISIA	2
HUNGARY	2	TURKEY	3
ICELAND	1	UGANDA	2
INDIA	42	UKRAINE (UKRANIAN SSR)	3
IRAN	6	VIETNAM	7
IRAQ	5	ZIMBABWE	3
ITALY	1		
JAMAICA	21		
KENYA	1		
KOSOVO	2		

Total: 464