

REMOVAL CENTRE MONTHLY REPORT

CENTRE: Brook House

MONTH ENDING: August 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	507	0	120
Female Removal Places	-	-	-	-
Family Removal Places	-	-	-	-
Male/Female Removal from Association Places	13	11	0	120
Male/Female Temporary Confinement Places	6	6	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	0				
(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 (s)	2	17/08/2017 D612 (CMS 131000152804) July complaint - completed in August. Partially upheld Detainee was not paid for 3 days of paid work duties he carried out before he left the centre	300	Paid work system showed detainee was not paid for the last 3 days before he left. Detainee raised this after he left and not whilst resident at the centre. Detainee has confirmed that he has received money.	Y
		21/08/17 D119 (CMS 131000153626) July complaint - completed in August. Detainee stated that an officer did not let him out of his room on 2 occasions to carry out his cleaning duties and that the officer called him an inappropriate name.	300	The officer in question & the DCM were spoken with to discuss the incident further & the investigating manager also reviewed security reports submitted at the time by the officer regarding the events of that day. Deputy Director has commissioned a separate internal investigation to be completed under the company disciplinary procedures.	N

(2) Other complaint(s)	1	30/08/17 D283 (CMS 131000154681) Detainee complained around a visit with his partner which was partially upheld in regards about his partner wanting to breastfeed but she was not allowed.	100	Visitor should have been permitted to breastfeed her child as long as it was done discretely. Staff claim they did not advise the detainee it was not permitted or that they stopped her. CCTV showed visitor with the child under her top, then under a blanket, the detainee was seen being called away to staff observation desk, returning to visitor and taking the child from her. After the visit it was explained to the detainee that we have to be mindful of those who are in the visits hall too.	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	2	14/08/17 D2926	500	On finger Print log H/O	N

as directed by the Authority		(12339462) Wet fingerprints taken were of poor quality.		section states required to be redone as poor quality. Unclear who wrote this in the log and if this was communicated. Detainee has since left the centre and it is unclear if these were retaken.	
		25/08/17 D2301 (12024953) Photo of detainee not passport quality.	500	Photo has been re-taken. Process to be reviewed on communication of poor quality photos for rectifying.	Y
(I) Failure to release / present	6	17/08/2017 D1509 (10504255)	550	Detainee stated that he is done with this and he wasn't going to leave. The officer then went back 10 minutes later and repeated he wasn't going. Officer tried to persuade detainee to discharge to give his reasons to the Escorts, he refused and didn't want to get out of bed. Detainee then refused to talk to officer. Non suitable crew	Y
		21/08/2017 D2140 (11809143) Fax received @ 17:14 / Time confirmed @ 17:22 / Time out @ 21:20	550	10 Release faxes sent between 16:53 - 17:13 . These where confirmed by H/O between 16:54 - 17:21 .	N
		21/08/2017 D713 (7687397) Fax	550	All detainees should	N

		received @ 17:11 / Time confirmed @ 17:21 / Time out @ 21:27		have been released between the hours of 20:53 – 21:13 (4 hour allowance).	
		21/08/2017 D2093 (11732116) Fax received @ 17:16 / Time confirmed @ 17:22 / Time out @ 21:24	550	Unclear when the detainees were informed they were being released, at this time they would be in their rooms for roll count and dinner.	N
		21/08/2017 D1382 (10153369) Fax received @ 17:10 / Time confirmed @ 17:21 / Time out @ 21:32	550	Detainees would need to pack their belongings, request to see friends before leaving for some this would be at association time 18:30 if on other wings.	N
		21/08/2017 D466 (5379434) Fax received @ 17:13 / Time confirmed @ 17:21 / Time out @ 21:32	550	All detainees were in discharge waiting room between 19:05 and 19:20 . First 5 were booked off the system between (DAT) 19:46 - 20:02 and released within the 4 hour period. An incident happened at 20:13 which resulted in evoking contingency plan and the centre being locked down until roll count was called @ 21:15 . The reception manager Oscar 2 is part of the contingency plan overseeing the control room. 2 Reception staff were	N

				taken as part of the fixed posts lock down. Roll Incident was called correct @ 21:12 Detainees were physically out of the building @ 21:38 , some took advantage of a lift to Airport / Station.	
(m) Key/lock security	0				
(n) Incident reports (Containing UOF)	1	11/08/2017 (9828817) D1249	200	Late delivery of incident report which included a use of force. Use of force from 11/08/2017 at 16.30 unable to clarify when reports received by Home Office. Process to be reviewed and addressed. Agreed 2 days,	N
(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	3	01/08/17 (10636569) Appt @ 14:30, Detainee arrived @ 15:55 (85 mins late) D1556	200	3 x tannoy announcements, staff visited the wing on 2 occasions, no mobile noted. Detainee was not located in the allotted time slot.	N

		04/08/17 D706 (7631487) No Appt Time - ADD ON by H/O	200	Detainee refused to sign "Official Visit Non Attendance Form" (N1 signed) Detainee refused to see Social Services, which was arranged by H/O. Attempts made to persuade detainee to visits by staff. Home Office informed of refusal immediately after conversation with detainee.	Y
		22/08/2017 D2223 (11946646) Appt @ 10:50	200	Detainee refused to sign "Official Visit Non Attendance Form" Claimed to be too tired, said he didn't sleep well last night. Officer tried to persuade detainee to visit explaining this might affect his case, he stated he was not bothered.	Y
(s) Failure to produce a Detainee for a social visit within 30 minutes	2	04/08/17 D1103 (9443742) Appt @ 14:00	200	Detainee refused to sign "Official Visit Non Attendance Form" (N1 signed) Officer spoke to detainee who stated he was too sick to attend his visit with Gatwick Welfare.	Y
		D921 (8941979) Appt @ 14:00, Visitor arrived @ 14:15, detainee arrived @ 14:50	200	Claims he was helping to translate for another detainee in Healthcare. Healthcare	Y

				advised that due to confidentiality they would use translation service. Detainee was aware of social visit.	
(t) Failure to provide and arranged escort	2	14/08/17 D2223 (11946646) X Ray appointment cancelled.	200	Appointment was cancelled as staff required to assist with ambulance emergency escort for Mr D104 (1179760)	Y
		17/08/17 D340 (3556617) Appt at 12:00	200	Detainee missed appointment due to arriving late at the hospital.	N
(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	23	7275 (including DCO Hours)	2410	4865

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

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PENALTY POINTS DCO HOURS

DCO Hours					
Date	Contract	Hours Worked	Percent	Band	Number of Points incurred
18.08.17	668:00	627:01	93.86	A	75
19.08.17	655:00	596:29	91.07	A	75
20.08.17	655:00	558:53	85.33	B	150
26.08.17	655:00	614:44	93.85	A	75
Total					375

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:

Enhanced	Standard
87	363

DC Rule 38(1) – Requests and Complaints

No. of new written Requests/Complaints during month to: 15

Contract monitor (if applicable)	Centre Manager	IMB
	0	0

DC Rule 40 – Removal from Association

No. of new removals from association during month:	28
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DC Rule 41 – Use of Force

No. of uses of force during month:	10
No. of uses of handcuffs included in above:	1

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	7 th September 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	30	LIBERIA	1
ALBANIA	24	LIBYA (ARAB REPUBLIC)	1
ALGERIA	11	LITHUANIA	10
BANGLADESH	37	MACEDONIA	1
BARBADOS	1	MALAYSIA	4
BOLIVIA	2	MALI	1
BRAZIL	1	MAURITIUS	2
BULGARIA	2	MOROCCO	5
BURKINA FASO	1	NEPAL	3
CHINA PEOPLES REP. OF	18	NETHERLANDS	4
COLOMBIA	1	NIGERIA	34
CONGO	3	PAKISTAN	49
CONGO DEMOCRATIC REP (ZIARE)	1	PHILIPPINES	1
COTE D'IVOIRE	1	POLAND	19
CZECH REPUBLIC	2	PORTUGAL	5
D.R.Congo	2	REFUGEE OTHER	1
EGYPT	3	ROMANIA	8
ESTONIA	1	RUSSIA	4
ETHIOPIA	1	RWANDA REP. OF	1

FRANCE	6	SAUDI ARABIA	1
GAMBIA	3	SIERRA LEONE	3
GEORGIA	1	SLOVAKIA	1
GERMANY	2	SOMALIA	5
GHANA	15	SPAIN	5
GREECE	1	SRI LANKA	14
GUINEA	1	ST VINCENT AND THE GRENADINES	2
GUINEA-BISSAU (REP.OF)	1	SUDAN	2
GUYANA	1	SYRIA	1
HUNGARY	1	TRINADAD & TOBAGO	1
ICELAND	1	TUNISIA	2
INDIA	37	TURKEY	5
IRAN	2	UGANDA	1
IRAQ	2	UKRAINE (UKRANIAN SSR)	7
ITALY	1	UNITED STATES OF AMERICA	1
JAMAICA	16	UZBEKISTAN	1
KENYA	3	VIETNAM	6
KOSOVO	2	ZIMBABWE	2
Total:			<u>452</u>