

## REMOVAL CENTRE MONTHLY REPORT

**CENTRE: Brook House**

**MONTH ENDING: JUNE 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	506 (1 room)	0	60
Female Removal Places	-	-	-	-
Family Removal Places	-	-	-	-
Male/Female Removal from Association Places	13	9 (2 rooms)	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	21.06.17 - 4 faxes were received at 12:10 & signed for on the wing @ 14:20, but no proof of when the detainee was given them	300	Audit trail confirms fax was delivered to the wing, but we were unable to confirm when the detainee received the fax. Detainee was advised	N

				of the faxes when they arrived, he was on & off the wing for activities but choose not to collect Fax until he was ready	
(c) Failure to make available full establishment cleaning service	2	1) 30.5 & 31.5 failure to provide cleaning materials (resulting from detainee complaint for <span style="border: 1px dashed black; padding: 0 2px;">D2169</span> <span style="border: 1px dashed black; padding: 0 2px;">D2169</span> (CMS 131000149050)	600	Investigation showed that although cleaning products were available from Aramark, these were not collected & distributed to the wings	N
		2) 01.06.17, 02.06.17 & 05.06.17 - C wing Courtyard was not cleaned for this period	900	Investigation shows cleaning had taken place on 2 of the 5 days reported (from 01.06 – 05.06). Agreed 3 days failure. Additional cleaners have since been employed	N
(d) Availability of regime opportunity	1	20.06.17 - IT unavailable	300	It was a miscommunication – the IT room was not closed at any point. The connection was slow & as more detainees went on it, the slower it got, so it was reported to IT	Y
(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	2	<p>1) 05.05.17 - <span style="border: 1px dashed black; padding: 2px;">D3500</span></p> <p><span style="border: 1px dashed black; padding: 2px;">D3500</span> (8364870) - from April (completed in May) - Stated when he was transferred to Harmondsworth his property if safety shoes (boots) did not leave with him.</p>	300	<p>Confirmed that boots did not leave with detainee. Boots cannot be found. Offer of compensation was rejected claiming these were expensive medically recommended boots. Requested further information regarding the boots of which the detainee could not supply. Requested Healthcare at Harmondsworth to review medical records and speak with detainee regarding his condition &amp; boots so as to possibly compensate the loss. Detainee did not respond to seeing Healthcare &amp; has not complained about his back pain since his arrival at</p>	Y

		2) 07.06.17 - <b>D260</b> (CMS 1310001467326) - complained that a letter had been delivered to Brook House & Signed for on 10.05.017, was not given to him & contained £50 in cash.	300	Harmondsworth in March Investigated confirm that envelope did arrive & it was signed for by staff. There was no trace of where the envelope went. Detainee was Paid £50 into shop account	Y
(2) Other complaint	1	28.06.17 - <b>D2169</b> (CMS 131000149050) - he complained that there were no cleaning products for several days (washing up liquid & toilet disinfectant)	100	He chose to withdraw the complaint, but it was investigated & there had been a shortage of both items in the stores & cleaning cupboard. Provisions were made to go & get temporary stock to rectify this situation & an order was placed on 25/5/17 for 48 x 5 litre bottles, but a reason why we had run out so quickly, was due to paid workers washing up the Ramadan Boxes on the residential units	Y
(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 / present	3	1) 06.06.17 - <b>D2615</b> <b>D2615</b> (12236390)	550	Refused to attend discharge desk, stated that he was refusing to go on the flight to Italy. If he returns to Italy, then people smugglers would kill him, as he owes them money. Staff tried to persuade detainee to come to discharge desk but continually refused. Non-Suitable crew	Y
		2) 13.06.17 (11803014) <b>D2134</b>	550	Refused to attend discharge desk, stated he has a case at the high commission. Staff tried to persuade detainee to discharge desk. Non suitable crew	Y
		3) 17/06/17 <b>D1832</b> <b>D1832</b> (11191860)	550	He refused to attend discharge to see Tascor for a flight, saying the Home Office were taking care of his case & he was worried that if he went to Discharge then the escorts may try to use	Y

				force to remove him. He did not want to leave because he had a wife & step daughter here who he had been with for 7 years	
(m) Key/lock security	0				
(n) Incident reports (Containing UOF)	0				
(o) Religious practice	0				
(p) Staffing information	0				
(q) Staffing levels (see below)	3	See below	<b>300</b>		<b>N</b>
(r) Failure to produce a Detainee for an Official/Legal or Case Related Visit/Interview within 15 minutes	34	1) 06.06.17 - <b>D720</b> <b>D720</b> (7720436) Appt @ 09:30 Detainee arrived @ 10:15 <b>Video Link</b>	200	Staff reminded detainee of bail hearing appointment on 2 occasions, put out tannoy calls. Investigation shows detainee left wing @ 10.13 makes his way to appointment stopping at the Arts & crafts & Healthcare, arriving at visits at 10:20	Y
		2) 07.06.17 - <b>D338</b> <b>D338</b> (3548618) Appt @ 09:30 detainee arrived @ 10:36 <b>Video Link</b>	200	Courts did not provide video link schedule for the day, then supplied schedule for the wrong day 08.06.17	Y
		3) 13.06.17 - <b>D162</b> <b>D162</b> (1796185) Appt @ 13:30, detainee arrived @ 14:35 <b>Video Link</b>	200	The court was still dialled into HMP Pentonville as they were over running. Detainee did not want to wait in room & was not delayed for a later	Y

				rearranged appointment when asked for by court	
		4) 02.06.17 <b>D257</b> (2835084) Appt @ 16:05 detainee arrived @ 16:47 <b>H/O</b>	<b>200</b>	Detainee was advised in advance of his appointment. Staff unable to locate detainee in time for his interview	<b>N</b>
		5) 02.06.17 - <b>D338</b> (3548618) Appt @ 16:00 detainee arrived @ 16:37 <b>H/O</b>	<b>200</b>	Detainee was advised at 15:50 to attend. Detainee was produced late for his appointment	<b>N</b>
		6) 02.06.17 - <b>D287</b> (3086944) Appt @ 16:00 <b>H/O</b>	200	Detainee refused to sign Official Visit Non Attendance. Detainee claims he was told of appointment too late & thinking that he was going to be removed from visits as it is close to the deadline for his RDs	Y
		7) 04.06.17 <b>D162</b> (1796185) Appt @ 09:20 detainee arrived @ 09:53 <b>H/O</b>	200	Detainee refused to sign official Visit Non Attendance Form. Staff explained the possible effects of not attending. Detainee stated "does not want to speak to Home Office and is not interested". Detainee eventually arrived @ 09:53	Y
		8) 06.06.17 - <b>D61</b> (728541) Appt @ 14:10 detainee arrived	<b>200</b>	Detainee could not be found within the allotted time, was in another detainees	<b>N</b>

		@ 14:55 <b>H/O</b>		room	
		9) 06.06.17 <b>D602</b> <b>D602</b> (6619463) Appt @ 14:15 detainee arrived @ 16:02 <b>H/O</b>	<b>200</b>	Detainee could not be found within the allotted time. Detainee accessed D Wing but is a resident of A Wing	<b>N</b>
		10) 06.06.17 - <b>D381</b> <b>D381</b> (4250898) Appt @ 09:00 <b>H/O</b>	200	Detainee refused to sign Official Visit Non Attendance Form. Detainee reminded of his appointment @ 08:31 & 09:05. Staff attended detainees' room on 2 occasions & @ 09:21 detainee initially refused to totally engage with staff & then stated he will come when he is ready. Claimed he did not know about his appointment, then said don't come to my door again"	Y
		11) 07.06.17 - <b>D500</b> <b>D500</b> (5669886) Appt @ 11:25 <b>H/O</b>	200	Detainee signed Official Visit Non Attendance Form. Detainee stated he was refusing because he only wants to deal with his caseworker & not H/O at Brook House	Y
		12) 07.06.17 <b>D882</b> <b>D882</b> (8798533) Appt @ 14:00 detainee arrived @ 14:39 <b>H/O</b>	<b>200</b>	Detainee was in the IT room claims he did not hear the tannoy. Detainee could not be found within the allotted time	<b>N</b>
		13) 08.06.17 - <b>D267</b> <b>D267</b> (2931808)	<b>200</b>	No Information	<b>N</b>

		Appt @ 14:45 detainee arrived @ 15:24 <b>H/O</b>			
		14) 09.06.17 - <b>D2858</b> (12308553) Appt @ 14:30 detainee arrived @ 15:05 <b>H/O</b>	<b>200</b>	Detainee had heard his name over the tannoy calls. Detainee did not be arrive within the allotted time	<b>N</b>
		15) 11.06.17 <b>D1687</b> (10943939) Appt @ 10:30 <b>H/O</b>	200	Detainee signed Official Visit Non Attendance Form. Detainee would not give a reason, refused to engage with officer	Y
		16) 12.06.17 <b>D3619</b> (10943939) List start Appt from 14:20 (no time against name on listing) <b>H/O</b>	200	Detainee signed Official Visit Non Attendance Form no reason given by detainee for refusing	Y
		17) 13.06.17 <b>D735</b> (7801475) Appt @ 10:50 detainee arrived @ 11:25 <b>H/O</b>	<b>200</b>	Detainee was originally in room B208, moved to another room after list was produced. Staff advised to be more vigilant. Detainee did not be arrive within the allotted time	<b>N</b>
		18) 13.06.17 <b>D1754</b> (11054603) 14:10 detainee arrived @ 15:15 <b>H/O</b>	<b>200</b>	Detainee was not presented within the allotted time	<b>N</b>
		19) 13.06.17 <b>D2344</b> (12068788) Appt @ 14:15 detainee arrived @ 15:02 <b>H/O</b>	<b>200</b>	Detainee was not presented within the allotted time	<b>N</b>
		20) 13.06.17 <b>D2618</b> (12237185) Appt @ 14:10 detainee arrived @ 15:03 <b>H/O</b>	<b>200</b>	Detainee was not presented within the allotted time	<b>N</b>
		21) 13.06.17 <b>D1351</b>	<b>200</b>	Detainee was not	<b>N</b>

		<b>D1351</b> (10092583) Appt @ 14:25 detainee arrived @ 15:25 <b>H/O</b>		presented within the allotted time	
		22) 13.06.17 - <b>D2764</b> (12280849) Appt @ 14:35 detainee arrived @ 15:30 <b>H/O</b>	<b>200</b>	Detainee was not presented within the allotted time	<b>N</b>
		23) 16.06.17 - <b>D392</b> (4379552) Appt @ 10:00 <b>H/O</b>	200	Detainee refused to sign Official Visit Non Attendance Form. Detainee stated he didn't want to, stated it was not his name & then ignored officer.	Y
		24) 16.06.17 - <b>D3667</b> (8868360) Appt @ 10:35 detainee arrived @ 11:30 <b>H/O</b>	200	Due to an incident involving staff member who was assaulted & taken to hospital, several staff attended the incident which delayed the visits area slightly to arrange cover	Y
		25) 26.06.17 - <b>D2169</b> (11853673) Appt @ 16:25 <b>H/O</b>	200	Detainee refused to sign Official Visit Non Attendance Form. He was rude to staff, explained failure to attend H/O. Roommate translated	Y
		26) 26.06.17 - <b>D317</b> (3337037) Appt @ 14:05 <b>H/O</b>	200	Detainee refused to sign Official Visit Non Attendance Form. He was not interested & refused to sign. Failure to attend consequences explained	Y
		27) 27/06/17 - <b>D693</b> (7575716) Appt @ 10:35 <b>H/O</b>	200	Detainee signed Official Visit Non Attendance Form.	Y

				Stated he has been detained since 2013 & has nothing more to say. He said contact his solicitor if wanted	
		28) 06.06.17 - <b>D2901</b> <b>D2901</b> (12330227) Appt @ 10:30, detainee arrived @ 11:30 <b>Legal</b>	200	Legal surgery was very busy; detainees were queued up ahead of this detainee. As was not required at the time due to the queue he returned later.	Y
		29) 09.06.17 - <b>D2824</b> <b>D2824</b> (12297520) Appt @ 11:00, Visitor arrived @ 11:18 detainee arrived @ 11:52 <b>Legal</b>	<b>200</b>	Detainee was not presented within the allotted time	<b>N</b>
		30) 12.06.17 - <b>D1074</b> <b>D1074</b> (9362745) Appt @ 10:00, visitor arrived @ 10:46 detainee arrived @ 11:23 <b>Legal</b>	200	Initially detainee arrived for his appointment & was asked to come back later as Legal Surgery had not arrived. When Surgery opened they saw another detainee before him.	Y
		31) 12.06.17 - <b>D2764</b> <b>D2764</b> (12280849) Appt @ 11:00, visitor arrived @ 11:10 detainee arrived @ 11:45 <b>Legal</b>	200	Staff found that he was taking a shower & had to wait until he had finished.	Y
		32) 12.06.17 - <b>D2520</b> <b>D2520</b> (12194656) Appt @ 13:30, visitor arrived at 13:33 detainee arrived @ 14:40 <b>Legal</b>	200	Legal Surgery 3 detainees ahead of him due to surgery starting late. Detainee did not want to wait, so came back later.	Y
		33) 16.06.17 - <b>D2902</b>	<b>200</b>	Detainee was not	<b>N</b>

		D2902 (12330811) Appt @ 13:30 visitor arrived @ 13:39 detainee arrived @ 15:16 <b>Legal</b>		presented within the allotted time	
		34) 27.06.17 - D1529 D1529 (10559344) Appt @ 09:00 <b>Legal</b>	200	Detainee signed Official Visit Non Attendance Form Detainee refused as he didn't want the solicitor	Y
(s) Failure to produce a Detainee for a social visit within 30 minutes	3	1) 08.06.17 - D1541 (10610603) Appt @ 14:00 Visitor arrived @ 14:11 detainee arrived @ 15:30 <b>Social</b>	200	Detainee was not presented within the allotted time	N
		2) 12.06.17 - D2447 D2447 (12147232) Appt @ 18:30, visitor arrived @ 18:49 detainee arrived @ 19:49 <b>Social</b>	200	Did not hear tannoy calls & was unaware that he had a visit. Detainee was playing football on C Wing & showered before going to see his visitor.	Y
		3) 14.06.17 - D1300 (9987464) Appt 14:00, visitor arrived @ 14:30 detainee arrived @ 15:15 <b>Social</b>	200	Detainee arrived at Visits advised his visitor is waiting to see him, & then walked back out stated he will be back in 5 mins then turned up late.	Y
(t) Failure to provide and arranged escort	2	1) 03.06.17 - D1350 (10092386) Appointment for dentist @ 13:00. Escort cancelled due to Cuff issues from previous escort.	200	Escort attending East Surrey Hospital for morning dental appointment. Issue with the closet chain cuffs where key would not operate the mechanism to release ratchet. Escort returned to Brook House at 12:20. The	Y

				Fire Brigade attended site to remove cuffs safety detainee freed at 13:20. Security precaution all other cuffs required to be checked to ensure in full working order. Escort would not have been able to make the next appointment as dental department closes at 14:00. Re-arranged & seen the next day.	
		2) 27.06.17 <span>D208</span> <span>D208</span> (2285532) Refused company escort to East Surrey Hospital.	200	Detainee refused to be Handcuffed & was very aggressive to the officers. Detainee is Escape Risk, previous threats to take staff hostage & has criminal convictions for drugs.	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>55</b>	<b>12770</b>	<b>7250</b>	<b>5520</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
02.06.2017	668:00	612.05	91.63	A	75
24.06.2017	655:00	617:00	94.20	A	75
25.06.2017	655:00	588:34	89.86	B	150
<b>Total</b>					<b>300</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>
88	344

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

No. of new written Requests/Complaints during month to: 13

Contract monitor (if applicable)	Centre Manager	IMB
	0	0

**DC Rule 40 – Removal from Association**

No. of new removals from association during month:	54
--	----

**DC Rule 41 – Use of Force**

No. of uses of force during month:	30
No. of uses of handcuffs included in above:	8

**DC Rule 42 – Temporary Confinement**

No. of new temporary confinements during month:	1
---	---

**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	Dan Haughton
Position	Support Services Manager
Signature	<div style="border: 1px dashed black; padding: 5px; display: inline-block;"><b>Signature</b></div>
Date	7 <sup>th</sup> July 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	17	KUWAIT	2
ALBANIA	20	LATVIA	4
ALGERIA	17	LIBERIA	1
ANGOLA	3	LITHUANIA	6
BAHAMAS	1	MALAYSIA	1
BANGLADESH	26	MALI	1
BRAZIL	1	MAURITIUS	3
BULGARIA	2	MEXICO	1
BURKINA FASO	1	MOROCCO	9
CAMEROON	2	NATIONALITY CURRENTLY UNKNOWN	2
CHINA PEOPLES REP. OF	10	NEPAL	2
CONGO	1	NETHERLANDS	1
COTE D'IVOIRE	2	NIGERIA	44
CYPRUS	1	PAKISTAN	41
CZECH REPUBLIC	1	PHILIPPINES	1
EGYPT	1	POLAND	16
ERITREA	1	PORTUGAL	7
ESTONIA	1	REFUGEE OTHER	1
ETHIOPIA	2	ROMANIA	12
FRANCE	4	SERBIA	1
GAMBIA	6	SIERRA LEONE	2

Total:	<u>431</u>
--------	------------