

Louise Gledhill  
DPA

Week Commencing 10/7/17  
Rota Visit(s): 12/7/17

It took me 45 minutes to get in because of problems with the keys. 2 different officers from security had to try sorting them out before we succeeded. Apparently the key board has been serviced but the key bunches are too heavy for the fobs causing wear and tear and loose connections.

I was slightly surprised to see detailed handover notes on the table by the key box. It was very useful reading but I wasn't sure if such details are usually left out.

All the residential wings were clean and bins emptied. No sign of the problems reported in previous weeks. Jules was pleased to hear this.

The centre seemed generally calm on my visit and not too many rule 40's. By Friday afternoon no one was on rule 40.

## 1. Mandatory Visits

### *Scheduled C Wing)*

ARUN WING	2 Application	2 ACDTs
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1 App about lending a CD player that hadn't been returned. The detainee reported the matter was resolved.

The other app was about the poor internet connection in the IT room. I spoke to Dan Houghton who explained G4S are aware of the problem and trying to resolve it with possible wifi or another line in. The detainee [D1188] asked if they could be allowed to use the other IT room as the connection there was fine.

No IMB forms I topped these up. I have also copied another 100 so there are plenty of supplies. The wing was clean.

BECK WING	0 Application	1 ACDTs
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No issues on the wing. All clean. There were no IMB forms I topped these up

CLYDE WING	1 Application	0 ACDTs
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The wing was very clean no sign of any laundry rubbish etc all spick and span. I didn't need to top our forms up there were plenty.

The fax machine still isn't working. There is a new machine and officers were aware that there is a problem with the line. They were not aware this is now being sorted out and said they had been passed backwards and forwards between IT and facilities. (I found this out later) I understand that Ben is now on the case and this should be resolved soon.

One of the officers I spoke to said moral was "rock bottom" and said they are considered experienced having started the job 11 months ago but the majority of staff are much newer. He said it was unusual that they had 4 on the wing when I visited and said it is usually only 2 or 3 and often no cover for rest breaks. He reported it was worse since the Tinsley staff had gone back.

The ward generally seemed calm and convivial. No incidents at lunch time and lots of smiling faces. I was approached by a Bulgarian gentleman [D2909]. He had very little English. I helped him speak to the officers about collecting his possessions before his imminent departure.

1 App from [D2543] room C002 about some paperwork the police had taken that he wanted returned. When I spoke to him he said the matter was resolved and he now had the documents.

He also wanted to know why he had been brought in by the police just because he was homeless and sleeping in a tent, even though he has a European passport. I spoke to HO. I was not aware that a European citizen with a European passport doesn't have an automatic right to be here that they have to be in work or studying.

#### DOVE WING

0 Application

1 ACDTs

Again wing clean and tidy the only issue was that although clean there was a strong smell of cigarette smoke in the communal area however I didn't see any detainees smoking outside their rooms.

Elizabeth had asked me to make enquiries about [D3386] in room D017 a polish gentleman. He had been picked up by the police and sent to the centre even though he had a passport. Home office were aware of him and had been sent all his documents including passport by the police. He had previously been deported and had returned in breach of this previous deportation and has no right to return for 10 years. Carol in Home Office has been sorting it out and they are just awaiting travel documents for him to go back to Poland.

#### EDEN WING

0 Application

4 ACDTs

I spoke to [D87] who was on rule 40 after having made threats to staff and threatening to take an officer hostage. 2 members of staff were apparently badly injured. He said these were all lies and he hadn't made any threats or hurt any one. He was concerned that he had been continuously on rule 40 for 15 days. I spoke to Home Office about him they confirmed that the time limit for someone being on rule 40 was expiring on Friday 14<sup>th</sup> and were expecting him to be transferred to prison. I also spoke to Michelle Brown about him and she said there were problems getting beds in the prison estate. I understand he was transferred to another detention centre but he didn't know where, on Thursday 14<sup>th</sup> and Oscar 1 reported he was compliant and use of force was not necessary.

Staff on E wing reported that provision of "destitute tobacco" had been stopped very recently by Steve Skitt because of the cost. They indicated it has been a helpful management tool for detainees who are smokers without access to cigarettes and stressed. I spoke to Steve who confirmed that he had stopped the practice as he hadn't been aware of it and it had been costing up to £250 per month.

[D3743] also rule 40 on the wing was calm when I spoke to him and knew he was leaving on a flight later that day. I missed his departure scheduled for 12 pm but he left later that day with no problems.

#### CSU

<< no >> Detainees

<< no >> Rule 40

<< no >> Rule 42

2 men in CSU one was sleeping so I didn't speak to him and the other [D2830] was on rule 40 after becoming angry and spitting at staff in health care. He was eating his lunch and calm when I spoke to him and had no concerns about his care. I received a call later that day to say he was off rule 40 and back on Beck wing.

#### HEALTHCARE

No issues to report

#### KITCHEN

All appeared fine but staff reported problems with paid workers arriving late for shifts on a regular basis because there aren't enough G4S staff to escort them for their duties on time. This is then having a knock on effect with meal prep starting late. He also reported that trolleys are often returned late or not at all so that he has to send staff to collect them. This means very little time

to clean them properly. He said this had got significantly worse in the last few weeks. He confirmed that Ramadan appeared to have gone well and there will be a post Ramadan meeting next week.

## 2. Optional Visits

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### ACTIVITIES

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Not visited

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### ART ROOM

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Not visited. I note a job ad has gone out for a part time art teacher does this mean that Sarah's request to go part time is being accommodated.

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### BARBER'S SHOP

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Closed when I visited

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### CHAPLAINCY

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Not visited

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### CULTURAL KITCHEN

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closed

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### CONTROL ROOM

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Not visited

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### EDUCATION

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Busy all tables full Sebastian in full swing

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### GYM

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Busy

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### IT SUITE

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Busy see earlier notes re slow internet. G4S are aware

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### LIBRARY

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busy

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## RECEPTION / DISCHARGE

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**Reception** was busy but only with existing detainees waiting for appointments with possessions enquiries. I spoke to a couple of them. They had been at the centre for some weeks but had no idea about the IMB.

I spoke to 1 gentleman from Ghana who has lived in Britain for 14 years. He was picked up by police when he had an argument with his landlord who had entered his room without his prior permission. He was concerned that the police hadn't become involved. I explained that his landlord was in breach of contract (civil law) not a criminal offence. Despite his frustration that the police had detained him he said he had no concerns with his treatment at Brook House and that the staff are all "good people" and he is treated well.

**Discharge** 2 men were being transferred to The Verne all was going smoothly.

I missed observing {D3744} who was on rule 40 departing for his flight but the officer reported he had been compliant and there were no issues.

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## VISIT CENTRE

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Not visited

### RAPT

I spoke with Nat and Brogan who are the 2 ex officers who are now working for RAPT. They both reported that it is going really well and were clearly enjoying their role. They said having previously been officers at the centre was a huge help as they already knew how everything works and were familiar with the immigration procedures about which they get lots of queries in 1:1 and group work.

They have been running groups on MPS with good attendance at the first and no one at the second ( they concluded this was because it was too early in the morning so were going to reconsider group work timings.)

### SECURITY

I met with Michelle Brown who is now head of security. She explained some of the problems with detainees from other centres with excessive disruptive behaviours EDB's. There is a regular conference call with all the centres calling in as well as the Home Office case owners. The meeting is useful especially as the Home Office give an update of each detainee's case. However, she is currently analyzing how many detainees Brook House inherits from other centres after these meetings has noticed an increase in detainees being moved to Brook House after these conferences, sometimes with no warning and without full paper work so that planning for their management is difficult. There is a meeting with DETMU next Wednesday 19<sup>th</sup> July to discuss how decisions are made re transfers.



### 3. Meetings Attended

<< Meeting >>	<< Date >>
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None attended I will be shadowing Oscar 1 next weds and attending a meeting with DETMU at 11am on 19/7 before our board meeting.

### 4. Upcoming Charter Flights

Dates	Destinations
<< Date or "-" >>	<< Destination or "-" >>

### 5. Outstanding matters to be addressed

- none

### 6. Points to be discussed at the next IMB meeting

IMB
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- Our phone line was dead. I have reported it to IT.
- Fax machine C wing brand new machine and I was assured that Ben is dealing with this and a new phone line will be installed
- How to raise our profile with detainees. Most I spoke to had no idea who the IMB are.
- EDB excessive disruptive behaviours

HOME OFFICE
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- << Points or "None" >>

G4S
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- Internet connection IT room A wing
- Staffing recruitment update please
- Problems of delays in escort of paid workers to the kitchen for meal prep and late return of trolleys
- Advert for part time art teacher is this to facilitate retention of the existing member of staff who wants to go part time?
- Keys

**LOUISE GLEDHILL**  
7 July 20

Previous week's Rota IMB Member:  
**Elizabeth Markwick**

Next Week's Rota IMB Member:  
**Dick Webber**