

Report on an unannounced inspection of

Brook House Immigration Removal Centre

by HM Chief Inspector of Prisons

31 October–11 November 2016

locations as a result of space constraints, where these procedures were not consistently implemented. Some cells⁵ on B wing and elsewhere were dirty and unprepared.

- 1.10** We observed an induction which was delivered to five detainees, although 21 new arrivals were listed. About half the new arrivals were not located on B wing and it was not clear what induction they received. A short DVD presentation was given in Urdu and English as officers had ascertained that the detainees being inducted spoke those languages. The presentation took place upstairs on B wing, where at times it was very noisy. The men were then given a tour of the centre which was helpful for most detainees, although the quantity of information was overwhelming for some. Not enough reference was made to an information booklet which was available in a range of languages.

Recommendation

- 1.11 All detainees should have a private reception interview and experience robust first night and induction procedures, irrespective of their initial location, to help reduce anxiety and prepare for their time in the centre.**

Bullying and violence reduction

Expected outcomes:

Everyone feels and is safe from bullying and victimisation. Detainees at risk or subject to victimisation are protected through active and fair systems known to staff and detainees.

- 1.12** The number of reported violent incidents was low. There had been very few serious incidents or assaults and violence was low level. There had been eight detainee on detainee assaults, 21 fights and 48 assaults on staff in the previous six months. The number of assaults on staff had increased significantly from 15 at our previous inspection. An investigation by managers attributed the increase to improved reporting systems which ensured that every assault was recorded accurately.
- 1.13** In our survey, 37% of detainees reported feeling unsafe, 21% reported victimisation by other detainees and 18% by staff. The safer community team had provided information in different languages to detainees about reporting concerns. Focus groups had been held to discuss victimisation and violence.
- 1.14** Investigations had been carried out into 21 reports of bullying; 12 detainees had been formally monitored using bullying challenge documents and eight victim support plans had been opened. Only one victim support document and no bullying challenge documents were open at the time of our inspection.
- 1.15** Support for victims was good and investigations into acts of violence and antisocial behaviour were thorough. Systems for managing perpetrators did not address an individual's poor behaviour adequately and monitoring and challenge of these detainees were weak. Detainees recruited as safer community representatives provided support in a range of safety matters which was valued by other detainees.

⁵ The living spaces occupied by one or two detainees were always known in the centre as 'rooms'. However, they were typical of a modern, vandal-proof cell in a category B prison, with no handle inside the door and no courtesy keys for the occupants, and are therefore referred to here as cells.

Appendix IV: Summary of detainee survey responses

A voluntary, confidential and anonymous survey of the detainee population was carried out for this inspection. The results of this survey formed part of the evidence base for the inspection.

Sampling

The detainee survey was conducted on a representative sample of the population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the centre¹⁹. Respondents were then randomly selected from a detainee population print-out using a stratified systematic sampling method.

Distributing and collecting questionnaires

Every attempt was made to distribute the questionnaires to respondents individually. This gave researchers an opportunity to explain the purpose of the survey and to answer respondents' questions. We also stressed the voluntary nature of the survey and provided assurances about confidentiality and the independence of the Inspectorate. This information is also provided in writing on the front cover of the questionnaire.

Our questionnaire is available in a number of different languages and via a telephone interpretation service for respondents who do not read English. Respondents with literacy difficulties were offered the option of an interview.

Respondents were not asked to put their names on their questionnaire. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

Refusals were noted and no attempts were made to replace them.

Survey response

At the time of the survey on 31 October 2016 the detainee population at Brook House IRC was 392. Using the method described above, questionnaires were distributed to a sample of 209 detainees.

We received a total of 159 completed questionnaires, a response rate of 76%. This included one questionnaire completed via interview. Nine respondents refused to complete a questionnaire and 41 questionnaires were not returned.

¹⁹ 95% confidence interval with a sampling error of 7%. The formula assumes a 75% response rate (65% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

Q35	Can you normally get access to your property held by staff at the centre if you need to?	
	Yes	72 (49%)
	No.....	30 (21%)
	Do not know.....	44 (30%)
Q36	What is the food like here?	
	Very good.....	12 (8%)
	Good.....	33 (22%)
	Neither.....	44 (30%)
	Bad.....	23 (16%)
	Very bad.....	35 (24%)
Q37	Does the shop sell a wide enough range of goods to meet your needs?	
	Have not bought anything yet	13 (9%)
	Yes	80 (54%)
	No.....	54 (37%)
Q38	Do you feel that your religious beliefs are respected?	
	Yes	117 (80%)
	No.....	13 (9%)
	Not applicable.....	16 (11%)
Q39	Are you able to speak to a religious leader of your faith in private if you want to?	
	Yes	74 (52%)
	No.....	19 (13%)
	Do not know/ Not applicable	48 (34%)
Q40	How easy or difficult is it to get a complaint form?	
	Very easy.....	18 (12%)
	Easy.....	50 (34%)
	Neither.....	15 (10%)
	Difficult.....	12 (8%)
	Very difficult.....	12 (8%)
	Do not know.....	39 (27%)
Q41	Have you made a complaint since you have been at this centre?	
	Yes	36 (24%)
	No.....	97 (66%)
	Do not know how to	15 (10%)
Q42	If yes, do you feel complaints are sorted out fairly?	
	Yes	6 (4%)
	No.....	25 (17%)
	Not made a complaint.....	112 (78%)

Section 7: Staff

Q43	Do you have a member of staff at the centre that you can turn to for help if you have a problem?	
	Yes	97 (66%)
	No.....	49 (34%)
Q44	Do most staff at the centre treat you with respect?	
	Yes	107 (77%)
	No.....	32 (23%)

Q45	Have any members of staff physically restrained you (C and R) in the last six months?	
	Yes	17 (13%)
	No.....	115 (87%)
Q46	Have you spent a night in the separation/isolation unit in the last six months?	
	Yes	24 (17%)
	No.....	115 (83%)

Section 8: Safety

Q47	Do you feel unsafe in this centre?	
	Yes	53 (37%)
	No.....	89 (63%)
Q48	Has another detainee or group of detainees victimised (insulted or assaulted) you here?	
	Yes	28 (21%)
	No.....	106 (79%) If No, go to question 50
Q49	If you have felt victimised by a detainee/group of detainees, what did the incident(s) involve? (Please tick all that apply to you.)	
	Physical abuse (being hit, kicked or assaulted)	13 (10%)
	Because of your nationality.....	3 (2%)
	Having your property taken.....	3 (2%)
	Drugs.....	2 (1%)
	Because you have a disability	1 (1%)
	Because of your religion/religious beliefs	1 (1%)
Q50	Has a member of staff or group of staff victimised (insulted or assaulted) you here?	
	Yes	22 (18%)
	No.....	99 (82%) If No, go to question 52
Q51	If you have felt victimised by a member of staff/group of staff, what did the incident(s) involve? (Please tick all that apply to you.)	
	Physical abuse (being hit, kicked or assaulted)	4 (3%)
	Because of your nationality.....	7 (6%)
	Drugs.....	2 (2%)
	Because you have a disability	0 (0%)
	Because of your religion/religious beliefs	1 (1%)
Q52	If you have been victimised by detainees or staff, did you report it?	
	Yes	13 (12%)
	No.....	15 (14%)
	Not been victimised.....	82 (75%)
Q53	Have you ever felt threatened or intimidated by another detainee/group of detainees in here?	
	Yes	19 (16%)
	No.....	98 (84%)
Q54	Have you ever felt threatened or intimidated by a member of staff in here?	
	Yes	14 (12%)
	No.....	103 (88%)