



Gatwick IRCs SMT Meeting

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| Date: | 23/08/2016 |
| Time: | 10.00 |
| Location: | Centre Director's Office |

| Present: | | Apologies: | Distribution: |
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| Ben Saunders (BS) Chair Steve Skitt (SS) Michelle Brown (MBr) Stacie Dean (SD) Sarah Newland (SN) Sara Edwards (SE) Vicky Botting (VB) Michelle Fernandes (MF) Juls Williams (JW) Michael Bird (MB) Lorraine Higgins (LSH) | | Michael Gibson (MG) Kalpesh Mistry (KM) Dan Haughton (DH) Mark Francis (MF) | All attendees Apologies |

| No: | Item |
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| 2. | <p>Notes of the Previous Meeting</p> <p>These were reviewed.</p> <p>ACTIONS: 20/06/16</p> <div style="border: 1px dashed black; padding: 10px; text-align: center;"> <h1>Commercially sensitive</h1> </div> <p>SS to look into the issues with Visits staff covering wing staff during the lunch break and getting back in time for the start of visits – ongoing. Update from 22/08/16 – MBr & SE to look at putting as process in place.</p> <p>SS & JW to look at a dedicated shift pattern for Joe Marshall – Ongoing. Update from 22/08/16 – Joe is working nights throughout the bed project and a permanent shift pattern for him has yet to be decided.</p> <p>VB to discuss audits sign off process with SD – ongoing</p> <p>ACTIONS – 28/04/16:</p> <p>MBR & JW to discussing the possibility of wing staff having phones to use for translation. LH updated that there is a pilot scheme for a phone that translates as the words are being spoken – ongoing. Update from 23/08/16 – Kalpesh was to order one so SD to chase him up.</p> <p>SS to arrange a meeting about SMT attendance to contractual meetings and meeting structure - ongoing</p> <p>ACTIONS – 30/03/16:</p> <p>SS to set up a staff group around HMIP expectations - ongoing</p> <p>SN & LH to look at a dedicated MMRP Co-ordinator – ongoing. Update 20/07/16 – Need to get more instructors trained due to the low number of trainers available locally. LH not convinced that all TH staff need to be trained as staff in the family suite are already trained. Parc are currently challenging the same requirement.</p> <p>ACTION – LH to reduce numbers of staff to be trained in MMRP – Ongoing</p> <p>Operational SMT to circulate DCM functional mapping plans - Ongoing</p> |



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| | <p>VB to circulate list of policies & cover sheet and get ownership details by CoP on 1st April 2016. Also ensure that policies are in PDF format so they can't be altered – ongoing process Update 20/07/16 - ACTION: LH to look at why none of the policies have been approved. (Lee Hanford) Update 23/08/16 – ACTION: VB to cross reference policies against the contract etc.</p> <p>ACTIONS - 23/08/16</p> <p>Matters Arising ACTION: MBr to investigate why staff told a detainee not to bother calling the Samaritans and go to Healthcare instead</p> <p>Audits & Compliance ACTION: SS & VB to review the Security Key and Locks as it is non-compliant</p> <p>ACTION: BS to think about where the pain lies regarding performance and how to remedy it.</p> <p>ACTION: VB to send out the performance graphs</p> <p>ACTION: LSH to un-invite operational SMT from the weekly compliance meeting - Completed</p> <p>Safeguarding ACTION: SS to review the ToRs for the Detainee of Interest meeting.</p> <p>HR ACTION: SS, JW, SE & Zeeshan Qayum to meet about the use of Rosalyn & Basima as teachers.</p> <p>BH Residential ACTION: JW to get a note around about the use of third beds as intelligence suggests that that there will be issues if detainees are made to use the third bed.</p> | | |
| 3. | <p>Matter Arising</p> <p>MBr updated that there is anxiety from the Home Office regarding the new Rule 40 & Rule 42 DSO which has been sent to Liberty and they have come back with a lot of challenging questions.</p> <p>BS updated that CMT are to look at areas we would like to have audited.</p> <p>BS stated that staff need to be reminded around the raised concerns policy following the attempted hanging as roommate had flagged concerns to staff prior but nothing was done. This could be done by addressed by NTS, morning briefing and toolbox talks. SD suggested doing covert testing. MBr is going to the PPO workshop on self-harm and suicide. JW updated that a detainee was told by staff not to call the Samaritans</p> | | |
| 4. | <p><u>Departmental Updates:</u></p> <p>Audits & Compliance (VB) Updated that in a lot of cases the policy review date has not been updated even though the policy has been reviewed. SD said that the policy is reviewed when a new DSO comes out. BS & Caz Dance-Jones are to carry out a key audit in the first two weeks of September. Internal action plans are coming along nicely.</p> <table border="1"> <tr> <td>Commercially sensitive</td><td>Commercially sensitive</td></tr> </table> <p>Performance is being measured well and declaring transparently. Coping with staffing below contract and the Home Office are being tolerant. Have been let down by Aramark with cleaning especially at Tinsley and the penalty point cost will be cross charged to them. Aramark have been reminded that they must provide the service level required by the contract. Use of Force report late submission was due to a new Oscar 1 not aware of the process. IT – Gatwick has been seriously let down by IT which is to be addressed in a meeting with senior IT</p> | Commercially sensitive | Commercially sensitive |
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manager. BS met with VB & DH to go through the analysis of penalty points. Managers need to be aware of the staff skillset as two chaplaincy staff have teacher qualifications that was not known about. SD said that managers are not very proactive until questions are raised about penalty points. BS said that a weakness in resilience had been identified. SE updated that half of the IT equipment is not working. BS updated that Roger Taylor is investigating and will send a report. MBr said that there is not enough forward planning done when the teachers are off. BS said that he had received an email from Sebastian the day before his leave that he was on holiday and where the packs were kept, no advance planning. MBr said that having to have courtyards manned is a drain on residential resources. JW asked about the exceptional circumstances mitigation for not opening arts and crafts as due to staff shortages is not mitigated but doesn't take into account bed watches, constant supervision etc. VB updated about informing the Home Office in advance mechanism. BS suggested a weekly performance meeting to manage the penalties and mitigation so it can be submitted to the Home Office in time. MBr & SD felt that this meeting was not necessary as they provide this information weekly anyway. SD said that resourcing staff and equipment is a priority. SD has been waiting to meet about the DCMs and it still has not been arranged. BS said that it was not having a meeting for the sake of it and that he needed to know on a weekly basis that mitigation has been submitted. SD suggested that this could be dealt with in the morning meeting. BS said that the detail needs to be looked at to work out why we haven't met contract. MBr said this is done daily through matrix and actions. BS said that he would meet with VB & DH on a weekly basis. MBr asked for the report to be circulated weekly so that all are aware of the overall picture. BS updated that a fire audit had taken place and the resulting action plan will be incorporated into the consolidated action plan. Appear to be in a reasonable state but some areas have failed i.e. FM & Aramark. Awaiting communication around bed project fire compliance from Wates.

Safeguarding (MBr)

MBr updated that violence went up in July again which was mostly down to two detainees. Five staff injured and UoF was reviewed. BS stated that lesson learnt discussions with staff are for good audit purposes. JW said that this is already in place and recorded for audit purposes. Discussions took place around how this transfer's into the officer's EDR. MBR said that there are a lot of reviews outstanding which should be shared as they are business critical. Discussions around how many were actually outstanding.

Self-harm went up in July. Met with 18 – 21's and actions came out of that forum. Compiling support documents for challenging detainees and will circulate for comment. Formal assessment and management of complex cases. BS suggested that complex cases are discussed in ad-hoc complex case meeting and the Detainee of Interest meeting. Discussions about the Detainee of Interest meeting and the need to revisit the ToRs and ensure that the right people attend. BS stated that MBr had reported a very good analysis of violence – well done. Multi-disciplinary meeting was a good idea. BS gave an update on the Reducing Violence workshop he had attended with MBr.

HR (MF)

MF updated that there had been little change from last month – busy with recruiting.

Gave an update on DCO recruitment.

Existing ITC to finish on 23rd September

New ITC to start on 7th October.

MBr that there was a lot of negativity from existing officer during the last ITC and that some of the trainers were a bit flat. Discussions about that the new staff should dismiss some of the negative things being said. SE suggested allocating line managers earlier in the ITC and for them to be involved during the ITC.

MF updated that she is now reporting to Bryony Farey who is the new HRBP for Gatwick.

New chaplain has been appointed – Richard Thomas.

New Arts & Crafts Teacher on ITC – Sarah Walpole

Francis Street will be covering Jasmine Fish at Tinsley.

Discussions too place around the use of two trained teachers within the Chaplaincy Department Safer Community Manager advert closes today and was advertised externally in error.

DCM recruitment to be done on the back of this.

SS updated that Home Office Audit team will be dip-testing security clearance of staff on site monthly.



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| | <p>BH Residential (JW) Updated on staffing issues due to covering other areas. New activities staff in September. JW has received some good suggestions for new activities including circuit training, TVs and X-Boxes on the wings etc. A wing is on schedule and Joe Marshall has done a great job. JW updated on the plans to decant to A wing but not using the third bed for the time being.</p> <p>Facilities (MB) Updated on the impact of the additional beds project. MBr thanked Elaine Kelly for sorting out the 26 actions that came out of the Tinsley House Safe Community meeting. BS updated that Gatwick has the only in-house and that G4S FM are bidding to take it over. BS updated on the Steve Brinkworth & Home Office Estate meeting which needs to be attended by the heads of each site. SS updated on the recent Aramark meeting.</p> <p>TH Residential (SE) SE updated that the centre is settled. Updated on staffing levels Updated on education and IT issues. Updated that policies are being reviewed. Updated on looking at what will be needed for the reopening of Tinsley including extra bedding etc. and planning of the decant of Tinsley to Brook. BS there is a need to look at the transition of Tinsley staff to Brook. SD said that Dean Brackenridge will need to be involved in the planning. SE said that definite answers are needed to be able to plan as this is a big piece of work. It was suggested that DCMs are swapped around to cover long term absence and that a meeting take place to discuss DCM moves. SE spoke about chopping and changing shifts with Tinsley DCMs covering the shortage.</p> <p>Deputy Director (SS) SS updated that there are plans to change the large IT room into another classroom as it has to be in two rooms. Reasons for mitigation are required for weekly meeting with the Home Office. SS said that local Home Office staff were tasked last year by senior managers to put us under more scrutiny possibly to claw back money through penalty points. Gave an update on the departure of the Head of Security and cover for the post. SS updated that Christmas detail needs to be done. Discussions about ITC staff being used operationally before they had completed the course. Discussions around picking up DD rostered to Neil Davies. Discussions around giving preference to operational SMT for Christmas and New Year leave. SD said that a definite re-opening date for Tinsley and the closure of Cedars is needed. SS said that there was a need to pick through the Escape Action Plan with SD & SE and about putting escape risk detainees on E wing.</p> <p>Centre Director (BS) BS updated that some cameras had gone missing. Bought some more handheld video cameras but having problems with viewing the footage due to an IT issue. BS updated that Jerry Petherick's PA, Pam Wells is retiring soon. BS asked for suggestions for the SMT Christmas meal/activity. BS also spoke about MB retiring soon.</p> |
| 5. | <p>AOB</p> <p>Date of Next Meeting – 10.00 Tuesday 25th October 2016 in Centre Directors Office</p> |