



Gatwick IRCs SMT Meeting

Date:	26.01.16
Time:	10.30am
Location:	Centre Director's Office

Present:		Apologies:	Distribution:
Ben Saunders	BS	Michael Gibson	All attendees
Stacie Dean	SD	Mick Glennard	Apologies
Sara Edwards	SE	Kalpesh Mistry	
Vicky Botting	VB		
Michelle Fernandes	MF		
Steve Skitt	SS		
Neil Davies	ND		
Juls Williams	JW		
Chris Milliken	CM		
Michael Bird	MB		
Karen Goulder	KG		

No:	Item
1.	Apologies
	Michael Gibson, Mick Glennard and Kalpesh sent their apologies
2.	Minutes of Previous Meeting
	These were reviewed as confirmed as true.
3.	Matter Arising
	<u>See attached Excel (SMT Action Logn & original full details)</u>
3.	Department Update
	<p>Ben –</p> <ul style="list-style-type: none"> Discussed about Medway – BS has been asked to go to Medway for 6months to help them through, as of tomorrow and Lee Hanford will come here to be interim director for Brook/Tinsley. He has been heavily involved with the work around the Shaw Report recommendations. Lee has been involved with the additional beds too. It is a temporary measure. There was a statement in the House of Commons discussed this morning. ND asked BS how he feels losing himself, CM and Ellie off the bid team, how it will affect the bid as it is only 6months away, but BS said he thinks we are in good stead - we are in a good place and good shape, with good people here still; we have good credibility and we have a really good accounts status. We have to put in the best quality bid – BS reassured people that there is an organisational team who have been brought in to help – a bid writer etc..we provide the info and proof read it after. SS said that Lee has been involved with the bids for other centres too. BS said he sees that the only IRCs will be those near the airports. Soren Lundsberg will be coming round on Monday for visits to centres and we will look to have staff forums on Monday for discussions around Medway. Brook House will be first for Additional Beds, a walk through will have to take place, maybe closing a wing at a time for the works. We need to keep focus on the Shaw Report recommendations which CMT will be monitoring. We need to be mindful about Cedars staff, to be sensitive. The Barnardos funding has been given till September, but after that it we do not know. Possibly it may moved to Tinsley Family Suite, or to a smaller building. BS said he will put out an NTS about his moving to Medway, he will be associated with both sites. We need to remind staff about role modelling. BS wanted to wish Chris all the best for moving on, thanked him for all his work he has done – he is leaving on 11th Feb. <p>Tinsley –</p> <ul style="list-style-type: none"> SE – it has been a funny month, with low bed spaces, but we have managed to deep clean a lot of rooms.



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- Focused on the EDRs – overall better standard than previously, 60/70% staff have been sat with to see how they felt their EDRs went and BS said there has been good work on this.
- We have had contract issues where staff have been assisting at Brook. Management of the contracts at Tinsley to be bottomed out.
- Change of IMB chair for Tinsley - now Anne Duffy. SE had a meeting with her the other day and it was a positive meeting. She will do her piece as a chair, then SE/SD do an overview, the H/O do an overview. The IMB will be coming to Brook next week to see the MMPR, and may have more involvement with Brook IMB.
- SD said she is going to be on the board for a Safe Guarding meeting in Feb.

Audits –

- VB – the updated action plans were sent out yesterday. There are 2 HMIP outstanding.
- CM will send down spare bar code scanner to Tinsley for the library, but someone will have to be shown how to do it at Tinsley. The process will also have to be set up for both sites. CM said that he showed Dave Nicholson how the DAT would flag up when someone leaves if they still had something on their property. The other action will be investigated by Michelle Brown.
- Ben asked for % for actions completed in a month and % for actions overdue/non compliant
- BS said we need to look at either contract changes to bring Non Compliances in line or if we are at fault, we need to get things sorted.
- 1 outstanding on IMB – it is an impractical request. BS said that we need to look back at the recommendation and check the response we offer. Including itemising every item that comes it etc. what does the review tell us. BS said we need a defensible response. ND said he will take this on.

HR -

- MF – focusing on pay uplift for DCO/ACOs (BS said good piece of work on this, thanks); inputting EDRs, long service/awards night tomorrow, ongoing recruitment - audits managers, ops manager, DCM role, facilities operative, ongoing vetting for next ITC (ACOs/DCOs) and then following one will be April/May – BS said we need to link in the next ITC with the new beds coming on line.
- KM asked about pay negotiations in March, budget is inflexible, we need to engage with the customer around it. MF has sent contracts to Heather for analysis, which needs to be followed through – Brook & Cedars have been sent out, but Tinsley ones are on hold, and BS said we need to speak to people first before sending them out. BS asked about the facilities coordinator role and SD said that Debby has been asking about Rachel's role at Tinsley,

Steve –

- There has been a lot happening, changes of profiles and shift patterns on Sunday, so we need to go back to areas and get assurance from their staff in preparation. Detail have done good work with this. The stores officer has resigned, but 2 people should be right for the role as they have been shown what to do.
- Sick issues – action points being picked up – 3 in 6's, investigations, need to look forward to knowing where we are weekly and have updates ready. MF wants to be copied in on all Terms of References going out to DCMs. BS said there needs to be an investigations tracker for this. Emma & Emiah often get asked to take minutes for investigations but MF is not made aware of who they are for (central tracker). SD said we need to keep track of recommendations from them too and BS asked for these to be added to the tracker sheet.
- SS has asked ND to look at the NPS, looking at operational structures – searching procedures need to be updated. It is New Year and some of the policies have not been touched for a while, this will help with re-tender. He will sit with Vicky once all have been received.

ACTION: Vicky - once all policies received, we need to be saved into a protected folder ready for updating when needed (on SMT drive & public drive)

Security –

- ND reviewed his main stats from the trading review.
- He said that we have been busy with Spice/NPS - ongoing works.



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- Collators are working weekends but need to track hours where they are used in other areas.
- There have been issues with Albanians and extra bedding in their rooms found.
- Searches – we are looking to intel led searches rather than routine – this is with H/O.
- There has been an increase in No of SIRs and we had 7 doors left open.
- E Wing policy has gone out, which we are monitoring (DDs should check risk assessments and paperwork), he said that some DDs info is better than others. BS sent out an email about handcuffing and protocol. ND said we need to review the Rule 40 paperwork and they need more comments on – SD's are top quality!
- No trends on movements. No H&S issues. Only 2 near misses last month. We have had the highest number of near misses reported which Jerry is aware of. We need to keep up with our weekly tours. No fire activations at TH – 2 at Brook (low level) fire drill held on site- which was good.
- Director's tour and Jerry's Tour. SS said to be mindful of the action plan that came out of Jerry's tour and ensure points are covered.

Residential –

- EDRs done; searches have been done - targeting Albanians for searches; speaking to staff about the new shifts and the person coming over from Control.
- SS said that we need to get policies up to date, moving forward as to how things look. BS said we need to ensure staff are briefed and that staff are being visible. BS said he is happy with the new Res DCMs and we need to impress on staff about professionalism – JW said he wants to speak to the 2 people together at the same time (with regards to one particular incident). CM is also dealing with a member of staff who was being rude when Debby Weston was trying to have a conversation. Staff need to role model for others – smoking e-cigarettes in reception is not acceptable (MF said it is in the disciplinary policy). May need to put out a note on this.

Operations –

- CM - Admissions & discharge steady which was reflected in yearend stats. There were a few days of it being hectic when Dover closed. It is the nature of the business which reflected the changes.
- Vicky is now on board in Audits/Compliance and CM asked people to support her.
- ND & him have been working on ACO shadowing shift patterns. along with DCO/ACO new line structures. Numbers in Reception look better, so we will be better equipped for that.
- Training – looking to put together training development from EDRs – IT seems to be high. Possible business case for DCMs progression – we are looking to invest. A post ITC mentoring programme has been discussed with Jane Shannon for both sites. Busy month. They are now looking to have shadowing over both sites (CM to check with Vicky Botting)

Facilities -

- H/O monthly report was good, reports for all sites are good - we are pleased with it. D Wing garden canopy and condition survey have been the main issues for Mike. The canopy is being put up from today and will take 4 weeks. The condition survey is almost complete, drainage survey across all site tomorrow but will be given a draft copy to review, which BS asked to be shared with Lee, Steve, Kalpesh, before we send the report to the H/O.

Finance -

- £11.2m at Brook and ???m revenue. £5.3m at Tinsley and £1.6m revenue. 23% profit and £16.5m revenue.
- £700,000 over budget and over stretch. We have met all our targets, but only 85% we can be entitled to because of Group.
- 2016 budgets – need to find 300,000 ...we have put some proposals through (looking at travel costs etc), but any help would be welcomed. We don't want to give any back.
- Royal mail should now be collecting from Tinsley as of yesterday.
- Can people check when approving invoices to ensure they are not duplicates, have not been approved before
- There have been quite a few requests for travel (flights, nor warrants), but we have a travel section, where if people have enough money in their accounts (go through



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	<p>Khameer/Sue/Kalpesh). There is a process for this.</p> <ul style="list-style-type: none">• If there are any progressions that would normally go up to Ben, then he will try to set Lee Hanford up to take on any approvals going forward.• Roger Hawes – he asked if we are utilising their service enough to justify the cost. MB said they get a monthly report, but it is not worth going on with. MB said that he can challenge it.
4.	AOB – nothing mentioned..... Date of Next Meeting - TBC