



Gatwick IRCs SMT Meeting

Date:	29/06/17
Time:	10.00
Location:	Centre Director's Office

Present:		Apologies:	Distribution:
Ben Saunders (BS) Chair Steve Skitt (SS) Sarah Newland (SN) Sara Edwards (SE) Lynn Harthill (LH) Robert McDermott (RM) Michelle Brown (MB) Mark Francis (MFr) Dan Haughton (DH) Stewart Povey (SP) Lorraine Higgins (LSH)		Caz Dance-Jones (CDJ) Juls Williams (JW) Michelle Fernandes (MF)	All attendees Apologies

No:	Item
1.	<p>Notes of the Previous Meeting</p> <p>These were reviewed.</p> <p>ACTIONS 29/06/17</p> <p>SN gave an update that the operational and non-operational E2 contracts have been changed to a single contract which means that DCMs cannot be paid overtime. MF updated that existing staff are paid on custom and practice.</p> <p>ACTION: BS to raise this at Trading Review.</p> <p>Discussions took place around the development of DCMs and that there is no process in place DCMs need to do a refresher on first on scene. MB spoke about inducting new DCMs and training them in audits, bullying etc. MB stated that there needs to be a formal process in place.</p> <p>ACTION: DH to project manage this piece of work.</p> <p>MB updated that two collators are shadowing and that Dan Robinson still hasn't got access to Traka despite over 20 requests.</p> <p>ACTION: SMT to send details of outstanding IT issues to LSH. Update: LSH sent Dave MacKay a list of 67 outstanding jobs and he is working through the list</p> <p>ACTION: MB to give Graham Purnell enhanced access to Traka as a stopgap.</p> <p>ACTION: MB to get the Security Collator roster reinstated so TH has support.</p> <p>ACTION: SS to look at the Paid Work process for TH and meet with Ben Shadbolt.</p> <p>ACTION: SMT are to ensure that TH is supported on a regular basis by central functions.</p> <p>ACTION: LSH to ask Dave MacKay to patch in the phone in the TH meeting room as this is essential for the command suite. Update—LSH has emailed Dave MacKay requesting this to be resolved as a matter of urgency and has compiled a spreadsheet of outstanding issues which has been sent to Dave MacKay. LSH checked on 13/07/17 and phone is working—Closed.</p> <p>SN updated that Healthcare are opening SLPs on adults at risk. MB explained the process of care plans for adults at risk and if they do not need further support the care plan can be closed. Discussions around Healthcare not grasping the requirements of adults at risks and the need for SLPs</p> <p>ACTION: SP to arrange for Conway Edwards and Michele Eggleton to speak to Healthcare about the SLP requirements of adults at risk.</p> <p>SS updated that there are problems with phones, faxes, IT and printers on the wings that need to be resolved urgently.</p> <p>ACTION: LSH to collate a list of IT related issues for BS to escalate to Jerry Petherick so he can challenge Roger Taylor—Completed.</p> <p>Rotation policy was sent out on 28/06/17.</p>



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ACTION: Operational SMT to feedback to SS on rotation policy.

SN updated that the coach on the last charter was parked outside the PDA and families have view of the detainees being loaded onto the coach.

ACTION: BS or SN to flag to Michelle Smith the impact of having coaches being loaded outside the PDA.

MB asked if Barry Timms could review the tool check sheets etc.

ACTION: DH to ask Barry Timms to review the tool check-sheets.

DH is to go through the fire risk assessments with Mick Glennard next week at both sites.

ACTION: DH to ensure that Mick is qualified by the Institute of Fire Engineers.

Not getting safer custody referrals for all arrivals. MB stated that this has been going on for a long time.

ACTION: SP to send the details to BS so he can address this with other Centre Managers.

Case Manager training is to take place in July.

ACTION: SP to ensure that Mick Trott and Mark Penfold have had Case Manager training.

Updated on fingerprints and issues with the POISE machine not working. SP spoke to the Home Office about POISE accounts and will ensure that users log in every 30 days.

ACTION: SP to ensure that Home Office staff do not take the fingerprint log away from Reception.

Simon Mowbray has been appointed as Deputy Facilities Manager

ACTION: MF to create an NTS for Simon Mowbray's appointment

SN raised concerns about the facilities room at TH. Tools are visible to detainees and SN doesn't feel that it is secure enough and feels that it should have a gate installed.

ACTION: MB to look at the Facilities room from a security perspective.

Updated on mobilisation costs.

ACTION: RM & BS to discuss mobilisation costs by phone on 30/06/17

Updated on budgets.

ACTION: RM to meet with budget holders.

Updated on HMIP inspection criteria and need to send back comments.

ACTION: BS to send the HMIP inspection criteria to SMT for comments

ACTIONS 31/05/17

Bunzl has been replaced by Nationwide but JW is unable to get hold of Nationwide to place an order. He has not received any catalogues or price lists so JW had to place an order through Bunzl.

ACTION: RM to follow this up and advise JW of contact details. Update – RM has escalated this to Procurement – ongoing

Focus has been on recruitment. 13 people got through the assessment day. 23 to start the ITC commencing 5th June. 70 more applications to sift through and 50 will be invited to the assessment day in June. A lot of vetting to get through.

ACTION: MF to look through applications for June and August to see if there is anyone suitable for family roles at Tinsley - ongoing

Aramark have been awarded the new contract and they have been market tested. There should not be any change in the service delivery but SN & JW have been told differently.

ACTION: SS to check on the service delivery in the new Aramark contract. Update – SS to meet with Ian Darker-Larkin in July to discuss.

SN to speak to Brian Harrison about the removal of orange squash at Tinsley before the new contract has started – Closed

SN to attend the Aramark handover and monthly meetings – Closed



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ACTIONS 03/05/17

Sickness and unauthorised absence need to be managed separately due to policy.

ACTION: MF to get advice from Heather Noble - Ongoing

ACTIONS 13/04/17

Theme of assaults in wing offices.

ACTION: Wing staff need to have this feedback to them via Residential DCMs. Update from 31/05/17 – JW suggested having cameras installed in the wing offices and MFr is to speak to Syntinex - ongoing

Need a good development plan for DCOs to achieve the benchmark for DCM boards.

ACTION: SS to talk to Jane Shannon about development of DCMs. Update 03/05/17 – This has been addressed in the Trading Review but the development programme has not been rolled out. Discussions about organising something in-house training suite – SMT to send their input to DH as to what training should be done. Update from 31/05/17 – Apprenticeships for team leaders are being rolled out – SN to give names of staff and SS has already given names

ACTIONS: 08/12/16

Games room need to be redecorated and Facilities have been reallocated to other jobs several times.

ACTION: JW to get a committed date from MFr and JW to produce a timeline of redecoration of the Activity areas and anything else that needs to be done – ongoing. 13/04/17 – Work will be finished in two weeks and still have to buy an amp for the quiet room. 03/05/17 – Amp has been ordered from Richer Sounds and awaiting a delivery date – RM to chase up delivery date. Update from 31/05/17 – Amp has been delivered and a job has been raised with Facilities. Update – MF stated that the amp has been installed but the room is not in use – SS to get an update from JW - ongoing

2.

Matter Arising

BS welcomed all to the meeting.

SN gave an update that the operational and non-operational E2 contracts have been changed to a single contract which means that DCMs cannot be paid overtime. MF updated that existing staff are paid on custom and practice. Discussions took place around the development of DCMs and that there is no process in place DCMs need to do a refresher on first on scene. MB spoke about inducting new DCMs and training them in audits, bullying etc. MB stated that there needs to be a formal process in place. MB said there needs to be a consistent approach to the core elements and adaptations made according to the role.

Directors Update:

Updated on HMIP inspection criteria and need to send back comments.

Updated on the ministerial visit and how well it went. Good feedback from Alan Gibson and Hugh Ind.

Updated on the COO forum where issues around IT, recruitment and salaries were discussed. Jerry Petherick will push upwards on these issues.

No update on the bid.

3.

Departmental Updates:

PDA & Borders – LH

First family due in on 28/06/17.

Compliant but with a few medical issues.

No real concerns.

Second family is due in.

Welfare services action plan meeting has been rescheduled.

Tinsley House (SN)

Roll count is 148 today.



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Issues with a room not being on DAT.
Teething problems being ironed out.
Paid work has been painful.
Security not supporting TH. MB updated that two collators are shadowing and that Dan Robinson still hasn't got access to Traka despite over 20 requests. SN stated that nobody knows when Security, Paid Work, Activities, Safer Community etc. are visiting TH. There is no set times for this support.
SE said that there are lots of snagging issues and there are new things in placed which are being reviewed.
SN updated that Healthcare are opening SLPs on adults at risk. MB explained the process of care plans for adults at risk and if they do not need further support the care plan can be closed.
Discussions around Healthcare not grasping the requirements of adults at risks and the need for SLPs. SP updated that a document needs to be created that logs the meetings with detainees, their reviews and closure.

Brook House (SS)

Wings are more settled. A wing houses known nominals.
Cleaning has been an issue. Managers are doing daily checks on cleaning. The next Steve Brinkworth audit is the first week of July.
There are problems with phones, faxes, IT and printers on the wings that need to be resolved urgently. Discussions around the need for dedicated IT support for Gatwick.
Paid work issues are being addressed.
Looking at the curriculum for education over both sites with SN. Some issues have been identified with teaching staff.
Rotation policy was sent out on 28/06/17 and operational SMT need to feedback to SS.
Temporary promotions to DCM – need to fill 2 posts and there have been a good number of applicants.
DCMs need to contact staff when they are off sick.
BS updated on charter management and that Gatwick has a good reputation for managing charters. BS had a conference call with Alan Gibson along with other Home Office areas that didn't have a clue about how complex these charters are. Future charters will be limited or no notice removals.
SN updated that the coach on the last charter was parked outside the PDA and families have view of the detainees being loaded onto the coach.
B wing barrier to be in action by the end of the month.

Security (MB)

MB updated that she went back to floor on 26/06/17 in Visits. Looking at resources and what goes on in Visits i.e. GDWG visits. James Tomkins will be supporting Visits Monday to Friday and will be looking at streamlining the processes. MB will be having a weekly meeting with Paul Gasson.
Discussions around Visits staff not being supported by Oscar 1.
Nick Jones and Joe Bryant have commenced their roles as Security Collators.
Focus on TH especially around security processes and to reinstate the roster to support TH.
Looking at contractor's tool searching process.
UV lights have been purchased to detect spice sprayed on paper.
Security staff are to attend the morning briefings at both sites.
Updated on the Security meeting.
No update available on Mercury.

Audits and Compliance (DH)

Performance – 4,900 points for last month and that better scrutiny around mitigation is required especially information from DCMs.
MB asked if Barry Timms could review the tool check sheets etc.
Big issues with cleaning, visits and fingerprints.
Barry Timms is away for three weeks and his work is being covered by DH and Karen Goulder.
Complaints – 13 for BH and none for TH.
Current ITC finishes at the end of July and will meet up with SE, SS & LH to discuss placement.
Discussions about the increased salary for new HMP recruits. Updated that High Down and Lewes are advertising with a £30k salary.
Updated on Health and Safety. The planned fire evacuation did not take place on 28/06/17 due to charter, family in the PDA and a detainee in a wheelchair.



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	<p>Updated on the British Safety Council gap analysis. Discussions around detail Visits staff are fully trained. Need to do the clocked hours – there are a few red days1. BS spoke about cladding at BH and that it is safe. DH is to go through the fire risk assessments with Mick Glennard next week at both sites. DH to ensure that Mick is qualified by the Institute of Fire Engineers.</p> <p>Safeguarding (SP) Updated that he has visited areas under his management to familiarise himself. Updated on violence reduction, ACDTs and safer custody referrals. Not getting referrals for all arrivals. MB stated that this has been going on for a long time and it mostly Morton Hall & The Verne. Referrals are poor quality and lack details. MB</p> <p>Safer Community and Diversity (SP) Conway Edwards is to look at diversity over both sites. Conway will be at TH in the morning and a safer community presence will be at TH in the afternoon. There is a need for ACDT assessors at TH. Case Manager training is to take place in July. Looking at training DCOs that have applied for DCM positions. Updated on fingerprints and issues with the POISE machine not working. SP spoke to the Home Office about POISE accounts and will ensure that users log in every 30 days. Updated on the Property store and the boxes that need to be archived. Percy Nobee is compiling an idiot's guide around KPTs and property. Looking to streamline the paperwork used and remove duplicated work. Discussions around B wing barrier and that the cards need to be issued by reception staff not security. Welfare – looking to see if there has been an increase in issues and if the queuing system has become a hotspot. CSU01 now back in use.</p> <p>Facilities (MFr) Simon Mowbray has been appointed as Deputy Facilities Manager. James Braddick has left. Updated on the TH teething problems. Syntinex is on site most days. Updated on damage to room and crime scene cleaning. Mike Avery is off sick and will return to work in mid-July. Roger Hill is doing a charity bike ride from Land End to John O'Groats Updated on cladding checks and will be checking with CPIG auditors. SN raised concerns about the facilities room at TH. Tools are visible to detainees and SN doesn't feel that it is secure enough and feels that it should have a gate installed.</p> <p>Finance (RM) Updated on the changes to the procurement team and the new processes. A weekly report will be issued for new supplier requests. Updated on an audit on VAT accounts. Half year reports due. BS updated that the Home Office payment was due that day. Updated on mobilisation costs. Updated on budgets.</p>
4.	<p>AOB None</p> <p>Date of Next Meeting – 13.00 Monday 31st July 2017 in Centre Directors Office</p>