



## Gatwick IRCs SMT Meeting

Date:	25/10/2016
Time:	14.00
Location:	Centre Director's Office

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

No:	Item
2.	<p><b>Notes of the Previous Meeting</b></p> <p>These were reviewed.</p> <p><b>ACTIONS: 25/10/16</b></p> <p><b>ACTION: BS to talk to Bryony Farey about the corporate view on releasing staff for JSSA training when they are a non-recognised union at Gatwick.</b></p> <p>Dean Brackenridge sent information for detainees about the H&amp;S of using a bunk bed and there is a need to be put a process into place especially around C&amp;R. Instructions will need to be translated.</p> <p><b>ACTION: JW to confirm that he is happy with the instruction so they can be translated.</b></p> <p>JW updated about the removal of the plastic hooks from windows as they are ligature points and replacing them with Velcro and screws.</p> <p><b>ACTION: JW &amp; SS to meet to discuss this.</b></p> <p>BS updated that Paul Gasson had raised an issue with E wing as Steve Dix had written a review entry that the detainee must be on the wing for 7 days and not allowed access to the centre.</p> <p><b>ACTION: JW to speak to Steve Dix about E wing review entry.</b></p> <p>DEPMU classify a detainee who is unsuitable for detention but SMT need understand why and get clarification on the level of association allowed.</p> <p><b>ACTION: BS to invite Phil Schoenberger to an SMT meeting to explain unsuitable for detention and the level of association that should be given.</b></p> <p>DCMs will need to attend a rule 40 &amp; rule 42 workshop in conjunction with the Home Office.</p> <p><b>ACTION: MBr to arrange.</b></p> <p><b>ACTION: DH to get VB to do a sense check against the DC rules and our policies.</b></p> <p><b>ACTIONS: 20/06/16</b></p> <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 &amp; SE to look at putting as process in place. Update from 25/10/16 – SS has looked at this and wants wing staff to be present at mealtimes. There have been issues with wing staff not wanting to take a break when operational staff arrives to cover the wing. It was agreed that Residential DCM's need to plan breaks on a daily basis for wing staff and that DCM's need to be on the wings at lunchtime.</p> <p>VB to discuss audits sign off process with SD but passed to SN on 25/10/16 – ongoing</p> <p><b>ACTIONS – 28/04/16:</b></p>



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	<p>MBR &amp; 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. Update from 25/10/16 – Dave MacKay to advise on hands-free phones.</p> <p>SS to arrange a meeting about SMT attendance to contractual meetings and meeting structure – ongoing. Update from 22/10/16 – SS &amp; LH to look at contractual meetings planning and SMT to send details of their contractual meetings to LH.</p> <p><b>ACTIONS – 30/03/16:</b></p> <p>SN &amp; 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><b>ACTION – LH to reduce numbers of staff to be trained in MMRP – Ongoing</b></p> <p>Operational SMT to circulate DCM functional mapping plans - Ongoing</p> <p>VB to circulate list of policies &amp; cover sheet and get ownership details by CoP on 1<sup>st</sup> 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. Update from 25/10/16 – ACTION: BS to get an update from VB especially about the 23 security policies</p>
3.	<p><b>Matter Arising</b></p> <p>BS updated around the letter sent by Alan Gibson about rule 40 and rule 42. The letter was reported in the Telegraph after it was reviewed by Liberty. Home Office legal department reviewed the DSO etc.</p> <p>Discussions took place around collective bargaining rights due to the JSSA challenging the POA agreement as JSSA has more members. This sits with Heather Noble. SS gave an update from his meeting with Andy Darken. MBR spoke about having to release 3 members of staff for a 2 day JSSA training course when the JSSA is non-recognised union at Gatwick. BS updated that Andy Darken will be paying more attention to Gatwick by visiting the ITC, being more hands on and liaising with reps etc.</p> <p>Discussions about third bed use. MBR stated that the induction paperwork asks if a detainee can use a bunk bed. Dean Brackenridge sent information for detainees about the H&amp;S of using a bunk bed and there is a need to be put a process into place especially around C&amp;R. Instructions will need to be translated.</p>
4.	<p><b><u>Departmental Updates:</u></b></p> <p><b>TH Residential (SE)</b> SE updated on the good piece of work around the Tinsley decant. BS said that it was a fantastic piece of management and said thank you SE said that TH DCM's are mostly at BH and are not currently working nights DCM's now have access to team leader drives except paid work.</p> <p>Discussions about have a fall back for paid work and that recruitment a DCM responsible for paid work. There is a need to put a temporary co-ordinator in place whilst Joe Marshall is off.</p> <p>SE updated on the DCM shift pattern for next year and that a couple of DCM's want long periods of leave. SE is working on the DCO shift pattern and welfare shift pattern. OISC welfare training has been booked for 7<sup>th</sup> &amp; 8<sup>th</sup> December and this is unique training for the detention estate. New shift patterns will start on 02/01/17. ITC query on what shift pattern they will be on but this is not ready</p>





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yet. Discussions took place around all ITC staff to work at BH and SE suggested inviting experienced staff to apply to work at TH. They will all be residential staff as a support group and will work nights.

Carrying out EDRs and completed paperwork will be left with LH for collection by SE. Some DCM training has been identified and the EDRs need to be completed by the end of November.

SE has reviewed the all of the UoF for TH and some lessons learnt have been identified plus one investigation is taking place.

SE is planning the reopening of TH which is a massive piece of work. Also looking at matrixes. BS updated that he had discussions with some TH DCMs who gave some good feedback and spoke about best practises that could be transferrable.

BS updated on the progress of the TH progress site meeting as Wates have uncovered numerous H&S hazards especially around fire safety. These are landlord and Home Office issues. Family Suite was very bad and are waiting for the survey results. TH reopening will be delayed.

SE updated that she is finalising the areas of responsibility for DCMs.

### **Audits & Compliance (DH)**

DH updated on the fire safety plan which is ongoing and that Mick Glennard had done a good piece of work including new signage and evacuation plan at BH. BS said that Wates are doing a fire safety plan for TH and the BH facilities workshop issues need to be resolved.

Good month for compliance with not many penalty points. Three IT failures will be mitigated and late visits are improving. An upheld complaint as officers did not challenge people smoking on the wing landing and refused to move an asthmatic who complained. Issues around a failed escort that went to the wrong hospital however they got the detainee to the correct hospital in time for his operation. Key and radio compromises at TH. SE gave an update on the action taken with the radio compromise and DH updated on the action taken with the key compromise.

ITC going well. Planning forthcoming training and asking for training needs from EDRs. Santi Rodrigues needs to be re-badged which is with MF and spoke about overlapping the ITCs. SE suggested putting someone in training to assist Santi when Vicky Nutton{DPA} There is a need to look at the car parking with two ITCs running and suggestions for car sharing and parking at TH were discussed.

DH updated on the overdue actions on the CAP. BS said that this was a focus at the Trading Review as there were 11 outstanding for the Head of Security.

Christmas leave has been done. MBR said that DCMs have told her that some shifts are over-staffed, DH said that he would look at this with Peter Crompton and that there was still available leave for DCOs.

### **BH Residential (JW)**

JW updated that there had been a fight on A wing and that more intelligence and searching is needed.

The new detainee magazine called the Gazette has been launched and has gone down well. A lot of material is being submitted from detainees.

TVs and X-boxes have been purchased and just need to be installed.

Games Room needs to be redecorated.

JW updated about the removal of the plastic hooks from windows as they are ligature points and replacing them with Velcro and screws. Steve Brinkworth has completed room audits on A & B wings and will do C & D wings. JW updated on door handles and little hook issues for privacy



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curtains. MBR updated that the Home Office will be liable as it's a design fault with the door handles. Needs to be signed off by Andrew Seddon. JW said that the wing offices are being tidied up and BS suggested that they are decorated. JW gave an update on the cleaning audit action plan and that Steve Brinkworth is happy with the process.

BS updated that Paul Gasson had raised an issue with E wing as Steve Dix had written a review entry that the detainee must be on the wing for 7 days and not allowed access to the centre. SE asked why detainees that are unsuitable for detention are housed on E wing but have full access to the centre as it seems illogical. Discussions that DEPMU classify a detainee who is unsuitable for detention but SMT need understand why and get clarification on the level of association allowed. This is a Home Office decision and they risk assess which is driven by the case worker. DH asked what happens in other centres as E wing is unique to BH and BS said that E wing staff need to make sure that the detainees has the regime outlined in the policy.

### **Operations (CDJ)**

Two collator vacancies have been filled.

BS said that data protection is a big issue at the moment and there is a lot of focus with the company about data loss.

The SMT welcomed CDJ and wished her well in her new role.

### **Facilities (MFr)**

MFr updated that two key members of staff have left and not sure about recruitment for these posts until TH reopens and Cedars closes. BS said there is a need to look at the structure to see if FM meets contract before recruitment takes place. G4S FM will not be taking over in the interim but will be tendering for the new contract.

The replacement for Elaine Kelly is awaiting clearance and Hayley Kavanagh is covering the role until Sam Quick starts. MFr spoke about Hayley leaving 7 minutes early saying that it was a perk of being a DCO. Discussions took place around this and MFr needs to find a way of managing Hayley's behaviour.

Two operatives are working well down at TH.

BS asked that everyone reports any faults to FM and that it was not an easy team to manage.

### **Safeguarding (MBr)**

Big increase in assaults on staff mainly spitting.

14 UoF

A wing on radar and incidents linked to detainees on this wing and their visits. ABS has risen in the 26-35 year old. Good NPS finds. Safer Community wrote to every detainee about NPS and the explaining consequences. Support function document for detainees in the process of being completed re NPS finds and ABS to be used in unique cases. Like an ACDT, it will be a review for monitoring and supporting complex cases. BS updated that he went to a meeting at Heathrow about how to manage escape risks. Discussions about how to manage escape risks and difficult to manage detainees across the estate.

4 open ACDT not sent incoming detainees.

High use of constant supervision during September.

Food and fluid refusals – waiting to hear about new DSO. Discussions took place about the Home Office using our documents from the Shaw report in the DSO and concerns about this being used by others in the bid. BS updated on the progress of the bid process which will be written in January with a deadline in February. BS spoke of the members of the bid team and that we need to be careful of friends/ex-colleagues that work for competitors and not to give out information to them that could jeopardise our bid opportunity.

MBr gave an update on the Welfare team being trained by OISC as it will save money by not having to use Migrant Help as much. MBr spoke about the creation of a welfare training package and gave an update that Owen Syred was a new Welfare Officer. Problems with getting the cabling installed in the new Safer Community and Welfare Office which is being dealt with by Dave MacKay. Still





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	<p>waiting for the computer and an expert needs to install an acoustic fire barrier after the work has been done.</p> <p>Discussions took place about the rule 40 and rule 42 letter mentioned earlier in the meeting. BS explained the contents of the letter. DDs need to have clarity and will need to escalate to DCMs. MBr stated that the justification of remaining on the wing needs to go on the rule 40 paperwork. Discussions that the impact of the new rules will be more on the Home Office than us. Home Office will be a lot more challenging about using rule 40 and rule 42. BS said that DCMs will need to attend a rule 40 &amp; rule 42 workshop in conjunction with the Home Office.</p> <p><b>Deputy Director (SS)</b> Population headroom quite low. SS updated on the changes in security regarding searching and analysing intelligence which has produced some good finds. Substance misuse is a work in progress. Sickness – DCMs are not contacting staff when they are off sick and this can be demoralising especially when off long term. Looking to set up a detainee committee where they set the TORs and have weekly meetings which will be minuted. Optional for G4S staff to be invited. Comments from the meeting will be used as feedback about staff, Healthcare, food etc. SS updated that a DD is still required for 26/12 and that Sarah Newland &amp; Caz Dance-Jones will do a joint weekend DD.</p> <p><b>HR (MF)</b> In HR this last month our main focus has been DCO Recruitment and ensuring all vetting for Oct ITC and Nov ITC. We have an Assessment Day – 26 Oct for our Jan ITC. Retention is being looked by Ben Saunders and Bryony Farey. Nov has 22 DCO staff on it as 1 lost due to not gaining CTC clearance. Finance Supervisor - Interviews 27 Oct DCM - Interviews 3<sup>rd</sup> and 7<sup>th</sup> Nov Audits Fixed Term Contract role to be advertised this week once links approved. Temp Ops Manager – Caz Dance Jones Occupational Health – held monthly – 4<sup>th</sup> Nov next one Payroll is ongoing monthly queries and Employee Relations - Sickness, Disciplinary and Grievances have been minimal. 3in6 meetings are being held. Over the next month we will be looking at:<ul style="list-style-type: none"><li>o EDRS</li><li>o Long Service Awards – Jan 26<sup>th</sup> email invites to be sent next week.</li></ul></p> <p><b>Centre Director (BS)</b> BS updated about a piece of IT work around bed space that will link into DAT so that DEPMU can have a live view of what bed space is available. MBr said that Michael Talisker has done something similar on a spreadsheet. BS updated that a quarterly escorting meeting has been arranged with Tascor and Phil Shoenberger of DEPMU. BS needs to know about any escorting issues that could be addressed in this meeting so that we can work with Tascor to make things better BS said operational SMT need to make sure that DCMs are aware of contract requirements to try and alleviate failures and penalty points. SMT development for D2s and upwards is being looked at by Jane Shannon and Bryony Farey. Need suggestions for Christmas get together. Peter Neden is attending the QCRM on Friday.</p>
5.	<p><b>AOB</b></p> <p>Employee of month and team of the month was agreed upon for the months of August and September for both sites.</p> <p><b>Date of Next Meeting – 10.00 Tuesday 29<sup>th</sup> December 2016 in Centre Directors Office</b></p>