



Report on the outcome of allegations of inappropriate behaviour by G4S staff at the Gatwick Immigration Removal Centres highlighted by the BBC Documentary:

Panorama "Undercover: Britain's Immigration Secrets" aired on Monday 4th September 2017



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1. Executive Summary

Brook House Investigations (8 Dismissals)

Following receipt of the allegations by the BBC (Panorama) G4S commissioned 2 Investigation Teams to investigate and review each allegation.

The investigations were split into two categories;

- Staff related incidents
- Management of operational processes

The findings/recommendations of each category are included in Sections 2 and 4



Part 2 Panorama allegations relating to staff behaviour

Panorama Investigation – Hearing Summary and Outcomes

Name	Allegation	Outcome	Comments
Charlie Francis	<p>Involvement in the incident in the room of detainee: D1527 on Eden Unit 25/04/17 – Present in cell</p> <p>Failing to follow the correct procedures following a use of force incident on 25th April 201</p> <p>Inappropriate comments towards a detainee on the 25th April 2017 and 06th July 2017</p>	Dismissed	<p>CF present during the restraint of: D1527</p> <p>CF failed to submit any Use of Force paperwork following this incident.</p> <p>CF aware at the time that another officer was acting inappropriately, by putting pressure on a detainee's throat</p> <p>CF stated that he “nudged” the officer because he felt that “he had gone too far”.</p> <p>CF should have directly challenged these actions and by not doing so it is my view that he potentially placed the detainee's life at risk.</p> <p>CF took advantage of the incident taking place in the detainee's room, where there is no CCTV coverage, to not to report the restraint or complete the necessary paperwork in the hope that it would never come to light.</p> <p>CF made inappropriate comments to D1527 after he had been choked by an officer who he could reasonably have assumed was there to look after him.</p> <p>CF failed in his duty to care for D1527 in his duty to report a Use of Force incident and the integrity of his decision to not report DCO Paschali's behaviour. As such he knowingly put other detainees at risk</p>
Clayton Fraser	<p>Involvement in the incident in the room of detainee: D1527 on Eden Unit 25/04/17 – Present in cell</p> <p>Failing to follow the correct procedures following a use of force incident on 25 April 2017</p>	Dismissed	<p>CF acknowledged that he undertook Use of Force to make D1527 safe</p> <p>CF failed to submit any paperwork for this incident.</p> <p>During the incident in the room where another officer attempted to choke D1527 D1527 he was the DCO responsible for D1527 constant observation and he failed to make any reference to this incident in the ACDT paperwork leaving a gap of 40 minutes unaccounted for.</p>



Part 2 Panorama allegations relating to staff behaviour

	Inappropriate comment relating to a DCO		<p>CF have acknowledged that the comment you made to DCO Tulley on the 4th May was inappropriate, the actions of DCO Paschali are indefensible and his failure to report this behaviour allowed for the potential for other detainees to be put at risk.</p> <p>CF as a fully trained and accredited DCO has a Duty of Care for the individuals within Gatwick IRCs and he failed in this duty.</p>
Nathan Ring	<ul style="list-style-type: none">25/04/17 making a comment about a Detainee bouncing around like a Duracell Bunny, in response to a Detainee attempting to self-strangulate31/05/17 telling a Detainee 'fuck you, and instructed another Officer to write down that the Detainee had eaten, when he had refused food01/06/17 making comment that there was no need to check whether a number of Detainees had eaten or not and that they should be ticked off a meal list without knowing whether they had in fact eaten.14/06/17 making comments to a Detainee 'keep still you div,' 'scrotum, 'leave him,' 'bucket of cold water should sort out his heart rate, that would do	Dismissed	<p>NR actions to be unprofessional and negligent towards the management and care of detainees.</p> <p>NR wilfully disregarded the correct procedure for recording meals being taken, which is a key element of local safeguarding arrangements and have instructed a DCO not to record accurately.</p> <p>In light of all the above points concerning your actions at work, this has affected your integrity with the Company and undermined the trust relationship between the employer and employee beyond repair.</p>



Part 2 Panorama allegations relating to staff behaviour

	him the world of good,' and mocked him for his singing.		
John Connolly	<ul style="list-style-type: none">▪ The allegation of unprofessional conduct	Dismissed	<p>JC actions to be unprofessional and negligent towards the management and care of detainees.</p> <p>JC is an experienced C&R Instructor and DCOs will look to him for guidance and role modelling in situations like this.</p> <p>JC has encouraged other DCOs, knowing the influence he has as a C&R Instructor, to use inappropriate force when dealing with a detainee in order to cause violence.</p> <p>JC has used racist language and encouraged other DCOs to use this when referring to a detainee. This is unacceptable.</p> <p>JC actions at work, has affected your integrity with the Company and undermined the trust relationship between the employer and employee beyond repair.</p>
Kalvin Sanders	<ul style="list-style-type: none">▪ 04/05/17 & 08/05/17 you said in front of other officers, that while on constant supervision on 24.04.17, you twisted the hand of a Detainee name D1527 and then slammed his head against a table.	Dismissed	<p>KS did make the comments that have been alleged, but states did not actually carry out the actions stated.</p> <p>KS reason provided for this was that it was said to colleagues to better fit in with the staff team and help make friends at work.</p> <p>KS provided a further example of when he has lied to colleagues relating to lifting weights in order to make friends</p> <p>Two pieces of evidence in the footage showing KS claiming to have assaulted the detainee. This was done in front of different staff on different dates. There are two versions of events from KS and no evidence to prove or disprove whether this occurred.</p>



Part 2 Panorama allegations relating to staff behaviour

			<p>BS view is not to expect any member of staff to behave in this way, which is to glorify violence to colleagues and brag about assaulting a detainee. This to me constitutes actions at work, which could bring the Company into disrepute, affects the reputation of the Company and undermines the trust relationship between the employer and employee.</p> <p>KS employment as a DCO is conditional on the Company and the Home Office considering that he is a fit and proper person to hold DCO accreditation. His actions contradict this and his honesty and integrity have been brought into question.</p>
David Webb	<ul style="list-style-type: none">On 27/05/17 stated to "hit with the edge anywhere between the knee and the throat" meaning inappropriate use of the C&R shield.On 01/06/17 hurt a detainee during a C&R incident his screams could be heard in other parts of the IRCOn 01/06/17 alleged to have said assaulting detainees take place in their rooms inferring where there is no CCTVOn the 27th May you made inappropriate comments relating to the use of force on a detainee	Verbal Warning	<p>3 years' service – no disciplinary record</p> <p>Only comment substantiated:</p> <p>'Hit with the edge anywhere between the knee and the throat and keep going' this was in response to a direct question of how to use a shield whilst in a staff changing area.</p> <p>Admits that the terminology used was not correct as per the Use of Force guidelines, which states 'make contact' not 'hit'</p> <p>Verbal warning issued</p>
Ben Opoku	<ul style="list-style-type: none">On 04/07/17 took approximately two minutes to remove a ligature from around the neck of detainee D865	Written Warning	<p>9 years' service – no disciplinary record</p> <p>1st on scene, called alarm detainee conscious and talking to roommate. BO did not detainee as he thought he was ok.</p>



Part 2 Panorama allegations relating to staff behaviour

	<ul style="list-style-type: none">Failing to follow the correct procedures relating to a detainee who attempted to self-harm which occurred on 04 July 2017		Warning for failure to check detainee was ok given that TV bracket was away from the wall which would indicate possible ligature being used.
Daniel Small	<ul style="list-style-type: none">Your actions during an incident on 17th May 2017, including pointing out a camera to DCO Connolly when discussing assaulting a detainee if he was brought into the stairwellNot reporting the wrong doing of DCO Connolly discussing assaulting a detainee if he was brought into the stairwell	Written Warning	1 years' service - no disciplinary record Part of team in stairwell, pointed out camera to indicate that actions being discussed shouldn't take place Young DCO, subject to peer pressure admits failure to report inappropriate comments
Daniel Lake	<ul style="list-style-type: none">Failing to follow correct reporting procedures following a use of force incident on 15 June 2017	Written Warning	1 years' service - no disciplinary record Cannot remember incident Warning for failure to complete incident report
Steve Webb	<ul style="list-style-type: none">On 06/07/17 was abusive to Detainee D728 stated he wanted to "punch the cunt"On the 6th July you made inappropriate comments and threats of a violent nature towards a detainee	Final Written Warning (Certificate revoked by Home Office)	6 years' service - no disciplinary record Inappropriate comment in private to colleague following frustration from difficult detainee (Remorseful) Admitted comment was not appropriate
Derek Murphy	<ul style="list-style-type: none">On 14/06/17 made derogatory comments about a detainee	Final Written Warning (Certificate	1 years' service - no disciplinary record Inappropriate comment in private to colleague following being spat on by a detainee. Remorseful



Part 2 Panorama allegations relating to staff behaviour

	<ul style="list-style-type: none">On 14/06/17 made direct threats to a detainee with pre-existing mental health issuesOn the 14th June you made inappropriate comments towards detainee	revoked by Home Office)	
Sean Sayers	<ul style="list-style-type: none">On 15/06/17 picked up a detainee and put him in his room. Use of force was not reportedOn the 15th June you carried out an inappropriate and unapproved restraint on a detaineeOn the 15th June you failed to follow the correct reporting procedures relating to the use of force on a detainee	Final Written Warning (Certificate revoked by Home Office)	<p>10 months service - no disciplinary record</p> <p>Believed he was under treat of attack from aggressive detainee recovering from the effects of SPICE</p> <p>Admitted that he used personal protection skills didn't use approved C&R techniques and that 2 other DCO were available</p> <p>Admitted failure to complete paperwork – mitigation busy 13 ½ shift on Eden unit dealing with a number of detainees on SPICE</p>



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Investigation Team:

- Lee Hanford
- Mike Gibson
- Peter Corrigan
- Niki Taylor

Attended site from 5th September. Access to all evidence on site.

Overview

A total of 55 initial investigations have been completed. Upon completion, each investigation has been discussed to challenge if the evidence is sufficient to clarify the correct process has been followed or if there is further investigatory work required.

Of the 55, 4 were Home Office related and we recommend that these are passed to the Home office

Findings: Investigations not requiring any further action:

Category	Total	Detail	Further action
Appropriate action was taken	42	As listed in allegation log	Nil required - Closed
Not enough evidence	3	<ul style="list-style-type: none"> ▪ Annex A Page 12 line 19 ▪ Annex A Page 14 line 37 ▪ Unrecorded low priority incidents with no security intelligence ▪ Annex A Page 7 line 36 	Nil required - Closed
Not applicable – Home Office related	4	<ul style="list-style-type: none"> ▪ Annex A Page 16 line 12 ▪ Annex A Page 16 line 17 ▪ Annex A Page 16 line 20 ▪ Annex A Page 16 line 24 	Refer to Home Office for response

Investigations requiring further clarification

Appropriate action?	Total	Detail	Further action
Partly	3	<p>Annex A Page 7 line 21</p> <ul style="list-style-type: none"> ▪ Issue: D852 believed to have been given an illegal narcotic without his consent by other detainees. He claims is only 14. 	No evidence on who allegedly supplied an illegal substance.



1.

Part 4 G4S Investigation – Findings of operational processes

2.

	<ul style="list-style-type: none"> Findings: Centre raised age concerns with Home Office officials on the day of his reception. Home Office confirmed on 3rd May that they had documentary evidence that D852 was 18 years of age. As such he was eligible to be put in the general population. If he had been in a prison the establishment would have had to do a risk assessment for him to share a cell with an 'adult'. We suggest that the centre considers adopting this. 	Age dispute Process was correctly followed, however, as a future safeguard we recommend an age appropriate room risk assessment policy is in place.
	<p>Annex A Page 11 line 29</p> <ul style="list-style-type: none"> Issue: Staff nearly lost control of D wing. Findings: 1 x SIR provided as evidence about individual detainees issues rather than a loss of control. SIR 993/17 refers to 'the trouble on the wing earlier'. No incident report to review. 	Incident report may have been more appropriate.
	<p>Annex A Page 12 line 35</p> <ul style="list-style-type: none"> Issue: D1527 self-harms after being in 23 hours lock up Incident report 294/17 details D1527 having self-harmed on Clyde unit 005 at midnight on 24/4/17 having cut his wrists. Room-mates alerted staff. Subsequently moved to Eden wing 001 for observations. F213 references a small superficial cut to left wrist. At 15.20hrs later that day, self-harmed again by tying ligature around his neck which was removed by staff. Whilst on constant supervision, 25/05/17, D1527 refused to come in off D wing courtyard and was placed on Rule 40 in CSU. Self-harmed at 1908hrs by placing ripped t-shirt around his neck. Use of force report 104/17 states that he self-harmed owing to being told his room had been reoccupied by another detainee without a room clearance. Incident report 302/17. 	<p>D1527 on constant obs and rule 40 Rule 40. Paperwork in place.</p> <p>Room appears to be given away. No evidence of room clearance.</p> <p>Local policy to be reinforced relating to room clearances.</p>



1.

Part 4 G4S Investigation – Findings of operational processes

2.

	1	<ul style="list-style-type: none"> ▪ Annex A Page 15 line 18. ▪ Issue: D1527 was allocated a shared room with D544 ▪ Findings: Both Detainees were deemed suitable to share a room. D1527 was the age dispute case who was subsequently found to be over 18. No policy contravention, however, potential that we could apply a policy for younger Detainees and suitably locating them. 	Process was correctly followed, however, as a future safeguard we recommend an age appropriate room risk assessment policy is in place
No	2	<ul style="list-style-type: none"> ▪ Annex A Page 7 line 29 ▪ Issue: Medical response called to D232 as he had a reaction to spice. Escorted to E Wing for monitoring. Smoked Spice again on E wing ▪ Findings: Healthcare saw Detainee and fitted him as suitable to return to his normal unit post-observation period. 15 minutes after this fitting by healthcare D232 appeared intoxicated again. Incident report indicates D232 had a full search on E-wing, but only after he appeared to be intoxicated again. Not full searched prior to observations, but no intelligence. 	Processes/ policy not followed. Detainee should have been rub down searched.
		<ul style="list-style-type: none"> ▪ Annex A Page 7 line 32 ▪ Issue: D1667 - Medial response after smoked spice. Suffered a seizure. Taken to E wing for monitoring. Another medical response to him on E Wing where he had been smoking spice again ▪ Findings: Security investigation notes that there is no incident report for this incident, but notes that it was recorded in his medical record. There is an SIR relating to a cell search on Arun wing, (14:45) - following the medical emergency, (this refers to a previous SIR about the medical emergency - this SIR is not included in the pack). Shift handover notes D1667 is under medical observations on Eden wing. CCTV exists of one of the incidents D1667 was involved in, (presumably E-wing as it is 15:00). No incident report or SIR for the original medical emergency. Medical emergency prompted a search of his room rather than him. 	No incident report submitted for the first incident. Happened on same day at above incident.



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Summary of Incidents in Allegations log

1. Annex A Line 23 06/06/2017 Induction

Allegation

9 Detainees on induction wing who were involved in drug trade and 'at least one officer complained about this - and those detainees were moved'

Findings

There was a management decision to move detainees on the induction unit as there had been problems in other areas. People agree this was far from ideal, however the other options considered were even less desirable.

2. Annex A Line 27 06/07/2017 Induction

Allegation

There were 3 detainees involved in gangs and drugs on induction

Findings

As above

3. Annex A Line 29 19/06/2017 Induction

Allegation

D313 who had known gang crime related connections moved onto B Wing beginning 19th June

Findings

This action does not contradict any of the Centre's Policies

4. Annex A line 35 NA Management culture

Allegation

Officers labelled 'snitches' or 'grasses' can be singled out at the IRC leaving some staff afraid to speak out about concerns

Findings

There are several examples of staff grievances that were dealt with by the centre.

The Centre needs to periodically advertise 'whistle-blower' and 'Speak-out' helplines.

5. Annex A Page 7 line 2 05/05/2017 Incorrect count

Allegation

Roll count was incorrect twice at lunchtime and twice in the evening

Findings

Roll check records: AM (unlock) - correct first time. Lunchtime - wrong once. Dinner - wrong twice. Lock up - correct.

6. Annex A Page 7 line 4 23/05/2017 Incorrect count

Allegation



Part 4 G4S Investigation – Findings of operational processes

1.

2.

Roll count was wrong during every count delaying unlock by 45 minutes at lunch

Findings

Roll check records: AM (unlock) - correct first time. Lunchtime - correct. Dinner - wrong once. Lock up - wrong once. Unclear on impact on dinner time unlock.

7. Annex A Page 7 line 6 06/07/2017 Incorrect count

Allegation

Roll count was incorrect at 0800 but detainees were unlocked regardless

Findings

Oscar 1's diary shows that the roll was incorrect, but unlock was authorised by the Duty Director, (M Brown). This was not recorded in the Duty Director Diary. Security investigation states that the numbers were one over and there was confusion over the number of detainees on constant supervision. No evidence that a standfast roll check took place which the policy said should have happened.

8. Annex A Page 7 - line 16 25/04/2017 Drug availability

Allegation

Detainee was found unconscious in his bed following a reaction to PS.

Findings

Report from DAT on 25/04 shows at lunch time unlock: **D343** was 'asleep, left side, snoring, (rather than unconscious as reported by the BBC), sick on deck and bed, medical response called and h/c attended'. Reported to the police and RAPT referral made 26/04. H/c assessed him on the day 25/04 and deemed him suitable to remain on the wing. Reported that he appeared under the influence of NPS. Daily log shows when the incident occurred and confirms that h/c attended. IR and F213 completed.

9. Annex A Page 7 line 17 NA Drug availability

Allegation

Use of spice reached epidemic proportions during Christmas 2016

Findings

Corruption Prevention operation took place and a member of staff was suspended. Availability of 'spice' reduced.

10. Annex A Page 7 line 16 NA Drug availability

Allegation

Detainees say take Spice, suffer depression or become angry as a result of being incarcerated for an indeterminate period of time. It is only a matter of time before a detainee leaves in a body bag

Findings

Drug problem measured by drug finds and intelligence. These indicate the level of Spice in the establishments is lower than at Christmas. Drug strategy appears to be a draft document.

11. Annex A Page 7 line 21 12/05/2017 Drug availability



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Allegation

D852 believed to have been given an illegal narcotic without his consent by other detainees. He claims is only 14

Findings

Centre raised age concerns with Home Office officials on the day of his reception. Home Office confirmed on 3rd May that they had documentary evidence that **D852** was 18 years of age. As such he was eligible to be put in the general population.

This is in line with the Centre's policies.

If he had been in a prison the establishment would have had to do a risk assessment for him to share a cell with an 'adult'. We suggest that the centre considers adopting this.

12. Annex A Page 7 line 27 12/05/2017 Drug availability

Allegation

There were 3 spice related medical emergencies on the same day

Findings

This is correct.

Reported on duty director's log.

13. Annex A Page 7 line 28 13/05/2017 Drug availability

Allegation

On the 13th of May there was a smell believed to spice on A wing

Findings

Deputy Director states that staff generate a large quantity of SIRs including suspicion of drugs on units, this often generates searching. This is evidenced through the number of drug finds.

14. Annex A Page 7 line 29 13/05/2017 Drug availability

Allegation

Medical response called to **D232** as he had a reaction to spice. Escorted to E Wing for monitoring. Smoked Spice again on E wing

Findings

Incident report indicates **D232** had a full search on E-wing, but only after he appeared to be intoxicated again.

15. Annex A Page 7 line 32 13/05/2017 Drug availability

Allegation

Medial response after smoked spice. Suffered a seizure. Taken to E wing for monitoring. Another medical response to him on E Wing where he had been smoking spice again

Findings



1.

Part 4 G4S Investigation – Findings of operational processes

2.

The incident is recorded in his medical record rather than on an incident report. CCTV exists of one of the incidents. Medical emergency prompted a search of his room rather than him

16. Annex A Page 7 line 36 13/05/2017 Drug availability

Allegation

Medical staff and officers state it is only a matter of time before a detainee dies after inhaling spice at the IRC

Findings

Not recorded

17. Annex A Page 8 line 8 11/06/2017 Drug availability

Allegation

A wing smelt of marijuana

Findings

No SIR reports submitted from A-wing suggesting smell of cannabis on this date.

Deputy Director states that staff generate a large quantity of SIRs including suspicion of drugs on units, this often generate intelligence-led searching. This is evidenced through drug finds.

18. Annex A Page 8 line 14 14/06/2017 Drug availability

Allegation

Incidents involving spice - refers to section f.

Findings

Security report shows **D1275** was under the influence of an illicit substance on 14/6/17 and moved to E-wing for observations. He was referred to the substance misuse team the day before on 13/6/17

Appropriate action taken, however manager and nurse reported to display inappropriate attitude whilst doing it. These allegations are part of the G4S internal investigation.

19. Annex A Page 8 line 16 15/06/2017 Drug availability

Allegation

4 medical responses for spice attacks. One involved calling an ambulance for a detainee

Findings

There is only a record of two incidents.

20. Annex A Page 8 line 19 19/06/2017 Drug availability

Allegation

2 Spice related medical incidents at the same time

Findings

SIR submitted by Res manager Brackenridge reporting 2 x NPS incidents involving **D232** and **D612** previously put on closed visits for receiving illicit substances in a parcel.

Multiple SIRs presented evidencing substance abuse



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Notices to detainees have been put out at regular intervals. All detainees under the influence automatically referred to drug treatment

21. Annex A Page 7 line 16 25/04/2017 Drug availability

Allegation

D343

had taken spice and was unconscious on his bed

Findings

Annex A Page 7 line 16

22. Annex A Page 8 line 28 06/07/2017 Security lapses

Allegation

Staff member left alone in visit hall but should only have been shadowing

Findings

2 x staff detailed in the visits hall and CCTV shows one or both of them in the hall throughout the afternoon. In addition Mr Stokes was in the visits hall. He was a badged DCO who had been deployed to visits for respite from the units by the Deputy Director, rather than an unqualified trainee as suggested by 'shadowing'.

23. Annex A Page 8 line 31 03/07/2017 Security lapses

Allegation

DCOs left CCTV screens unattended

Findings

The CCTV monitor is on the visits desk. There are 2 staff deployed to visits. CCTV is an aid and there is no requirement to constantly monitor the CCTV as it records 24/7.

24. Annex A Page 7 line 24 12/05/2017 Reporting

Allegation

G4S may (or may not) have passed details of **D852**'s claimed age to the West Sussex Social Services and informed the LADO

Findings

DAT entries state that **D852** arrived 01:50 on 02/05/17 from Bethnal Green Police Station.

IS91 states his DOB is 28/01/1999 indicating he is 18 years of age.

At 20:55 he stated he was 14 years of age. Moved to Eden Wing. Raised Age Concern and Age Dispute Risk Assessment /Care Map completed, (chaired by Sarah Newlands - now Head of Tinsley House), he was then moved to Eden Wing. 03/05/17

D852 received a letter from the Home Office. The letter states that there is credible and clear documentary evidence that he is 18 years of age or older.

Concerns passed to social services and investigated. **D852** deemed to be 18 years old.

Annex A Page 8 line 28 01/06/2016 Staff corruption

Allegation



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Former detainee claims unnamed male DCO discussed bringing in contraband and drugs and was told here were other corrupt officers

Findings

No evidence presented in the security report.

Local Corruption Prevention systems in place

25. Annex A Page 10 line 6 06/07/2017 High Levels of self-harm

Allegation

6 Detainees require constant supervision at once requiring other officers to be pulled off their duties

Findings

Security report shows that there were 7 x constant observations on 6/7/17

Evidence of good care for detainees

26. Annex A Page 11 line 23 24/04/2017 High levels of violence

Allegation

Detainee was cut by another detainee with a razor blade

Findings

Incident submitted by DCM S Dix states that **D2603** assaulted **D1274** causing a 5 inch cut across his face and neck. Police informed but no action taken as **D1274** would not cooperate.

27. Annex A Page 11 line 25 14/05/2017 High levels of violence

Allegation

Detainee assaulted with pool cue, then a worrying lack of discipline on wing

Findings

Incident report states that 3 detainees were involved in an assault on another detainee, **D2423** who was injured in the incident. Staff responded and perpetrator identified and relocated to the CSU and the matter reported to the Police.

28. Annex A Page 11 line 29 22/05/2017 High levels of violence

Allegation

Staff nearly lost control of D wing

Findings

There was a short lived stand-off between staff and detainees over access to the showers at lock-up time, (on the 21st). This was resolved peacefully with the exception of one detainee who was taken to the CSU.

29. Annex A Page 11 line 33 23/05/2017 High levels of violence

Allegation

Stand-off between detainees, resolved by detainee passing through cordon of officers



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Findings

Incident reports provided do not relate to the stand-off between Asian and African detainees

There was a short lived stand-off between staff and detainees over access to the showers at lock-up, (on the 21st). This was partially resolved peacefully with the exception of one detainee who was taken to the CSU.

30. Annex A Page 11 line 38 01/06/2017 High levels of violence

Allegation

Detainee assaults another detainee.

Findings

D2388 assaulted **D544**

D2388 was removed from the wing and incident report was raised and segregated and referred to the substance misuse team. CSU paperwork explains the assault was caused by **D544** not providing the drugs that **D2388** had paid for.

31. Annex A Page 12 line 4 05/06/2017 High levels of violence

Allegation

Variety of incidents between a detainee on C and D wing, threatening behaviour

Findings

Security report provides incident report and use of force forms describing an altercation between 2 detainees over the time taken to dispense medication.

Detainees separated and mediation used to resolve the issue.

32. Annex A Page 12 line 12 06/06/2017 High levels of violence

Allegation

Detainee assaults a detainee in the art room

Findings

Incident reports describe an argument between 2 detainees.

One detainee, **D2125** sat in the other detainee's chair, **D197**. A third detainee, **D1538** supported **D2125**, **D197** then assaulted **D1538**, **D197** taken to the CSU.

Referred to the Police. Referred for an anti-bully investigation.

33. Annex A Page 12 line 19 19/06/2017 High levels of violence

Allegation

Detainees attempt to intimidate another detainee

Findings

Unclear if footage was filmed by Mr Tulley and therefore he had not reported/challenged the behaviour



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Appropriate action should have been taken by Mr Tulley

34. Annex A Page 12 line 35 24/04/2017 High Levels of self-harm

Allegation

Detainee self-harms after 23 hour lock up

Findings

Incident report 294/17 details **D1527** having self-harmed on Clyde unit at midnight on 24/4/17 having cut his wrists. Room-mates alerted staff. Subsequently moved to Eden wing for observations. F213 references a small superficial cut to left wrist.

At 15.20hrs later that day, self-harmed again by tying ligature around his neck which was removed by staff. Self-harmed again at 1908hrs by placing ripped t-shirt around his neck.

Use of force report 104/17 states that he self-harmed owing to being told his room had been reoccupied by another detainee without a room clearance. Incident report 302/17 indicates Detainee being on rule 40 in E007, but unclear why or what regime access he had. BBC document references refusing to leave D wing courtyard, but no evidence to review around this incident.

No record of room clearance being completed, but it is unclear if someone else was put in his room as there is no room record for 22nd & 23rd. Already in E-wing on 24th.

35. Annex A Page 12 line 24 05/12/2016 High Levels of self-harm

Allegation

Detainee attempts to swallow razor blades and drink boiled tobacco

Findings

Incident report evidences self-harm by swallowing a razor blade on 5th Dec 16. BBC document references drinking liquid from boiling three packets of tobacco. No mention in incident report.

Self-harm reported to the home office via weekly security meeting.

36. Annex A Page 12 line 26 04/05/2017 High Levels of self-harm

Allegation

Detainee threatens to throw himself off anti suicide netting

Findings

Incident report 325/17 states Detainee was on netting shouting in his own language. Unclear if there was a direct threat to self-harm.

Actions upon coming down from the netting was that he was taken to CSU on Rule 40 and after being non-compliant in the relocation and appearing to retrieve something from his pocket, force was used.

37. Annex A Page 12 line 31 13/05/2017 High Levels of self-harm

Allegation

Detainee self-harms

Findings



1.

Part 4 G4S Investigation – Findings of operational processes

2.

DAT entries from 15th May 17 reference and ACDT review in which the Detainee claims to have self-harmed in the Gatwick holding room, (presumed to be on the airport).

Claimed to have thoughts of killing himself, but no evidence of actual self-harm whilst in Gatwick IRCs.

38. Annex A Page 12 line 33 04/07/2017 High Levels of self-harm

Allegation

Detainee attempts suicide

Findings

Incident report for 7/7/17 records actual self-harm on Arun wing at 12:25.

Detainee found with a thin blue cord around his neck cut off by DCO Donnelly. Links to document ref 33 investigated by PS and team.

39. Annex A Page 15 line 5 NA High levels of violence

Allegation

In interview with 2 inmates they claim they were afraid of violence in brook house including from staff.

Findings

No evidence in security file re: the first detainee referred to.

Re: the second of the 2 detainees mentioned, Security Information Report 949/17 initiated by DCO M Sheharyar 14/5/17 details how **D1440** appears upset during a family phone call and that he will kill himself, that he drank washing powder at night. States **D1440** due ACDT case review today, Safer Custody informed, but email from Kelly Harris to James Begg also in section states to check DCO Sheharyar knows how to open an ACDT (possibly standard procedure as **D1440** already on ACDT?). DAT entries re: ACDT reviews 22/5/17 - 9/6/17 show **D1440** initially upset about some of his medication being stopped despite it not being to do with his mental state and in one review states 'they are trying to kill me' (29/5/17) but this in reference to his medication. By 3/6/17 **D1440** appears much brighter / calmer and is talking about working as a Safer Community Orderly. ADCT closed 9/6/17. **D1440** removed 25/6/17. No reference to violence or racial abuse from staff or fears about staff violence (or even other detainee violence). No evidence in security file re: any other detainees.

Levels of violence at Gatwick are amongst the lowest of our establishments. There was a peak in June related to a small number of specific incidents rather than a general deterioration and levels of violence have fallen significantly in July and August. The anti-bully and violence reduction strategies reference 6 monthly surveys of detainees to assess the climate in the centre.

Annex A Page 15 line 13 NA Reporting Age dispute –

Allegation

Detainee was inappropriately detained and included in HO stats as a child.

Should have been reported by Escort officers, reception, officers and managers

Findings



1.

Part 4 G4S Investigation – Findings of operational processes

2.

No evidence in security file.

See evidence in Annex A Page 7 Line 24 **D852** is 18 years of age

Annex A Page 15 line 18 24/05/2017 Reporting

Allegation

D852 put in same room as violent detainee - who had previously threatened to kill

Findings

D544 RSRA assessed him as standard risk. **D852** was over 18. Present Centre policy allows this to happen. The Centre should consider adopting the approach prisons use when Young Offenders share cells with 'adult' prisoners.

Anecdotal evidence suggests that **D852** asked to share with **D544**

40. Annex A Page 14 line 37 23/05/2017 Toxic atmosphere

Allegation

Unknown detainee screamed at a door

Findings

No evidence in security file.

Insufficient evidence to investigate

41. Annex A Page 15 line 1 27/05/2017 Toxic atmosphere

Allegation

Detainee acted in an irrational and disturbed manner - observed by staff and detainees

Findings

No evidence in security file other than basic DAT entries **D1352** arrived at Brook House 18/5/17.

42. Annex A Page 15 line 26 06/06/2017 Toxic atmosphere

Allegation

Detainee says he wishes to be kept permanently isolated.

Findings

Reception Report - **D1527** arrived at Brook House on 4/4/17 from HMP Belmarsh on a live ACDT. 24/4/17 placed onto constant supervision after attempting to ligature with his bed-sheets. 25/4/17 placed on Rule 40 for refusing to return to Eden Wing under constant supervision. 15/6/17 released on Temporary Admission. No evidence in file to support **D1527** stating he wishes to be kept permanently isolated. However, Room Sharing Risk Assessment on admission 4/4/17 states he is high risk and DAT record states he is put in single occupancy. DAT record later states (20/4/17) Room Sharing Risk Assessment standard, then (5/6/17) he is sharing with someone whom he gets on well with and is participating well. Therefore, appears to contradict allegation.

43. Annex A Page 15 line 28 15/06/2017 Toxic atmosphere

Allegation



1.

Part 4 G4S Investigation – Findings of operational processes

2.

Detainee was sectioned after extremely unstable behaviour

Findings

ACDT file for **D3760** opened 14/6/17 at 14:38 **D3760** displaying erratic behaviour. Has been assessed by team at Langley Green and awaiting transfer there. Record of Case Review 15/6/17 09:45 states ACDT opened because of **D3760** mental state and states he has been sectioned and that a warrant had been received for his transfer to Langley Green Hospital. On-going Record in file shows evidence of regular observations and handover between night and day staff. ACDT closed 15/6/17 when **D3760** transferred to Langley Green Hospital. If anything, this would appear to demonstrate care for a distressed detainee than a toxic atmosphere.

44. Annex A Page 16 line 1 05/07/2017 High Levels of self-harm

Allegation

Detainee self-harms after bail request denied and previous pilot refused to transport him

Findings

Incident Report 484/17 5/7/17 states that DCO Logan Carr was asked to go to the room of **D1967** **D1967** who was distressed **D1914** was in the room and had already cut his arms and when DCO Logan entered the room **D1914** then cut his neck. **D1914** said he did this because he had been refused bail twice and couldn't take being in the centre anymore. He also stated he had taken all of his medication and produced the empty packets. Healthcare called who dealt with **D1914**. Duty Director comments request welfare check on **D1967** and place **D1914** on constant watch. No mention of previous pilots refusing to transfer **D1914** in report. This also would appear to demonstrate care for a distressed detainee rather than a toxic atmosphere.

45. Annex A Page 15 line 37 13/05/2017 Toxic atmosphere

Allegation

Detainee threatens to hang himself after being for 2 years

Findings

DAT record states **D687** arrived on 29/10/15 and was transferred to The Verne on 13/5/17. Incident Report BH 343/17 13/5/17 states that whilst waiting for the Tascor In-Country Escorts **D687** became agitated as he did not wish to transfer to The Verne and was settled at Brook House (seems to contradict the allegation of a toxic atmosphere). Prior to this **D687** had been compliant, but did then tie a ligature (T-shirt) around his neck and around a disabled handrail in the toilet in the waiting area. I/R describes how the Duty Director (Dan Haughton) and others managed to remove the ligature and handcuff **D687** I/R also states the rail the ligature was tied to was quite low to the ground so was unlikely to have caused strangulation and the knot was unloosened during the use of force without the need for the fish knife. Tascor In-Country Escorts accepted **D687**

Use of Force form 120/17 13/5/17 also in file, completed by DD Dan Haughton. BWC used. Annex A forms - Callum Tulley, Chris Donnelly, Jonathan Martin, Shane Farrell. Report of Injury to Detainee form states **D687** had slight red marks on his neck after the incident. This does not appear to have been a concerted attempt to kill himself and was done in protest at being moved to another centre.



Part 4 G4S Investigation – Findings of operational processes

1.
2.

46. Annex A Page 16 line 12 28/04/2017 Poor coordination between agencies
Allegation

Detainee could not be returned as wrong birth day was on his travel documents. He had previously been refused by a pilot

Findings

No evidence in security file.

47. Annex A Page 16 line 24 27/05/2017 Poor coordination between agencies
Allegation

Detainee was refused by pilot because of previous heart attack

Findings

No evidence in security file - decision made by airline and Tascor

48. Cover letter Page 3 NA Commercial
Allegation

G4S deliberately keeps staff vacancies open

Findings

The Centre recruits to fill vacancies as they arise and currently has an initial training course running. It also ran courses in February, April and June and August 2017.

ITCs in October 2017, January and February 2018 are planned.