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Handling: Investigation report- Not for distribution



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Professional Standards Unit

A Home Office investigation into the circumstances surrounding the treatment of D2953 who states he was assaulted by Detainee Custody Manager (DCM) Derek Murphy on 10, 11 and 12 June 2017 whilst at Brook House Immigration Removal Centre (IRC).

IMG Ref: 17/1555/1557/018

Investigating Officer

Rukshana Rafique

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wish to engage with an Officer who liaises with them about an allegation of mistreatment, it is recommended Officers are reminded of the need to record this information on the individual's record. Any entry should include details of who spoke to the individual and the date, time and location of any discussion.

- 8.1.6 **Action Point 4:** Subject to the above being implemented it is recommended Home Office Detention Services in due course reviews the G4S complaints handling process/procedures and ensure they are robust and sufficient in light of the failings which occurred in the handling of [D2953]'s complaint.

8.2 **G4S Equalities Advisory Support Service helpline – Other – Reporting calls of mistreatment**

- 8.2.1 [D2953] first contacted the EASS helpline and told the EASS Operator he was calling from Brook House and mentioned he had been assaulted. At the time the helpline Operators apparently did not know Brook House IRC was run by G4S and therefore did not make the connection. [D2953] continued to make calls to the helpline and was eventually told to ring another Immigration helpline.

Action Point 5: It is recommended G4S ensures the EASS help line has appropriate mechanisms in place to ensure any future calls of a similar nature are routed properly and in a timely manner.

9. **APPENDICES**

- A Copy of the letter dated 28 September 2017 from Duncan Lewis Solicitors.
- B Letter to Acting DCM Murphy dated 13 December 2017.
- C1 Summary of relevant extracts of [D2953]'s interview of 6 October 2017.
- C2 Summary of [D2953]'s interview of 18 October 2017.
- D Copy of DCM Nick London's statement.
- E Copy of DCM Michael Yates' statement.
- F Copy of Rule 40 Log.
- G Copy of [D2953]'s medical records.

Name: Rukshana Rafique

Name: Jon Wyatt

Position: Investigating Officer

Position: Senior Investigating Officer

Signed:

Signed:

Date: 15.2.2018

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