

Rec 16/8/17 PSU
Goulder, Karen

From: Benson Stephanie (PSU) [DPA]
Sent: 16 August 2017 10:40
To: Goulder, Karen
Cc: Roberts Jason
Subject: Official Sensitive - [DPA] Complaint
Attachments: T [D642] T1998299.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Categories:

Good Morning Karen,

The Professional Standards Unit are investigating a complaint made Mr [D642], a copy of the complaint is attached.

Mr [D642] has alleged assault at Brook House IRC on 03 July 2017.

The Investigating Officer is Jason Roberts (copied into this email), please can you include him in all responses.

To help us with our investigation, please could you provide the following:

- CCTV – Mr [D642] states that the incident occurred on Arun Wing on the 1st floor and also on the corridor outside Beck Wing
- Any Use of Force reports
- Any Incident reports
- Details of the staff involved / on duty
- CID indicates that Mr [D642] was on rule 40; can you please confirm if he was placed in rule 40 as a result of this incident and if so can you please provide the rule 40 logs and CCTV showing Mr [D642] being transferred / arriving at rule 40.
- Any other relevant documentation

If you have any questions; please do not hesitate to contact me.

Kind regards

Stephanie Benson | Assistant Investigating Officer | Professional Standards Unit – Operational Support

Security, Science & Innovation Directorate
Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ
T: [DPA] | F: [DPA] | www.homeoffice.gov.uk

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Date 08/08/17

Family Name: D642	First Name(s): D642
Date of Birth: DPA	Nationality: GAMBIA
CID Reference Number: HO Reference Number: T1998299 NOMIS Number:	Current Location (IRC or STHF name, other): BROOKHOUSE IRC RH6 OPQ
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): ON ARUN WING ON THE 1ST FLOOR AND ON THE CORRIDOR OUTSIDE BECK WING	
Contact details – email address and mobile telephone number:	

Have you previously spoken to anyone about your complaint? Yes ☒ No ☐

If 'Yes', to whom did you speak?

MANAGER, DIRECTOR

Is this a complaint about healthcare services or staff? Yes ☐ No ☒

If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records. Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

D642	DPA
DPA	DPA

A copy of your complaint and the response, unless marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) responsible for the facility you are detained in to allow them to monitor the way in which the complaint was handled. If you do not wish the IMB to see a copy of your complaint or response please tick this box: ☐

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary) I PREVIOUSLY MADE A COMPLAINT ABOUT A CERTAIN OFFICER CMS 131000152195. THEY SENT ONE OF THE OFFICERS I COMPLAINED ABOUT TO INTERVIEW ME. I THOUGHT IT WAS A JOKE AND THAT I WOULDN'T GET JUSTICE, SO I WITHDREW THE COMPLAINT. ON THE 30/7/17 THE SAME OFFICER DASHED ABOUT TEN METERS AND GRABBED ME BY THE NECK WHILST I WAS BEING RESTRAINED BY TWO OTHER OFFICERS. THIS WAS ALL BECAUSE AN OFFICER KEPT PROVOKING ME ASKING ME IF I'M GAY BECAUSE I CAN DO HAIR, CALLING ME NOSY SO I THREW SOME WATER AT HER. SHE RAN DOWNSTAIRS AND GOT SOMETHING OUT OF THE OFFICE AND WAS RUNNING TOWARDS ME, THEY MANAGED TO STOP HER. HOWEVER SHE STILL GOT IN MY FACE AND WAS SHOUTING AND ACTING UP, WHILST I WAS BEING RESTRAINED.

Signature: Signature

Date: 07/08/17

PLACE THE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

SHE'S STILL WORKING AT THE
BEHAVIOUR AND BRING HOMOPHOBIC.

ALSO THE OFFICER MY PREVIOUS COMPLAINT ~~WAS~~
~~AND~~ WENT TO MY CELL WITHOUT NO TEAM LEADER
AUTHORISING THE SEARCH AND DAMAGED MY DVD
PLAYER, MY CLOTHES AND MY CD'S MISSING.

I HAVEN'T BEEN CHECKED BY A DOCTOR DESPITE
BRUISING ON MY ARM, LEG AND HEAD, MY NECK HURTS
AND MY BACK HURTS. ALL THEY ARE TELLING ME IS
TO TAKE SOME PARACETAMOL.

I'M STILL IN ISOLATION, I'M NOT ALLOWED TO GO
OUT, AND I GOT 3 DAYS LEFT BEFORE MY
IMMIGRATION APPEAL EXPIRES. THEY ARE AWARE
OF THIS AS I'VE BEEN TELLING THEM.

* THE OFFICER THAT GRABBED MY NECK
WAS STEVE WEBB

* THE HOMOPHOBIC ONE IS ANISA

* THE OFFICER DAMAGED MY PROPERTY
IS BARNEY LUNN AND I HAVE WITNESSES
THAT SAW HIM DRAGGING MY BAGS ON THE
LANDING, THEY APPROACHED HIM AND HE
LIFTED THE BAGS UP.

BROOK HOUSE
ROOM CLEARANCE CERTIFICATE

- All room clearances must be authorised by a Team Leader/Manager who must sign this certificate. Cell clearance should be completed as quickly as possible. When a detainee is being located to segregation, he should be given opportunity to take permitted items, such as toiletries, etc., with him. When this is impracticable, staff must ensure that such property is transferred to the offender as soon as possible.

I. Property found in the room which is identified as belonging to the detainee is to be bagged, sealed and forwarded to the detainee's new location.

Damaged items must be clearly marked as such. Use additional cell clearance forms (page 2s) as required. Property seals must be used and seal numbers recorded.

ROOM NUMBER.....201.....
LOCATIONAlpha wing.....

TEAM LEADER/MANAGER AUTHORISING CELL CLEARANCESIGNATURE.....

DETAINEES NAME

D642

CID REFERENCE: 7187555

Time / Date Clearance Commenced:

Time: 20:30 Date: 3/8/17

Time / Date Clearance Completed: Time: 20:40 Date: 3/8/17

Staff carrying out clearance:

Name: Baryne Lunn (print clearly)

Signature: _____

Signature

Name: Raj Dasa (print clearly)

Signature: _____

Signature

Location of removed property

BH(OPS) - 016

Goulder, Karen

From: Goulder, Karen
Sent: 08 August 2017 09:41
To: Saunders, Ben; Stephen Skitt; Williams, Juls; Michelle Fernandes
Subject: FW: [D642] - T1998299
Attachments: [D642] - T1998299.pdf
Importance: High

Hi all,

This is a head's up, but I believe this may end up being a PSU.

***** Juls - I believe you may have the response from Steve Webb for Mr [D642]? I have not seen it yet but it is due on the 10th August.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

If sending an email containing OFFICIAL / OFFICIAL SENSITIVE information, please use the secure email account listed above

-----Original Message-----

From: Patel Heenaxi [mailto:[DPA]]
Sent: 08 August 2017 09:18
To: Detention Services Complaints; 'Jackie Colbran'; Goulder, Karen
Subject: FW: [D642] T1998299

Dear all,
See the attached.

Thanks

Regards,

Heenaxi Patel
Immigration Enforcement
Brook House IRC, Perimeter Road South, Gatwick, RH6 0PE
Tel: [DPA]
Fax: [DPA]

This email and any files transmitted with it are private and intended solely for the use of the individual or entity to whom they are addressed.
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- CCTV – Mr [D642] states that the incident occurred on Arun Wing on the 1st floor and also on the corridor outside Beck Wing....plus any bodyworn footage if applicable
- Any Use of Force reports
- Any Incident reports
- Details of the staff involved / on duty
- CID indicates that Mr [D642] was on rule 40; can you please confirm if he was placed in rule 40 as a result of this incident and if so can you please provide the rule 40 logs and CCTV showing Mr [D642] being transferred / arriving at rule 40.
- Any other relevant documentation

If you have any questions; please do not hesitate to contact me.

Kind regards

Stephanie Benson | Assistant Investigating Officer | Professional Standards Unit –
Operational Support
Security, Science & Innovation Directorate
Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ

T: [DPA] | F: [DPA] | www.homeoffice.gov.uk

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Goulder, Karen

From: Goulder, Karen
Sent: 17 August 2017 17:00
To: Harris, Kelly; Dance-Jones, Carrie; Daniel Robinson; Joe Bryant; Pearson, Stephen; Nick Jones
Cc: Brown, Michelle; Stephen Skitt; Saunders, Ben; Haughton, Dan
Subject: FW: Official Sensitive - [D642] Complaint

Importance: High

Hi all,

Please can you assist in collecting the below evidence for PSU.

Man thanks

Kaz

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

If sending an email containing OFFICIAL / OFFICIAL SENSITIVE information, please use the secure email account listed above

OUR
VALUES

We act with
**INTEGRITY AND
RESPECT**

We are passionate about
**SAFETY, SECURITY AND
SERVICE EXCELLENCE**

We achieve this through
**INNOVATION AND
TEAMWORK**

From: Benson Stephanie (PSU) [mailto:[D642]]
Sent: 16 August 2017 10:40
To: Goulder, Karen
Cc: Roberts Jason
Subject: Official Sensitive - [D642] Complaint

Good Morning Karen,

The Professional Standards Unit are investigating a complaint made Mr [D642], a copy of the complaint is attached.

Mr [D642] has alleged assault at Brook House IRC on 03 July 2017.

The Investigating Officer is Jason Roberts (copied into this email), please can you include him in all responses.

To help us with our investigation, please could you provide the following:



Home Office

HOME OFFICE SECURITY

Professional Standards Unit

An investigation into the circumstances surrounding a complaint made by Mr [REDACTED] D642 in which he alleged that he was assaulted and verbally abused by Detention Custody Staff at Brook House IRC

IMG/17/1555/1557/10

Investigating Officer

Jason Roberts

Senior Investigating Officer

Lindy Beach

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1. INTRODUCTION

Annex
A

- 1.1 On 8 August 2017 a complaint was received from Mr [D642] on form DCF9. This complaint alleged that Mr [D642] had been assaulted and subjected to homophobic abuse by Detainee Custody Staff whilst located at Brook House Immigration Removal Centre (IRC). The complaint also alleged that Mr [D642] was denied medical treatment and that his property had been damaged and a CD was missing following a search of his room.
- 1.2 On 11 August 2017 the complaint was accepted for investigation by the Professional Standards Unit (PSU) and allocated to Investigating Officer Jason Roberts.
- 1.3 This report will seek to establish the circumstances surrounding the incident referred to in the complaint and to establish if the allegations that have been made can be substantiated on the evidence available.

2. TERMS OF REFERENCE

- 2.1 The Terms of Reference (TOR) for this investigation are:

- To investigate the complaint made by Mr [D642] including that: On 3 August 2017 whilst located at Brook House IRC Mr [D642] was subjected to a homophobic verbal abuse by a female DCO; he was subjected to unnecessary force; was assaulted by DCM Webb and was denied medical treatment for his injuries; following his removal from association, his property was taken from his room and dragged on the floor which resulted in both damage and loss.
- To make recommendations about any learning for any individual or organisational learning, including whether any change in policy or practice would help to prevent a recurrence of the event, incident or conduct investigated;
- To make recommendations for line management to consider the conduct of any officer subject to investigation in light of the report;
- To make recommendations on whether the incident highlights any good practice that should be disseminated;

3. HOME OFFICE POLICY & GUIDANCE

- 3.1 **Detention Service Order (DSO) 03/2015 - Handling of Complaints:** Detention Services Complaints Guidance ensures that the investigation of complaints is dealt with effectively and efficiently. This investigation and report has been conducted in line with the formal investigation procedures set out in the Complaints Guidance.

- 3.2 **Pertinent legislation: The Immigration and Asylum Act 1999** provides for the appointment of DCOs to exercise custodial powers in order to hold individuals safely and securely, and to escort them both in the UK and overseas in order to enforce their removal. The powers conferred by the act include the power to use reasonable force where necessary: *to prevent that person's escape from lawful custody; to prevent, or detect and report on, the commission or attempted commission by him of other unlawful acts; to ensure good order and discipline on his part, and to attend to his wellbeing.*
- 3.3 **Use of Force Manual 2015:** This states that for force to be lawful it must only be used when it is *reasonable* in the circumstances; *necessary*; *no more force* than is necessary should be used, and it should be *proportionate* to the seriousness of the circumstances.
- 3.4 **The Operating Standards for Immigration Removal Centres** underpin arrangements for the management of removal centres and provide a means of raising standards and a level of consistency across the removal estate.

4. OFFICER(S) SUBJECT TO INVESTIGATION

- 4.1 The officer subject to the allegation of assault is: Detention Custody Manager (DCM) **Steve Webb**

The officer subject to the allegation of homophobic language is: Detention Custody Officer (DCO) **Anaisa Albert**

The officer subject to the allegation of causing damage to Mr [D642]'s property is: DCO **Barry Lunn**

From the G4S paperwork it has been established that the following DCOs were involved in or witness to the Control and Restraint (C&R) of Mr [D642].

- **DCM Michael Yates; DCO Jack May; DCO Brookie Grimes**

5. CHRONOLOGY OF INVESTIGATION

- 5.1 On 8 August 2017 a complaint and an allegation of assault was received from Mr [D642]. It was accepted for investigation by the PSU on 11 August 2017.
- 5.2 On 18 August 2017 a Transfer of crime completed and submitted to Sussex Police.
- 5.3 On 23 August 2017 evidence relating to the incident, including Statements and Use of Force reports, Medical report and CCTV footage was received from Brook House IRC.
- 5.4 On 7 September 2017 Mr [D642] attended a rearranged interview by telephone and

provided further details of the alleged assault and verbal abuse.

- 5.5 On 11 September 2017 the CCTV covering this incident was sent to Sussex Police.
- 5.6 On 22 September 2017 DCM Yates and DCO Albert were interviewed as witness and subject respectively to the alleged assault and verbal abuse of Mr [D642].
- 5.7 On 29 September 2017 PC Johnson informed the PSU that the Police will be taking no further action against and this matter was closed.
- 5.8 On 2 October 2017 DCOs Grimes was interviewed as witnesses to the alleged assault and verbal abuse of Mr [D642].
- 5.9 On 6 October 2017 DCM Webb was interviewed as subject of the alleged assault and Mr [D642].
- 5.10 On 11 October 2017 CCTV footage was received from Brook House IRC relating to the alleged damage of property. On the same date, after review of the evidence including the CCTV, a decision was made, in liaison with SIO Lindy Beach that it was proportionate to conclude the investigation on the evidence held.
- 5.11 On date 20 October 2017 Investigating Officer Jason Roberts completed the investigation report into Mr [D642]'s complaint. On the same date the Investigating Officer wrote to Mr [D642] and to Detention Services with the investigation findings.

6. SUMMARY OF EVIDENCE

6.1 INCIDENT BACKGROUND

- 6.2 On 3 August 2017 Brook House IRC staff attended an incident involving a serious case of self harm by a detainee. In an attempt to control the situation and maintain order, the detainees, including Mr [D642], who had gathered around were asked to vacate the immediate area and return to their rooms. Following this request Mr [D642] got into an altercation with a female DCO and proceeded to squirt tap water over her after which he was controlled and restrained by three officers and removed from the Residential wing and onto Rule 40.

Annex
A2-3

6.3 COMPLAINANT EVIDENCE – MR [D642]

- 6.4 Mr [D642]'s evidence is made up of his original complaint dated 8 August 2017, his subsequent letter dated 29 September 2017 and his interview on 7 September 2017. The salient points are as follows:
- 6.5 Mr [D642] stated that on 3 August 2017, during an incident involving another detainee who had cut his neck, he was asked by a manager to move away which he did. Following this a female DCO named Anaisa Albert approached him and

called him nosey. She then asked if he liked doing boys hair and touching men and then asked him if he was gay. He stated that he was offended and embarrassed and did not like being talked to in this manner and he considered this to be homophobic treatment.

- 6.6 He stated that after DCO Albert made these comments he went into a fellow detainee's room and filled a plastic bottle with tap water and then threw this at DCO Albert who started screaming and going crazy. He stated that following this two officers attempted to restrain him and told him he was going to "the block".
- 6.7 He stated that DCO Albert subsequently ran down stairs to the office to get a pen to stab him before returning and running towards him at which point she was stopped by her colleagues. He stated that DCO Albert was shouting at him whilst he was being restrained and this was not appropriate behaviour for an officer.
- 6.8 He stated that there was no need for the use force as he was not resisting and was walking to the block. He stated that as he was leaving the wing DCM Webb "dashed" ten metres towards him and grabbed him from behind by his neck, lifted him up so his feet left the ground and dragged him from the wing. He stated that he could do nothing and could not breathe and was crying. He stated that after this point he told the officers he would not go to the block with them as did not trust them.
- 6.9 He stated that following this incident he had a number of injuries which included bruises to his head arms, wrists, lower back, knees, and legs. He stated that he did not see Healthcare for the whole night of 3 August 2017 although he was permitted to visit Healthcare the following day at which point the bruises were already healing. He stated that the Doctors were useless and did nothing for detainees and only advised him to take Paracetamol before being given Deep Heat.
- 6.10 He stated that following his removal from the wing his belongings were removed from his room by a DCO who he had previously complained against and that this DCO was seen dragging his property on the wing floor and that other detainees had told him to lift them up. He stated that following this his property was damaged including a broken CD player and there were missing CDs.

Annex
B

6.11 G4S/ BROOK HOUSE IRC EVIDENCE

- 6.9 G4S have provided a range of documentary evidence including, CCTV, Incident Reports, Use of Force Reports, Medical Records (with informed consent) and other written records relating to Mr [D642]'s detention. Only where relevant to the investigation ToR have these have been summarised below. All evidence provided has been considered and has been annexed for further reference.

Annex
C

6.10 CCTV FOOTAGE – BROOK HOUSE IRC

6.11 CCTV video footage was obtained covering the incident involving Mr Taylor on 3 August 2017. All footage has been viewed and annexed for reference and where relevant to the complaint or allegations it has been summarised below.

Annex
C1

6.12 Camera 2137/6A 1F Arun Wing landing area;

- 14.01 - G4S staff and medical health staff arrive and deal with an incident of self harm;
- 14.03 - Detainees gather round and G4S staff engage with them and some move away;
- 14.04 - A group of four detainees remain engaged verbally with three female DCOs;
- 14.04.46 - Two male DCMs join the female DCOs;
- 14.04.59 - A male detainee enters a nearby room;
- 14.05.18 - The same detainee returns and throws water on the female DCOs and two male DCOs intervene and take hold of his arms and lead him away;
- 14.5.29 - The female DCO who was assaulted makes her way around the wing landing back towards the detainee;
- 14.05.47 - The two male DCOs verbally engage with Mr [D642] but struggle to take control as he resists the C&R;
- 14.05.51 - The female DCO re-enters the footage and verbally confronts Mr [D642] in an animated manner;
- 14.05.57 - The female DCO is physically moved out of the way by two colleagues;

Camera 2141 A1F

- 14.06.08 - Mr [D642] is resisting his C&R and removal from the wing
- 14.06.42 - A large group of detainees congregate to witness the incident;

Camera 2143 A/B 1F Sterile Corridor

- 14.07.15 - Mr [D642] is guided with force through the Association corridor door by three DCOs. One DCO controls his head with two controlling the arms. Mr [D642] runs to the opposite wall resisting his C&R;
- 14.08.02 - After determined resistance to the C&R for over one minute all holds are released and Mr [D642] lies on the floor. He continues to roll around, getting to his feet at times and continues to verbally engage with the DCOs in an animated matter whilst taking off his top and sitting on the ground at times;
- 14.20 - Mr [D642] leaves the Sterile area;

6.13 Additional CCTV footage was provided covering the movement of Mr [D642]'s property from his room. The key points are summarised below.

Annex
C2

6.14 Camera 2173 A2F 6

- 20.10 - A male DCO leaves a room dragging a large see through property bag which is full of items. A detainee follows whilst the bag is dragged along the corridor.

Camera 2174 A2F7

- 20.10: 40 - The DCO drags the property bag down a stair case in front of four

watching detainees;
Camera 2109 AFG

- 20.11.26 - The DCO places bag on ground floor table and some CD's fall out and another detainee picks them up whilst the DCO stands and talks.

Annex
D

6.15 USE OF FORCE/INCIDENT REPORTS - DCM WEBB, DCM YATES, DCO ALBERT; DCO GRIMES; DCO MAY

- 6.16
- On 3 August 2017 the DCOs involved in the incident were all C&R trained in line with current guidance;
 - Mr [D642] was asked to leave the scene of an self harm incident on Arun Wing but refused to comply;
 - Mr [D642] was aggressive and abusive towards DCOs Grimes and Albert including saying "fuck off or I will slap you in the face";
 - Mr [D642] entered a room and returned with a bottle of water and threatened to "dash" them before throwing the contents onto DCOs Albert and Grimes;
 - DCM Yates attempted to walk Mr [D642] of the wing with guiding holds;
 - Mr [D642] refused three times to walk and stated "what the fuck are you going to do" and "you cunt suck your mum";
 - Mr [D642] was wet and began to resist guiding holds so DCM Yates used Wrist Flexion on the left arm and DCO May took control of the right arm;
 - Mr [D642] was repeatedly asked to stop resisting and at the end of wing dropped his weight so DCM Webb stepped in and took control of Mr [D642]'s head;
 - Once in the sterile area Mr [D642] showed increased resistance and DCM Webb took control of the right arm and DCO Yates took control of Mr [D642]'s head;
 - Mr [D642] was verbally engaged throughout but refused comply;
 - Mr [D642] complained of breathing difficulty and all holds were released;
 - Compliance was gained through mediation and Mr [D642] walked to CSU without incident;
 - The use of force was unplanned; the force used included: guiding holds, wrist flexion and head support; arm hold and lock;
 - The force used was necessary to undertake the relocation of Mr [D642] and to maintain order. The force was reasonable and proportionate to the resistance and non-compliance Mr [D642] demonstrated;
 - Nurse G Sihai went to examine Mr [D642] following the C&R but he declined examination;

Annex
E

6.17 RESPONDENT EVIDENCE: DCM STEVE WEBB

- 6.18 DCM Steve Web's evidence is made up of his incident/Use of Force report and his interview on 6 October 2017. Only the salient points in addition to those already summarised in paragraph 6.16 have been outlined below however all evidence has been annexed for reference.
- 6.19 He stated that when Mr [D642] began violently resisting the C&R the DCOs struggled to maintain control of him. He stated that he needed Mr [D642] off the wing

or he risked losing all order so he unlocked the door to the sterile area, took control of Mr [D642]'s head and got Mr [D642] out of the wing. He stated that he did not use any incorrect techniques in controlling Mr [D642]'s head at any point. He stated that Mr [D642] made no complaint of injuries and there were no visible injuries following the C&R but it was possible he was injured due to his violent resistance.

- 6.20 He stated that at one point during the C&R DCO Albert appeared in front of him and was visibly upset and was in shock and asked Mr [D642] *"what did you do that for"* and *"there was no need for that"*. He stated that she risked escalating the situation so he quickly moved her out of the way and instructed her to go to the office and stay there. He stated that he spoke to DCO Albert afterwards and advised her that what she did was wrong and that she could have helped in getting control of Mr [D642] instead of potentially making the situation worse.
- 6.21 He stated that DCO Albert was a very good DCO and that he had no concerns regarding her conduct or ability to carry out the DCO role. He stated that he did escalate his matter to senior manager Michelle Brown to consider if DCO Albert should be put in such a stressful environment as A wing was at the time.

Annex
F

6.22 **RESPONDENT EVIDENCE: DCO ANAISA ALBERT**

- 6.23 DCO Albert's evidence is made up of her incident report and her interview on 22 September 2017. Only the salient points in addition to those already summarised in paragraph 6.16 have been outlined below however all evidence has been annexed for reference.
- 6.24 She strongly denied the allegations and that she made homophobic comments to Mr [D642] regarding his sexuality at any time. She stated that she had limited recollection of the use of force and did not witness this other than the guiding holds used on Mr [D642]'s arms.
- 6.25 She stated that during the incident she asked Mr [D642] to leave the area and he told her and DCO Grimes to "shut up", called her a "bitch" and told her to "go suck your mum". She stated that she replied "don't talk to me like this" and asked him to move away but Mr [D642] repeated the same comments before threatening to "slap her in the face". She stated that Mr [D642] went into a room and returned with a bottle of water and poured this on her. She stated that she did not know why Mr [D642] reacted this way to a reasonable request and that this upset and shocked her so she walked around the landing and asked Mr [D642] why he done this before going to the staff office and remaining there.

Annex
G

6.26 **RESPONDENT EVIDENCE: DCM MICHAEL YATES DCM STEVE WEBB**

- 6.27 DCM Yates evidence is made up of his incident/Use of Force report and his interview on 22 September 2017. Only the salient points in addition to those already summarised in paragraph 6.16 have been outlined below however all evidence has been annexed for reference.

- 6.28 He stated that Mr [D642] was being very aggressive and that this level of aggression startled the DCOs and that DCO Albert was shocked by the assault. He stated that whilst moving Mr [D642] from the scene he witnessed DCO Albert approaching who was still visibly upset and angry and that she shouted something to Mr Albert but that he did not hear this as he was focusing on controlling Mr [D642]. He stated that this could have only been for a few seconds and believed DCM Webb moved DCO Albert out of the way and calmed her down.
- 6.29 He stated that he did not hear any comments from DCO Albert as alleged by Mr [D642] and had never heard her say anything of this nature and he considered her a professional DCO.
- 6.30 He stated that at the end of the wing Mr [D642] decided to resist and struggle against his movement and they risked losing control. Given this DCM Steve Webb took control of Mr [D642]'s head as they left the sterile area. He stated that in relation to the allegations against DCM Webb he did not see this and he did not see any incorrect techniques deployed in controlling Mr [D642]'s head.

Annex
H

6.31 **WITNESS EVIDENCE: DCO BROOKIE GRIMES**

- 6.32 DCO Grimes evidence is made up of her incident report and her interview on 2 October 2017. Only the salient points in addition to those already summarised in paragraph 6.16 have been outlined below however all evidence has been annexed for reference.
- 6.33 She stated that on 3 August 2017 Mr [D642] was being aggressive would not move and when she tried to explain her motives he said to her "fuck off" and "suck your mum". She stated the DCO Albert heard this and tried to intervene and get in between them to protect her so that Mr [D642] could not attack her. She stated that Mr [D642] had threatened to attack her on two occasions including threatening to "slice her face" and that she had complained about this.
- 6.34 She stated that DCO Albert was shocked and upset by the assault and that she made her way around the landing to ask Mr [D642] why he had thrown water over her after which they made their way to the staff office. She stated that she was present throughout the incident and did not hear any comments from DCO Albert as alleged by Mr [D642] and that she had never heard DCO Albert say anything of this nature and that she considered her be a professional DCO.

- 6.35 She stated that she witnesses DCO May and DCM Yates using force correctly and effectively namely by using guiding holds and that Mr [D642] was resisting as he did not want to be restrained. She stated that she could not recall DCM Webb using force.

Annex
I

6.36 **MEDICAL RECORDS - MR [D642]**

- 6.37 Mr [D642]'s medical records were obtained by consent. Only aspects relating to the

allegation of assault on 3 August 2017 and any alleged subsequent injuries have been summarised below.

3 AUGUST 2017

- **15:07:** Surgery: Staff Nurse Grace. Records state: "I noted detainee having an argument with an officer. The next minute I saw the officer running apparently detainee throw water at the officer in her face. All officers came to intervene but was very rude fighting with other officers then there trying to take him to another wing".
- **16:46:** Surgery: Staff Nurse Grace. Records state: "Detainee on R40 after assaulting an officer. Went to his room to do observations but he declined. When I offered to do observation he refused".

6 AUGUST 2017

- **11:22:** Surgery: Staff Nurse Reed. Records state: "Says his neck is hurting and his shoulders from the restraint on 3/8/17. Ibuprofen give for today. I have requested Deep Heat on Mr [D642]'s request".

8 AUGUST 2017

- **10:20:** Surgery: Mental Health Nurse Newlands: Records state: Did not attend with no reason given".

Annex J 6.38 **SUSSEX POLICE COMMUNICATION**

- 6.39 On 29 September Sam Johnson, Police Constable CJ180 in Sussex Police wrote the following communication for the investigation,
- 6.40 "I went in to Brook House today and spoke with Mr [D642] who wishes to make no formal allegation of assault against him. He is aware that PSU are still looking into it. The police will be taking no further action against anybody involved in this incident and therefore the matter is now closed."

Annex K 6.41 **HOME OFFICE CID DATABASE**

- 6.42 Mr [D642]'s Home Office record indicates that he is subject to a Deportation Order.. Records further state that Mr [D642] has demonstrated both violent and non compliant behaviour in his dealings with the Home Office and at his latest bail hearing he was considered a risk of harm if released.

7. CONSIDERATION OF EVIDENCE AND CONCLUSIONS

- 7.1 The investigation into Mr [D642] complaint where he alleged that on 3 August 2017 he was assaulted and subjected to homophobic abuse by G4S DCOs whilst located at Brook House IRC has now been concluded.
- 7.2 Mr [D642] was interviewed on 7 September 2017 and provided further detail of the allegations. All relevant information held by Brook House IRC including CCTV footage, Incidents and Use of Force Reports and medical records were obtained and examined. In addition, Detention Centre Manager (DCM) Webb and Yates and Detainee Custody Officer's (DCO) Albert and Grimes were interviewed regarding the allegations made.
- 7.3 Having considered all of the evidence including the CCTV, the G4S reports and statements and the subsequent interviews with Brook House IRC staff present during the incident, this investigation has found them to be credible; consistent and containing corroborative evidence. All the staff involved in the incident with Mr [D642] were accredited in the latest Home Office C&R techniques and completed the relevant paperwork following the incidents.
- 7.4 Mr [D642]'s complaint alleged that he was assaulted by DCM Webb and was subjected to homophobic verbal abuse by DCO Albert. The accounts provided by the G4S DCOs in their reports and interviews of what took place and their perceptions of the incidents are consistent and there is significant disparity between these and Mr [D642]'s version of events. The CCTV, reports and witness evidence of the actual incidents all corroborate each other. Given this, it is concluded by this investigation, that on the balance of probabilities, it is the DCOs that have provided an accurate explanation of the events.
- 7.5 In summary, taking into account of all the information gathered, there is no evidence to substantiate that Mr [D642] was assaulted as alleged in his complaint. There is no evidence to support the allegation that he was subjected homophobic abuse or that he was denied medical attention following the use of force. In contrast evidence demonstrates that it was only when necessary, as a result of Mr [D642]'s verbal abuse and assault on a female DCO and his subsequent non-compliant conduct that G4S DCOs used appropriate Home Office approved C&R techniques.
- 7.6 Given this, and taking into account the evidence available it is considered that the use of force was reasonable, necessary and proportionate to the situation faced by the DCOs on 3 August 2017 and that Mr [D642] was provided with due care and attention to his medical requirements following this. Furthermore on the evidence available, it is concluded that all the additional allegations made by Mr [D642] regarding events of 3 August 2017 in his complaint are **unsubstantiated**.
- 7.7 As to the allegation that a DCO at Brook House IRC damaged Mr [D642]'s property after dragging his belongings on the floor, following the provision of CCTV footage which supports this allegation, it is considered that this aspect of the complaint has been **substantiated**.
- 7.8 The specific allegations made in Mr [D642]'s complaint; the consideration process and the

conclusions made during this investigation have been set out in full below.

7.9 Allegation 1

7.10 That on 3 August 2017 whilst located at Brook House IRC Mr [D642] was subjected to homophobic verbal abuse by a female DCO.

7.11 Review

7.12 Mr [D642] stated that on 3 August 2017 a female DCO named Anaisa Albert approached him and called him nosey; asked if he liked doing boys hair and touching men and then asked him if he was gay which offended and embarrassed him. He stated that he went into a room and filled a bottle with tap water and threw this at DCO Albert who started screaming and going crazy. He stated that she ran down stairs to get a pen to stab him before being stopped by her colleagues and that she was shouting at him whilst he was being restrained which was not appropriate behaviour.

7.13 G4S DCO Albert stated that: she refuted all the allegations; had never stated any homophobic comments to Mr [D642] as alleged and that it was him who was being verbally abusive, aggressive and threatening and that he had assaulted her by pouring water over her for no reason. She stated that the assault left her in shock and that she made her way around the wing landing to ask Mr [D642] why he had acted in this way before going to the staff office and remaining there.

7.14 G4S staff stated that: Mr [D642] was asked to leave the scene of a self harm incident but refused to comply; he was aggressive and abusive towards DCOs Grimes and Albert saying "fuck off or I will slap you in the face"; He entered a room and returned with a bottle of water and threw the contents onto DCOs Albert and Grimes; no homophobic comments were heard; no one had ever heard DCO Albert talk to anyone in this manner and to do so would have been out of character. G4S staff further stated that DCO Albert was visibly shaken and shocked by the assault and returned during the C&R of Mr [D642] to ask him why he had done this but she was not aggressive towards him but was upset.

7.15 G4S DCM Webb stated that he spoke to DCO Albert regarding her conduct after the assault and advised her on the appropriate actions she could have taken to positively assist. He stated that he considered this matter had been managed sufficiently and also raised this at the briefing following the C&R so senior managers were aware of the stress she was under. He stated that this was an isolated incident and was not reflective of DCO Albert's normal professional conduct.

7.16 Whilst the CCTV footage contains no audio it shows DCO Albert and Grimes engaging with a number of detainees including Mr [D642]. Mr [D642] can be seen entering a room and subsequently returning and throwing a liquid over DCO Albert, after which he is restrained by male DCOs. Footage further shows DCO Albert returning to the location where Mr [D642] is being controlled and restrained and attempting to engage with him in an animated manner before being moved away by DCM Webb. Given she did not know at this point if what had been thrown over her was just warm water, water and sugar, urine or even acid, it is considered that her reaction was understandable.

7.17 Conclusion

7.18 There is no evidence to support Mr [D642]'s allegation that on 3 August 2017 he was subjected to homophobic comments by DCO Albert. This has been denied by the officer and by the DCOs present at the time. Conversely, Mr [D642] has admitted to assaulting DCO Albert by throwing water over her and those present have stated that it was Mr [D642] who was being aggressive and abusive including swearing and making threats to physically harm the female DCOs.

7.19 Taking into consideration all of the evidence available to this investigation, it is considered, on the balance of probabilities, that Mr [D642] was not subjected to homophobic comments as alleged. As such, this aspect of the complaint is **unsubstantiated**.

7.20 Whilst acknowledging that DCO Albert did return and verbally engage with Mr [D642] after his assault on her, and a recommendation for action has been made in connection with this, there is no evidence to support the allegation that she obtained a pen to stab him and had to be restrained. Neither the CCTV footage nor the G4S witness evidence indicates that DCO Albert acted in this manner. As such, this aspect is **unsubstantiated**.

7.21 Allegation 2

7.22 That on 3 August 2017, Mr [D642] was subjected to unnecessary force; was assaulted by DCM Webb and was denied medical treatment for his injuries.

7.23 Review

7.24 Mr [D642] stated that following his altercation with DCO Albert two officers attempted to restrain him but that there was no need for force as he was not resisting. He stated that as he was leaving the wing DCM Webb "dashed" ten metres towards him and grabbed him from behind by his neck, lifted him up so his feet left the ground and dragged him from the wing. He stated that he could not breathe and was crying and told the officers he would not go to the block as he did not trust them.

7.25 He stated that following the C&R he had a number of injuries which included bruises to his head, arms, wrists, lower back, knees, and legs. He stated that he was not permitted to see Healthcare on 3 August 2017 although he was permitted to visit Healthcare the following day at which point the bruises were already healing. He stated that the Doctors in Brook House IRC were useless and did nothing for detainees.

7.26 DCM Webb categorically denied the allegation of assault; nor did he pull or lift Mr [D642] by his head or use any excessive force. He stated that it was only as a result of Mr [D642]'s non-compliant and violent conduct that it became necessary for him to intervene. He stated that at no time did he deviate from agreed and trained techniques and that Mr [D642]'s head was controlled safely whilst he was removed from Arung wing.

7.27 G4S staff stated that following Mr [D642]'s assault on DCO Albert they attempted to walk him off the wing using guiding holds but he refused three times and stated "what the fuck are you going to do you cunt suck your mum"; Mr [D642] resisted C&R so wrist flexion was

used and at one point DCM Webb took control of Mr [D642]'s head; In the sterile area Mr [D642] showed increased resistance and refused to comply but when he complained of breathing difficulty all holds were released; Mr [D642]'s compliance was gained through mediation and he walked to CSU without incident; the force used included: guiding holds, wrist flexion and head support; arm holds and locks; The force was necessary to undertake the relocation of Mr [D642] and to maintain order. The force was reasonable and proportionate to Mr [D642]'s resistance and non-compliance.

- 7.28 CCTV footage shows Mr [D642] assaulting a female DCO after which two male DCOs intervene and attempt to guide him from the area. Mr [D642] physically resists the C&R and the DCOs struggle to gain control of him. Limited force is used to control and move Mr [D642] into a sterile area and this involves the use of a "head" officer. Mr [D642] continues to physically and determinedly resist all attempts of C&R and demonstrates no compliance with any instruction and at times can be seen throwing himself to the ground. In summary, the CCTV footage shows no evidence of an assault or any unauthorised C&R techniques used by G4S staff on Mr [D642] on 3 August 2017.
- 7.29 Medical records show that Mr [D642] refused to be seen by Healthcare staff on 3 August 2017 following the C&R and did not report any injury to Healthcare before 6 August 2017 when he stated he had pain in his neck and shoulders for which he was given Ibuprofen and he personally requested Deep Heat ointment. He reported no further injuries and did not attend a medical appointment set for 8 August 2017.
- 7.30 Home Office Policy states that the application of physical techniques is to be used only when other methods not involving the use of force have been repeatedly tried and failed, or are judged unlikely to succeed, and action needs to be taken to prevent injury or harm to: detainees; DCOs; other persons; prevent escape or prevent significant damage to property. When the use of force is deemed necessary, consideration should be given to whether particular levels of force or intervention are reasonable and proportionate.
- 7.31 **Conclusion**
- 7.32 There is no evidence to support Mr [D642]'s complaint that on 3 August 2017 during his control and restraint he was assaulted by DCM Webb. There is also no evidence to support the allegation that he was subjected to excessive force by the G4S DCOs or that he was denied medical treatment.
- 7.33 As to the allegation that Mr [D642] was denied medical treatment for multiple injuries this is again not supported by the available medical evidence. Mr [D642] refused to be seen by medical staff immediately following the C&R and only reported pain in his neck and shoulders some three days later for which Ibuprofen was prescribed. There is no mention of any other injuries or treatment given in his medical records.
- 7.34 As to Mr [D642]'s alleged injuries, it is considered that there is always a risk of injury when applying a C&R technique especially where determined resistance and non compliance is demonstrated. It was only as a result of Mr [D642]'s assault on a female DCO and at times physically violent resistance to his relocation that force was deemed necessary. Whilst it is considered possible that some soft tissue bruising may have occurred during

the application of the C&R techniques it is considered these would have been superficial in nature as indicated by his medical records and these may have been exacerbated by Mr [D642]'s non compliance and physical resistance.

7.35 As to the consideration of the force used, Home Office policy permits DCOs to use force when dealing with a disruptive or non-compliant detainee. From the evidence and accounts of the G4S DCOs Mr [D642] was aggressive; threatening; had assaulted a female DCO and was physically resisting the C&R. Given this, it is considered that the use of force to gain the compliance of Mr [D642] was reasonable, necessary and proportionate.

7.36 Taking into consideration all of the evidence available to this investigation, it is considered, on the balance of probabilities, that Mr [D642] was not subjected to excessive force, nor was he assaulted nor was he denied medical treatment as alleged. Whilst acknowledging that it was reasonable and proportionate to employ force to restrain Mr [D642] given his non compliance and refusal to relocate compliantly to Rule 40, it is also considered that no more force than was necessary was used and for the minimal amount of time to gain his compliance. As such, the complaint is **unsubstantiated**.

7.37 **Allegation 3**

7.38 That following his removal from association, his property was taken from his room and dragged on the floor which resulted in both damage and loss.

7.39 **Review**

7.40 Mr [D642] stated that following his removal from the wing his belongings were removed from his room by a DCO, who he had previously complained against, and that this DCO was seen dragging his property on the floor and that other detainees had told him to lift it up. He stated that following the movement of his property it was now damaged and missing including a broken CD player, missing CDs and damage to his clothes.

7.41 CCTV footage shows DCO Lunn leaving Mr [D642]'s room whilst dragging a large and full property bag. The bag is continuously dragged including down a flight of stairs before being placed onto a table when some of the contents fall onto the floor including what appears to be CD's.

7.42 **Conclusion**

7.43 CCTV evidence indicates that DCO Lunn dragged the property bag containing Mr [D642]'s possessions down at least one flight of stairs and that some of the contents subsequently fell out. This investigation has not sought to explore the reasons for this as the evidence was sufficient and conclusive to fully consider Mr [D642]'s allegation, however a recommendation for action has been made in regards to this.

7.44 It is considered, on the balance of probabilities, that Mr [D642] property may have been damaged during its movement from his room and it is considered that reasonable and fair reparation should be made for this. As such, this aspect of the complaint is **substantiated**.

8 RECOMMENDATIONS

8.1 The evidence available to the investigation into Mr [D642] has highlighted three areas where it is appropriate to make a recommendation for change in line with the Home Office's commitment to continuous improvement.

8.2 RECCOMENDATION 1: INDIVIDUAL - TRAINING - DCO ALBERT

8.3 It is recognised that when dealing with a non-compliant and aggressive detainee it will always be stressful for the DCOs involved and that in such circumstances unforeseen and unexpected deviations from policy or process including unexpected emotional responses can occur by any of those involved. This said there is a higher expectation in relation to the behaviour of Detainee Custody Officers as they are trained professionals and paramount in that training are the skills of communication and de-escalation.

8.4 Whilst Mr [D642]'s behaviour was abusive, threatening and violent towards DCO Albert the evidence indicates that that following the assault, DCO Albert returned to Mr [D642] and engaged with him in an animated manner, before being moved away by DCM Webb. It is accepted that DCO Albert's motivation for her actions was to ask Mr [D642] why he had thrown water over her, however it is considered that she should not have returned and risked escalating an already volatile situation. When a detainee's behaviour falls below the standards expected, a DCO is expected to deal with this appropriately and with de-escalation at the forefront of their actions and on this occasion DCO Albert failed to do this albeit that she was probably suffering from shock.

8.5 **ACTION POINT:** It is suggested that DCO Albert should be reminded of/retrained in effective communication and de-escalation techniques when dealing with a non-compliant and aggressive detainee.

8.6 RECCOMENDATION 2: INDIVIDUAL - TRAINING – DCO BARRY LUNN

8.7 It is unclear if DCO Lunn has been made aware of the complaint from Mr [D642] as the damaged property aspect of his complaint was originally referred back to Brook House IRC for local consideration. Given the clear CCTV evidence available to this investigation it was considered that this was sufficient to uphold this aspect of Mr [D642]'s complaint without further investigation. However, it is considered that this matter still needs to be explored with DCO Lunn so he can provide an explanation of his actions.

8.8 **ACTION POINT:** It is suggested that DCO Lunn should be made aware of this complaint and allegation and the evidence available and provided with the opportunity to explain his actions. He should be reminded of the importance of treating detainees with care and respect including when handling their property and that in this instance it is considered that he has failed to demonstrate the professional conduct expected and required of DCOs.

8.9 Whilst recognising that the staff involved in the forced relocation of Mr [D642] had to deal with a difficult and stressful event, it is considered that there is no good practice that

should be disseminated as a result of this investigation.

8.10 **RECCOMENDATION 3: LOCAL - BROOK HOUSE IRC - DCO GRIMES**

8.11 DCO Grimes stated during interview that Mr [D642] had made repeated threats to attack her before and on at least two other occasions including threatening to "slice her face". She stated that she had complained about this but that he was still on the wing and she wanted action taken especially given that he had now assaulted one of her colleagues.

8.12 **ACTION POINT:** It is suggested that Brook House IRC management risk assess and consider the appropriateness of placing Mr [D642] in close working proximity to DCO Grimes, and what, if anything, can be done to mitigate any risk faced.

9 **ANNEXED DOCUMENTS**

- A. COMPLAINTANT EVIDENCE: MR [D642]
- B. G4S/ BROOK HOUSE IRC EVIDENCE
- C. CCTV EVIDENCE X 2
- D. G4S USE OF FORCE/INCIDENT REPORTS
- E. INTERVIEW SUMMARY: DCM STEVE WEBB
- F. INTERVIEW SUMMARY: DCO ANAISA ALBERT
- G. INTERVIEW SUMMARY: DCM MICHAEL YATES
- H. INTERVIEW SUMMARY: DCO BROOKIE GRIMES
- I. MEDICAL RECORDS: MR [D642]
- J. SUSSEX POLICE COMMUNICATION
- K. HOME OFFICE RECORDS

End of Report.

<u>Name: Jason Roberts</u>	<u>Name: Lindy Beach</u>
<u>Grade: Chief Immigration Officer</u>	<u>Grade: Senior Investigating Officer</u>
<u>Signed:</u>	<u>Signed:</u>
<u>Date: 24 October 2017</u>	<u>Date: 24 October 2017</u>



Weekly Bulletin ~ w/c 13th November 2017

GOLD COMMANDER:

Paul Kempster
Mobile: **DPA**

Duty Directors	Date	Brook (Day ~ 08:00 to 17:00)	Tinsley (Day ~ 08:00 to 17:00)	On-Call (Night ~ 17:00 to 08:00)
Monday	13	Sara Edwards	TBC	Sara Edwards
Tuesday	14	Steve Skitt	Sara Edwards	TBC
Wednesday	15	James Begg	Sara Edwards	James Begg
Thursday	16	Juls Williams	Sara Edwards	Juls Williams
Friday	17	Michelle Brown	Sara Edwards	Michelle Brown
Saturday	18	Michelle Brown	Michelle Brown	Michelle Brown
Sunday	19	Sara Edwards	Sara Edwards	Sara Edwards

Duty Home Office

Please note that the Home Office Duty Rota now runs from Friday to Thursday

Brook House	13 th - 16 th	Heena Patel	DPA
	17 th - 19 th	TBC	
Tinsley House	13 th - 16 th	Sacha Godfrey	DPA
	17 th - 19 th	Rob Gibson	

Duty IMB

Brook House	Dick Weber	DPA
	(or contact the Chair on	DPA
Tinsley House	Jeremy Colwill	DPA

Duty Chaplain / Care Team

Contact on-site Chaplaincy members or Zeeshan Qayum - **DPA**

Duty Healthcare Manager

	Vicky Prince	DPA
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Brook Oscar 1&2 – Can be contacted via email or phone on a Blackberry mobile as follows

Email address:	DPA	Mobile	DPA
Email address:		Mobile	

Tinsley Oscar 1&2 – Can be contacted via email or phone on a Blackberry mobile as follows:

Email address:	DPA	Mobile	DPA
Email address:		Mobile	

New mobile numbers for Safer Community & Welfare managers at Brook House:

Safer Community	DPA	Email:	DPA
Welfare			

Meetings, Activities and Visitors

Monday 13th November

All day	ITC	Training Room	S Rodrigues
All day	C&R	Do-jo	S Rodrigues
All day	Interviews	Boardroom	M Brown
09.00 – 11.30	Healthcare Counselling Group	BH Visits Hall	C Williams

Facilities

Veolia – General Waste Collection – **TH**
 Syntinex – **BH** - Service Checks – **Facilities to escort**
 AA Projects – Site Survey – **BH** – **Facilities to escort**
 Chiller Experts – Chiller Service & Chiller 1 Relay Renewal – **BH** – **Facilities to escort**
 Balcombe Pest Control – Service – **TH & BH** – **Facilities to escort**
 KCS - Gas Range Pilot Light Fault – **BH** – **Facilities to escort**
 Rapiscan – X-Ray Machine Service – **BH & TH** – **X-Ray to escort**
 Sherlock & Neal – Paint Entrance Gate – **TH**

Tuesday 14th November

All day	ITC	Training Room	S Rodrigues
All day	C&R	Do-jo	S Rodrigues
All day	C&R Refresher TBC	Tinsley Meeting Room	S Rodrigues
15.00 – 16.30	Security Meeting	Boardroom	M Brown

Facilities

Veolia – Recycling Waste Collection – **TH**
 AA Projects – Site Survey – **BH** – **Facilities to escort**
 Chiller Experts – Chiller Service – **BH** – **Facilities to escort**
 Sherlock & Neal – Paint Entrance Gate – **TH**
 Sherlock & Neal - A Wing 219 & B Wing 103 Flooring Repair – **BH** – **Facilities to escort**
 Sweeptech – Grease Trap Service – **BH** – **Facilities to escort**
 Property Management (Cushman & Wakefield) - **BH** – Site Survey – **Facilities to escort**

Wednesday 15th November

All day	ITC	Training Room	S Rodrigues
All day	C&R	Do-jo	S Rodrigues
09.00 – 12.00	Forward Trust Workshop	BH Visits Hall	A Bole
12.00 – 15.30	BH IMB Meeting	Boardroom	J Colbran
14.00 – 17.00	TH IMB Meeting	Tinsley Meeting Room	A Duffy

Facilities

Syntinex – **BH** - Service Checks – **Facilities to escort**
 Veolia – General Waste Collection – **TH**
 AA Projects – Site Survey – **BH** – **Facilities to escort**
 Chiller Experts – Chiller Service – **TH** – **Facilities to escort**
 ClearWater – Re-Sample of High TVC's – **TH** – **Facilities to escort**
 ClearWater – Re-Sample of High TVC's – **BH** – **Facilities to escort**

Thursday 16th November

All day	ITC	Training Room	S Rodrigues
All day	C&R	Do-jo	S Rodrigues
All day	Algerian I/V	Home Office Meeting Room	H Patel
10.00 – 12.00	Yoga – Subject to cancellation	BH Visits Hall	J Williams
10.30 – 12.00	QCRM	Tinsley Meeting Room	L Hanford

Facilities

Chiller Experts – A/C Service – **TH** – **Facilities to escort**
 Thyssenkrupp – Passenger Lift Repair – **TH** – **Facilities to escort**

Friday 17th November

All day	ITC	Training Room	S Rodrigues
All day	C&R	Do-jo	S Rodrigues
All day	PILS Training	Tinsley Meeting Room	M Wells
14.00 – 16.00	UoF Scrutiny Meeting	Boardroom	S Skitt

Facilities

Syntinex – Service Checks – **BH** - **Facilities to escort**
 Veolia – General Waste Collection – **TH**
 Cowley – Boiler Service – **TH** – **Facilities to escort**

SMT Whereabouts

Name	Mon 13/11	Tues 14/11	Weds 15/11	Thurs 16/11	Fri 17/11	Sat 18/11	Sun 19/11
Lee Hanford	London	Brook	Brook	Brook	Brook		
Steve Skitt	Brook	Brook	Brook	Brook	Brook		
Sarah Newland	Annual Leave	Annual Leave	Annual Leave	Annual Leave	Rest Day		
Michelle Brown	Brook	Brook	Annual Leave	Rest Day	Brook	Gatwick DD	
Dan Haughton	Sick	Sick	Sick	Sick	Sick		
James Begg	Brook	Brook	Brook	Brook	Brook		
Juls Williams	Annual Leave	Brook	Brook	Brook	Annual Leave		
Lynn Harthill	Off	Tinsley	Tinsley	Tinsley	Off		
Mark Francis	Brook	Brook	Brook	Brook	Brook		
Michelle Fernandes	Oakwood	Brook	Brook	Brook	Brook		
Peter Corrigan	Brook	Brook	Brook	Brook	Office		
Robert McDermott	London	Brook	Brook	Brook	London		
Sara Edwards	Tinsley	Tinsley	Annual Leave	Annual Leave	Rest Day		Gatwick DD
Healthcare: Chrissie Williams	Gatwick	Gatwick	Gatwick	Gatwick	Gatwick		
Healthcare: Sandra Calver	Gatwick	Yarlswood	Yarlswood	Gatwick	Gatwick		

DAT Account Transaction Receipt

Run on : 26/10/2017 by GoulderK

Detainee: D642

Port Ref: MET/4034815

CID Reference: {CIDRef}

----- Protective Marking: OFFICIAL SENSITIVE ---

Transaction Number : 2519569

Date: 26-Oct-2017 1:04 pm

Type: Manual Credit

Value: £150.00

Balance: £155.48

Comment: Compensation for damaged property - CMS 131000154833

Detainee Signature: _____

----- Protective Marking: OFFICIAL SENSITIVE ---

Goulder, Karen

From: Goulder, Karen
Sent: 26 October 2017 13:02
To: Slattery, Susannah
Cc: Lee Hanford; Stephen Skitt; Edwards, Sara
Subject: Mr [D642] (7187555) - complaint reference - CMS 131000154833

Importance: High

Hi Sue,

As agreed over the phone with Lee, please can you pay Mr [D642] £150 compensation for damage to his property, following an upheld outcome to his PSU complaint investigation.

Many thanks

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

If sending an email containing OFFICIAL / OFFICIAL SENSITIVE information, please use the secure email account listed above



From: Detention Ops Lessons Learned
Sent: 26 October 2017 12:29
To: Goulder, Karen
Subject: OFFICIAL SENSITIVE Re: Complaint Outcome - Mr. [REDACTED]

DPA

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Karen,

As requested, I have highlighted the part that makes reference to compensation:

As to the allegation that a DCO at Brook House IRC damaged Mr. [REDACTED]'s property after dragging his belongings on the floor, following the provision of CCTV footage which supports this allegation, it is considered that this aspect of the complaint has been **substantiated**.

7.8 The specific allegations made in Mr. [REDACTED]'s complaint; the consideration process and the conclusions made during this investigation have been set out in full below.

7.37 Allegation 3

7.38 That following his removal from association, his property was taken from his room and dragged on the floor which resulted in both damage and loss.

7.39 Review

7.40 Mr. [REDACTED] stated that following his removal from the wing his belongings were removed from his room by a DCO, who he had previously complained against, and that this DCO was seen dragging his property on the floor and that other detainees had told him to lift it up. He stated that following the movement of his property it was now damaged and missing including a broken CD player, missing CDs and damage to his clothes. CCTV footage shows DCO Lunn leaving Mr. [REDACTED]'s room whilst dragging a large and full property bag. The bag is continuously dragged including down a flight of stairs before being placed onto a table when some of the contents fall onto the floor including what appears to be CD's.

7.41 Conclusion

7.42 CCTV evidence indicates that DCO Lunn dragged the property bag containing Mr. [REDACTED]'s possessions down at least one flight of stairs and that some of the contents subsequently fell out. This investigation has not sought to explore the reasons for this as the evidence was sufficient and conclusive to fully consider Mr. [REDACTED]'s allegation, however a recommendation for action has been made in regards to this.

7.44 It is considered, on the balance of probabilities, that Mr. [REDACTED] property may have been damaged during its movement from his room and it is considered that reasonable and fair reparation should be made for this. As such, this aspect of the complaint is **substantiated**.

8.6

RECCOMENDATION 2: INDIVIDUAL - TRAINING –
DCO BARRY LUNN

8.7

It is unclear if DCO Lunn has been made aware of the complaint from Mr [D642] as the damaged property aspect of his complaint was originally referred back to Brook House IRC for local consideration. Given the clear CCTV evidence available to this investigation it was considered that this was sufficient to uphold this aspect of Mr [D642]'s complaint without further investigation. However, it is considered that this matter still needs to be explored with DCO Lunn so he can provide an explanation of his actions.

8.8

ACTION POINT: It is suggested that DCO Lunn should be made aware of this complaint and allegation and the evidence available and provided with the opportunity to explain his actions. He should be reminded of the importance of treating detainees with care and respect including when handling their property and that in this instance it is considered that he has failed to demonstrate the professional conduct expected and required of DCOs.

Kind regards

Nigel

Nigel Malik-Brown
DEPMU North
Returns - Immigration Enforcement,
Home Office,
Soapworks, Block C, Ground Floor, Colgate Lane, Salford Quays, Manchester, M5 3LZ

DetentionOpsLessonsLearned@homeoffice.gsi.gov.uk

Tel: [DPA]

Non-Working Day - Monday

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Goulder, Karen

From: Goulder, Karen
Sent: 26 October 2017 12:34
To: Lee Hanford; Stephen Skitt
Subject: ***** URGENT ***** [D642] Complaint 131000154833
Attachments: Record of conversation with [D642].DOC; Extract from Final Reply Letter - [D642].doc
Importance: High

Hi Lee and Steve,

Sara has seen Mr [D642] today and he was kicking off as he had received a 6 page response letter from PSU regarding his complaint, as the part about his property being damaged has been SUBSTANTIATED.

He wants compensating for it and I believe he was being vocal about it, almost threatening.

I do not have access to the full report, but the investigating manager has sent me the attached documents and below email. From what the investigating manager (Jason Roberts) said, he did not actually spoke to Darren Lunn about it as the CCTV showed what Darren had done.

I have been advised that there are recommendations from this investigation, some of which are noted below from Nigel Malik-Brown I have raised the concern with Jason and Nigel that it would have been good to have got a copy of this at the same time it was sent to the detainee and Home Office, so we could pre-empt this, rather than dealing with a stressed person.

In order to try and keep Mr [D642] at bay, are we able to arrange for him to be paid compensation? In the attached document, it says about a value of £150 but I do not know what your thoughts are.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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RESPECT**

We are passionate about
**SAFETY, SECURITY AND
SERVICE EXCELLENCE**

We achieve this through
**INNOVATION AND
TEAMWORK**

From: Detention Ops Lessons Learned [mailto:[DPA]]
Sent: 26 October 2017 12:29
To: Goulder, Karen
Subject: OFFICIAL SENSITIVE Re:Complaint Outcome - Mr [D642]

Hi Karen,

As requested, I have highlighted the part that makes reference to compensation:

As to the allegation that a DCO at Brook House IRC damaged Mr [D642]'s property after dragging his belongings on the floor, following the provision of CCTV footage which supports this allegation, it is considered that this aspect of the complaint has been **substantiated**.

7.8 The specific allegations made in Mr [D642]'s complaint; the consideration process and the conclusions made during this investigation have been set out in full below.

7.37 Allegation 3

7.38 That following his removal from association, his property was taken from his room and dragged on the floor which resulted in both damage and loss.

7.39 Review

7.40 Mr [D642] stated that following his removal from the wing his belongings were removed from his room by a DCO, who he had previously complained against, and that this DCO was seen dragging his property on the floor and that other detainees had told him to lift it up. He stated that following the movement of his property it was now damaged and missing including a broken CD player, missing CDs and damage to his clothes. CCTV footage shows DCO Lunn leaving Mr [D642]'s room whilst dragging a large and full property bag. The bag is continuously dragged including down a flight of stairs before being placed onto a table when some of the contents fall onto the floor including what appears to be CD's.

7.42 Conclusion

7.43 CCTV evidence indicates that DCO Lunn dragged the property bag containing Mr [D642]'s possessions down at least one flight of stairs and that some of the contents subsequently fell out. This investigation has not sought to explore the reasons for this as the evidence was sufficient and conclusive to fully consider Mr [D642]'s allegation, however a recommendation for action has been made in regards to this.

7.44 It is considered, on the balance of probabilities, that Mr [D642] property may have been damaged during its movement from his room and it is considered that reasonable and fair reparation should be made for this. As such, this aspect of the complaint is substantiated.

8.6 RECCOMENDATION 2: INDIVIDUAL - TRAINING – DCO BARRY LUNN

8.7 It is unclear if DCO Lunn has been made aware of the complaint from Mr [D642] as the damaged property aspect of his complaint was originally referred back to Brook House IRC for local consideration. Given the clear CCTV evidence available to this investigation it was considered that this was sufficient to uphold this aspect of Mr [D642]'s complaint without further

8.8

investigation. However, it is considered that this matter still needs to be explored with DCO Lunn so he can provide an explanation of his actions.
ACTION POINT: It is suggested that DCO Lunn should be made aware of this complaint and allegation and the evidence available and provided with the opportunity to explain his actions. He should be reminded of the importance of treating detainees with care and respect including when handling their property and that in this instance it is considered that he has failed to demonstrate the professional conduct expected and required of DCOs.

Kind regards

Nigel

Nigel Malik-Brown
DEPMU North
Returns - Immigration Enforcement,
Home Office,
Soapworks, Block C, Ground Floor, Colgate Lane, Salford Quays, Manchester, M5 3LZ

DPA

Tel: DPA

Non-Working Day - Monday

From: Roberts Jason [mailto:DPA]
Sent: 26 October 2017 12:15
To: Goulder, Karen
Subject: FW: Official Sensitive - D642 Complaint 131000154833
Importance: High

Hi Karen,

Noted on the points we discussed and I will try and establish why the investigation report had not been received by your management as this was sent out by PSU yesterday.

Find attached the record with Steve Dix and Mr D642 regarding his property and an extract from Mr D642's his final reply letter addressing this point. Please can I ask that this is not widely circulated as this contains information that may not be know to the officer involved.

Hope this helps in the interim prior to you getting the full report.

Kind Regards

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob: DPA /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: Dix, Steven
Sent: 17 September 2017 00:58
To: Williams, Juls; Goulder, Karen; Dance-Jones, Carrie; Harris, Kelly
Subject: MR D642
Importance: High

Both,

Please see attached record of conversation with Mr. [D642]

Having checked the CCTV they can confirm a room clearance was completed at 20:10

The cameras show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

Security,

Could you burn the footage off as imagine Karen would need to forward to PSU

Regards,

Steve Dix

Residential Detention Custody Manager Gatwick IRC's

Custodial & Detention Services

G4S Care & Justice Services {UK} Ltd

Brook House IRC

Perimeter Road South

Gatwick Airport

West Sussex

RH6 0PQ

Tele [DPA]

Email [DPA]

Goulder, Karen

From: [REDACTED] DPA
Sent: 26 October 2017 12:15
To: Goulder, Karen
Subject: FW: Official Sensitive [REDACTED] Complaint 131000154833
Attachments: Record of conversation with [REDACTED] DOC; Extract from Final Reply Letter - [REDACTED] doc
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged

Hi Karen,

Noted on the points we discussed and I will try and establish why the investigation report had not been received by your management as this was sent out by PSU yesterday.

Find attached the record with Steve Dix and Mr [REDACTED] regarding his property and an extract from Mr [REDACTED]'s his final reply letter addressing this point. Please can I ask that this is not widely circulated as this contains information that may not be know to the officer involved.

Hope this helps in the interim prior to you getting the full report.

Kind Regards

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob: [REDACTED] DPA /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: Dix, Steven
Sent: 17 September 2017 00:58
To: Williams, Juls; Goulder, Karen; Dance-Jones, Carrie; Harris, Kelly
Subject: MR [REDACTED]
Importance: High

Both,

Please see attached record of conversation with Mr [REDACTED].

Having checked the CCTV they can confirm a room clearance was completed at 20:10

The cameras show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10
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Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

Security,

Could you burn the footage off as imagine Karen would need to forward to PSU

Regards,

Steve Dix

Residential Detention Custody Manager Gatwick IRC's
Custodial & Detention Services
G4S Care & Justice Services {UK} Ltd
Brook House IRC
Perimeter Road South
Gatwick Airport
West Sussex
RH6 0PQ
Tele: [DPA]
Email: [DPA]

From: Roberts Jason [DPA]
Sent: 04 September 2017 11:05
To: Detention Services Complaints
Cc: Goulder, Karen; Gatwick Enquiries
Subject: RE: Official Sensitive - [D642] Complaint 131000154833

Hi Alison,

My apologies that this aspect was not communicated to you prior to last Friday.

If G4S could supply a contribution answering the property part under the same reference 131000154833 I will include this in my overall report.

Many thanks and kind regards

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob [DPA] /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: Detention Services Complaints
Sent: 01 September 2017 15:25
To: Roberts Jason
Cc: 'Goulder, Karen'; Detention Services Complaints; 'Gatwick Enquiries'
Subject: RE: Official Sensitive - [D642] Complaint 131000154833

Hi Jason,

I am lead of the complaints department which handle complaints in detention centres. I have been sent a copy of the below email from G4S. PSU are handling the complaint 131000154833 minus the property missing & damaged. I cannot see that we were informed of this and were only made aware that PSU were responding to the complaint, we thought the whole complaint.

In this case, are you happy for G4S to supply you with a contribution answering the property part under the same reference 131000154833?

Thank you,

Alison



FOI (Freedom Of Information) Request and Complaints
Manager
Detention & Escorting Services

Home Office Immigration Enforcement
3rd Floor Apollo House, 36 Wellesley Rd, CR9 3RR
[DPA]

From: Benson Stephanie (PSU) [mailto:] DPA
Sent: 01 September 2017 14:23
To: Goulder, Karen
Cc: Roberts Jason
Subject: Official Sensitive - Top Complaint

Good Afternoon Karen,

Please can you provide the availability for staff interviews for W/C 11 & W/C 18 September 2017.

Can you also please note that the following parts of the complaint will need to be dealt with locally as they will not be covered under the PSU investigation:

- Missing property
- Damaged CD

Please note: I am off on leave next week and will not return until 13/09/2017. Therefore can you please respond directly to the Investigating Officer Jason Roberts.

Kind regards

Stephanie Benson | Assistant Investigating Officer | Professional Standards Unit – Operational Support

Security, Science & Innovation Directorate
Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ
T: [] DPA | F: [] DPA | www.homeoffice.gov.uk

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Mr [D642]

Professional Standards Unit
Home Office Security
Block C, 3rd floor
Soapworks, Ordsall Lane
Salford, M5 3LZ
www.homeoffice.gov.uk

24 October 2017

Dear Mr [D642]

I am writing in response to your complaint relating to events of 3 August 2017 where you alleged that you were assaulted and subjected to homophobic language during an incident at Brook House IRC.

I was sorry to learn of your concerns and would like to assure you that the Home Office is committed to providing a courteous and professional service and any complaint about the way in which officers, or other staff, carry out their duties is viewed most seriously and independently investigated.

As you are aware your correspondence was passed to the Professional Standards Unit (PSU) which has responsibility for the investigation of allegations of misconduct or inefficiency against members of the Home Office or those acting on behalf of the Home Office, across the United Kingdom.

As Investigating Officer I have carefully considered your complaint in accordance with the Home Office complaints procedures. In considering your complaint, I have examined all the relevant documents and records pertaining to your complaint and the investigation into your complaint has now been concluded.

You were interviewed on 7 September 2017 and provided further details of the allegations. All relevant information held by Brook House IRC including CCTV footage, Incidents and Use of Force Reports and medical records were obtained and examined. In addition, Detention Centre Manager (DCM) Webb and Yates and Detainee Custody Officer's (DCO) Albert and Grimes were interviewed regarding the allegations made.

Having considered all of the evidence including the CCTV, the G4S reports and statements and the subsequent interviews with Brook House IRC staff present during the incident, this investigation has found them to be credible; consistent and containing corroborative evidence. All the staff involved in the incident with you were accredited in the latest Home Office C&R techniques and completed the relevant paperwork following the incidents.

Your complaint alleged that you were assaulted by DCM Webb and was subjected to homophobic verbal abuse by DCO Albert. The accounts provided by the G4S DCOs in their reports and interviews of what took place and their perceptions of the incidents are consistent and there is significant disparity between these and your version of events. The CCTV, reports and witness evidence of the actual incidents all corroborate each other. Given this, it is concluded by this investigation, that on the balance of probabilities, it is the DCOs that have provided an accurate explanation of the events.

In summary, taking into account of all the information gathered, there is no evidence to

substantiate that you were assaulted as alleged in your complaint. There is no evidence to support the allegation that you were subjected homophobic abuse or that you were denied medical attention following the use of force. In contrast evidence demonstrates that it was only when necessary, as a result of your verbal abuse and assault on a female DCO and your subsequent non-compliant conduct that G4S DCOs used appropriate Home Office approved Control and restraint (C&R) techniques.

Given this, and taking into account the evidence available it is considered that the use of force was reasonable, necessary and proportionate to the situation faced by the DCOs on 3 August 2017 and that you were provided with due care and attention to your medical requirements following this. Furthermore on the evidence available, it is concluded that all the additional allegations made by you regarding events of 3 August 2017 in your complaint are **unsubstantiated**.

As to the allegation that a DCO at Brook House IRC damaged your property after dragging your belongings on the floor, following the provision of CCTV footage which supports this allegation, it is considered that this aspect of the complaint has been **substantiated**.

Allegation 3

That following your removal from association, your property was taken from your room and dragged on the floor which resulted in both damage and loss.

Review

You stated that following your removal from the wing your belongings were removed from your room by a DCO, who you had previously complained against, and that this DCO was seen dragging your property on the floor and that other detainees had told him to lift it up. You stated that following the movement of your property it was now damaged and missing including a broken CD player, missing CDs and damage to your clothes.

CCTV footage shows DCO Lunn leaving your room whilst dragging a large and full property bag. The bag is continuously dragged including down a flight of stairs before being placed onto a table when some of the contents fall onto the floor including what appears to be CD's.

Conclusion

CCTV evidence indicates that DCO Lunn dragged the property bag containing your possessions down at least one flight of stairs and that some of the contents subsequently fell out. This investigation has not sought to explore the reasons for this as the evidence was sufficient and conclusive to fully consider your allegation, however a recommendation for action has been made in regards to this.

Taking into consideration all of the evidence available to this investigation, it is considered, on the balance of probabilities, that your property may have been damaged during its movement from your room and it is considered that reasonable and fair reparation should be made for this. As such, this aspect of the complaint is **substantiated**.

I recognise that you feel that you had cause to complain about the events of 3 August 2017. All Home Office employees are fully aware of the emotional effects their job can have on members of the public. I can assure you that officers are trained to conduct themselves in a professional and courteous manner at all times making every effort to ease the situation for everyone concerned. It is always regrettable when someone has cause for complaint;

however I hope that you will be assured that your concerns have been viewed seriously and properly addressed.

We are constantly striving to improve customer service standards within the Home Office and it may also be of interest to you to know that the Prisons and Probation Ombudsman (PPO) provides an independent oversight of detention complaints. The PPO will consider the quality of our decision making and review ongoing cases; the PPO also identifies strengths and weaknesses and resolves process issues. All complainants have the right to appeal investigations decisions regarding their complaint to the PPO. I am enclosing for your information a leaflet which explains the role of the PPO in our complaints procedures.

Yours sincerely

Jason Roberts
Investigating Officer
Professional Standards Unit,

Record of conversation with M: [D642] 16/09/2017

Following our conversation regarding your aspects of your complaint you explained your point of view I spoke to you personally and took your concerns on board, you were talking about how you believe your belongings had been damaged during a room clearance on 03/08/2017. We discussed how you believe your tracksuit, t-shirt, prayer gown were damaged due to sauce in your bag how it had just been thrown in or you believe deliberately pored over. I can confirm you showing me these clothes there is some staining on them.

You went onto explain and show me how you Samsung DVD player was damaged which I can also confirm I have seen the damage; you believe it is due to the officers dragging your bag before picking it up when approached by detainees. You also claim to be missing a few CD's

I have explained to you I will type up this record and look at CCTV and pass my findings onto PSU who are dealing with other aspects of your complaint, when I asked you to estimate how much you believe it would cost to compensate you if this complaint was substantiated you said around £150.

DCM
S Dix
16/09/2017

Goulder, Karen

From: Goulder, Karen
Sent: 03 October 2017 13:01
To: 'Roberts Jason'
Subject: RE: test email

Hi Jason,

I am hoping this will come through! Here is the roster info for Darren Lunn for October:

	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	
	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	
D Lunn	N	N	N	R	R	R	R	R	B	AL	R	B	B	R	AL	

21:00 - 08:00	N
07:45 - 21:15	B
Rest	R
Annual Leave	AL

Kind regards

Karen

Karen Goulder
 Administrator
 Gatwick IRCs
 Custodial & Detention Services
 G4S Care and Justice Services (UK) Ltd

Phone: DPA

Email: DPA or DPA

www.g4s.com/uk

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SERVICE EXCELLENCE**

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From: Roberts Jason [mailto:DPA]
Sent: 03 October 2017 12:49
To: Goulder, Karen
Subject: test email

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Goulder, Karen

From: Lee Hanford
Sent: 05 October 2017 09:26
To: Goulder, Karen
Subject: RE: Fax received (1p) from:" on ID:894767 *****[D642]***** wants to press charges *****

Thanks Karen
Appreciated
Lee

Lee Hanford
Director Gatwick IRCs
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Tel: [DPA]
[DPA]

From: Goulder, Karen
Sent: 05 October 2017 09:08
To: [DPA]
Subject: RE: Fax received (1p) from:" on ID:894767 *****[D642]***** wants to press charges *****

Thanks Lee,

I have sent on the email from PSU with the document about the police and the original complaint to Simon, Heena and Paul for their information.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

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SERVICE EXCELLENCE**

**INNOVATION AND
TEAMWORK**

From: Lee Hanford
Sent: 04 October 2017 17:44

To: Goulder, Karen; Stephen Skitt

Subject: RE: Fax received (1p) from:" on ID:894767 *****[D642] ***** wants to press charges *****

Hi Karen

Yes, the Home Office do need to be made aware of our findings

Thanks

Lee

Lee Hanford

Director Gatwick IRCs

Custodial & Detention Services

G4S Care & Justice Services (UK) Limited

Tel: [DPA]

[DPA]

From: Goulder, Karen

Sent: 02 October 2017 10:15

To: Lee Hanford [DPA]; Stephen Skitt [DPA]

Subject: FW: Fax received (1p) from:" on ID:894767 *****[D642] ***** wants to press charges *****

Importance: High

Hi Lee and Steve,

I have just seen this today....the "tif" document is what PSU have sent me. For your information. I am not sure if the Home Office are aware / need to be made aware.

Just thought I would attach all the documents that we sent to PSU, and as mentioned before, the CCTV showed the below about the property which I sent onto Jason asking what he wanted to do about it.

*Steve Dix advisedHaving checked the CCTV they can confirm a room clearance was completed at 20:10
The cameras show*

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

PSU interviewed 2 staff - Anaisa Albert and Michael Yates in September and he is interviewing Brookie Grimes and Steve Webb today.

Kind regards

Karen

Karen Goulder

Administrator

Gatwick IRCs

Custodial & Detention Services

G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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Goulder, Karen

From: Goulder, Karen
Sent: 05 October 2017 09:08
To: 'Levett Simon'; [REDACTED] BPA; 'Gasson Paul'
Subject: FW: Fax received (1p) from:" on ID:894767 ***** [REDACTED] D642 *****
Attachments: 000BCC97000.tif; [REDACTED] D642; T1998299.pdf

Hi all,

I just tried to send this to your general mail box, but it bounced back, so thought I would send it to you separately.

This is just for your information.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] DPA

Email: [REDACTED] DPA or [REDACTED] DPA

www.g4s.com/uk

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From: Goulder, Karen
Sent: 05 October 2017 09:05
To: IRC Brook House Inbox
Subject: FW: Fax received (1p) from:" on ID:894767 ***** [REDACTED] D642 *****

Hi all,

This is just for your information. Lee and Steve are also aware and it came from PSU who are investigating the complaint.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [REDACTED] D642

Email: [redacted] DPA or [redacted] DPA

www.q4s.com/uk

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RESPECT

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We achieve this through
INNOVATION AND
TEAMWORK

From: Roberts Jason [mailto:[redacted] DPA]
Sent: 01 October 2017 11:47
To: Goulder, Karen
Cc: Benson Stephanie (PSU)
Subject: FW: Fax received (1p) from:" on ID:894767

Hi Karen,

The PSU has received an email from Mr [redacted] D642 on Friday regarding his desire to press charges.

We have informed Sussex Police of this and I have replied to Mr [redacted] D642 advising this that I would ask Brook House to facilitate his request.

I am not aware of Brook House IRC procedures regarding such matters but I would be grateful that opportunity is made to Mr [redacted] D642 to refer this matter to the local police should wish to.

Many thanks

Jason

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / **Mob:** [redacted] DPA /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: HO Security - PSU Complaints Only
Sent: 29 September 2017 11:03
To: Roberts Jason; Benson Stephanie (PSU)
Subject: FW: Fax received (1p) from:" on ID:894767

This was in the PSU inbox regarding your [redacted] D642 case

Regards

Vicki Ellis
Operational Support Officer

From: 1293579777 [mailto:[redacted] DPA]
Sent: 29 September 2017 09:46
To: HO Security - PSU Complaints Only
Subject: Fax received (1p) from:" on ID:894767

Incoming fax



Description**Fax received (1p) from:" on ID:894767**

Explanation: Sent to:'894767' (0)

Items received: 1

Duration: 26 seconds

Transmission speed: 14400 baud

Job reference: 000BCC97

Gateway ID: 0

Goulder, Karen

From: Goulder, Karen
Sent: 02 October 2017 10:15
To: Lee Hanford; Stephen Skitt
Subject: FW: Fax received (1p) from:" on ID:894767 *****[D642]***** wants to press charges *****
Attachments: 000BCC97000.tif; [D642] T1998299.pdf; [D642] - UOF - DCF 186.17.pdf; [D642] - Rule 40 - DCF 353.17.pdf; [D642] - IR. 545.17.pdf; 04.09.17 [D642] - CMS 131000154833 - complaint (contribution req for PSU).pdf

Importance: High

Hi Lee and Steve,

I have just seen this today....the "tif" document is what PSU have sent me. For your information. I am not sure if the Home Office are aware / need to be made aware.

Just thought I would attach all the documents that we sent to PSU, and as mentioned before, the CCTV showed the below about the property which I sent onto Jason asking what he wanted to do about it.

Steve Dix advisedHaving checked the CCTV they can confirm a room clearance was completed at 20:10

The cameras show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

PSU interviewed 2 staff - Anaisa Albert and Michael Yates in September and he is interviewing Brookie Grimes and Steve Webb today.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Roberts Jason [mailto:[DPA]]
Sent: 01 October 2017 11:47
To: Goulder, Karen
Cc: Benson Stephanie (PSU)
Subject: FW: Fax received (1p) from:" on ID:894767

Hi Karen,

The PSU has received an email from Mr [D642] on Friday regarding his desire to press charges.

We have informed Sussex Police of this and I have replied to Mr [D642] advising this that I would ask Brook House to facilitate his request.

I am not aware of Brook House IRC procedures regarding such matters but I would be grateful that opportunity is made to Mr [D642] to refer this matter to the local police should wish to.

Many thanks

Jason

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob: [DPA] /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: HO Security - PSU Complaints Only
Sent: 29 September 2017 11:03
To: Roberts Jason; Benson Stephanie (PSU)
Subject: FW: Fax received (1p) from:" on ID:894767

This was in the PSU inbox regarding your [D642] case

Regards

Vicki Ellis
Operational Support Officer

From: 1293579777 [mailto:[DPA]]
Sent: 29 September 2017 09:46
To: HO Security - PSU Complaints Only
Subject: Fax received (1p) from:" on ID:894767

Incoming fax



Description
Fax received (1p) from:" on ID:894767

Explanation:	Sent to:'894767' (0)
Items received:	1
Duration:	26 seconds
Transmission speed:	14400 baud
Job reference:	000BCC97
Gateway ID:	0

Goulder, Karen

From: Roberts Jason <[redacted] DPA>
Sent: 01 October 2017 11:47
To: Goulder, Karen
Cc: Benson Stephanie (PSU)
Subject: FW: Fax received (1p) from:" on ID:894767
Attachments: 000BCC97000.tif

Hi Karen,

The PSU has received an email from Mr [redacted] on Friday regarding his desire to press charges.

We have informed Sussex Police of this and I have replied to Mr [redacted] advising this that I would ask Brook House to facilitate his request.

I am not aware of Brook House IRC procedures regarding such matters but I would be grateful that opportunity is made to Mr [redacted] to refer this matter to the local police should wish to.

Many thanks

Jason

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob: [redacted] DPA /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: HO Security - PSU Complaints Only
Sent: 29 September 2017 11:03
To: Roberts Jason; Benson Stephanie (PSU)
Subject: FW: Fax received (1p) from:" on ID:894767

This was in the PSU inbox regarding your [redacted] D642 case

Regards

Vicki Ellis
Operational Support Officer

From: 1293579777 [mailto:[redacted] DPA]
Sent: 29 September 2017 09:46
To: HO Security - PSU Complaints Only
Subject: Fax received (1p) from:" on ID:894767

Incoming fax



Description

Fax received (1p) from:" on ID:894767

Explanation: Sent to:'894767' (0)

Items received: 1

Duration: 26 seconds

Transmission speed: 14400 baud

Job reference: 000BCC97
Gateway ID: 0

2 COPIES PLEASE

CCTV Viewing and Copy Request Form

Name of person requesting footage	K Goulder (for S Dix) for PSU	
G4S or Third Party	<input type="checkbox"/> G4S <input type="checkbox"/> Home Office <input checked="" type="checkbox"/> PSU <input type="checkbox"/> Police <input type="checkbox"/> Other	
Other (Please specify)		
Contact details	Karen Goulder	
Signed	D642	
Date	28/9/17	
Reason for request	PSU investigating complaint from Mr D642 . They instructed us to investigate element of complaint linked to property being damaged by a member of staff.	
Date and time of image to be viewed Including camera numbers	03/08/17 – A Wing <i>from say 20:00 → 20:15.</i> Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10 Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.	
Resident involved	Mr D642	
Officers involved	Darren Lunn	
Authorised by	Signature	
If access denied please state reason		
Images shown or copy supplied by	Date: Time:	
Further action <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, what action	

2 COPIES PLEASE

CCTV Viewing and Copy Request Form

Name of person requesting footage	K Goulder (for S Dix) for PSU
G4S or Third Party	<input type="checkbox"/> G4S <input type="checkbox"/> Home Office <input checked="" type="checkbox"/> PSU <input type="checkbox"/> Police <input type="checkbox"/> Other
Other (Please specify)	
Contact details	Karen Goulder
Signed	Signature
Date	25/9/17
Reason for request	PSU investigating complaint from Mr [D642]. They instructed us to investigate element of complaint linked to property being damaged by a member of staff.
Date and time of image to be viewed Including camera numbers	03/08/17 – A Wing Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10 Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.
Resident involved	Mr [D642]
Officers involved	Darren Lunn
Authorised by	Signature
If access denied please state reason	
Images shown or copy supplied by	Date: _____ Time: _____
Further action <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, what action _____



Notification of official visit

Date of visit: 02/10/17

Time of Visit: 09:00

Name of visitor /visitors:

Name of company:

1. D642

1. PSU

2.

2.

3.

3.

4.

4.

5.

5.

6.

6.

Reason for visit: Interviews

On arrival of visitor/visitors please contact, please state name and contact number: 524 – Karen Goulder

ID checked upon arrival, please circle as appropriate:-

✓ Official ID

✓ Passport

✓ Driving Licence

✓ Other, please state.....

There is an expectation that notification of a visit will be received by the gatehouse (Brook House)/front desk (Tinsley House) at least 24hours prior to the commencement of the intended visit.

Goulder, Karen

From: Michelle Fernandes
Sent: 26 September 2017 14:34
To: Loraine1 Higgins1; Goulder, Karen
Subject: Steve Webb

Hi

FYI - I have spoken to Steve Webb and he is aware and received the PSU investigation invite.

Kind Regards
Michelle

Michelle Fernandes
HR Advisor
Gatwick IRCs
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited

Phone:
Mobile:

Email: or
www.g4s.com/uk

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Goulder, Karen

From: Goulder, Karen
Sent: 28 September 2017 11:22
To: 'Roberts Jason'
Cc: Lee Hanford; Stephen Skitt
Subject: RE: Official Sensitive - [D642] Complaint 131000154833
Attachments: Record of conversation with [D642].DOC

Importance: High

Hi Jason,

I hope you are well?

Apologies for the delay, but I have been away on holiday and returned back and just going through my emails.

We have looked into this for you and below is an email from DCM Steve Dix who reviewed the CCTV and spoke to Mr [D642].

I have requested for CCTV to be burned and will forward to you when this is received.

Please can you advise how you would like to proceed with this matter - if you would like to pursue / investigate this further yourself and include any recommendations in your report, or if would you like us to deal with this locally?

We welcome your advice on this, so please just let us know your thoughts.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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TEAMWORK

From: Dix, Steven
Sent: 17 September 2017 00:58
To: Williams, Juls; Goulder, Karen; Dance-Jones, Carrie; Harris, Kelly
Subject: MR [D642]
Importance: High

Both,

Please see attached record of conversation with Mr [DPA].

Having checked the CCTV they can confirm a room clearance was completed at 20:10

The cameras show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

Security,

Could you burn the footage off as imagine Karen would need to forward to PSU

Regards,

Steve Dix

Residential Detention Custody Manager Gatwick IRC's
Custodial & Detention Services
G4S Care & Justice Services {UK} Ltd
Brook House IRC
Perimeter Road South
Gatwick Airport
West Sussex
RH6 0PQ
Tele [redacted]
Email [redacted]

From: Roberts Jason [mailto:[redacted]]
Sent: 04 September 2017 11:05
To: Detention Services Complaints
Cc: Goulder, Karen; Gatwick Enquiries
Subject: RE: Official Sensitive - [redacted] Complaint 131000154833

Hi Alison,

My apologies that this aspect was not communicated to you prior to last Friday.

If G4S could supply a contribution answering the property part under the same reference 131000154833 I will include this in my overall report.

Many thanks and kind regards

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob: [redacted] /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford , M5 3LZ

From: Detention Services Complaints
Sent: 01 September 2017 15:25
To: Roberts Jason
Cc: 'Goulder, Karen'; Detention Services Complaints; 'Gatwick Enquiries'
Subject: RE: Official Sensitive - [redacted] Complaint 131000154833

Hi Jason,

I am lead of the complaints department which handle complaints in detention centres. I have been sent a copy of the below email from G4S. PSU are handling the complaint 131000154833 minus

Goulder, Karen

From: Gatwick Enquiries
Sent: 28 September 2017 11:43
To: Michelle Fernandes
Subject: FW: Official Sensitive - Top Complaint 131000154833
Attachments: Record of conversation with [DPA] DOC

Importance: High

Hi Michelle,

Just for your info, Lee asked for me to email PSU with the info and ask how they want to proceed.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Goulder, Karen
Sent: 28 September 2017 11:22
To: 'Roberts Jason'
Cc: Lee Hanford; Stephen Skitt
Subject: RE: Official Sensitive - [DPA] Complaint 131000154833
Importance: High

Hi Jason,

I hope you are well?

Apologies for the delay, but I have been away on holiday and returned back and just going through my emails.

We have looked into this for you and below is an email from DCM Steve Dix who reviewed the CCTV and spoke to Mr [DPA]

I have requested for CCTV to be burned and will forward to you when this is received.

Please can you advise how you would like to proceed with this matter - if you would like to pursue / investigate this further yourself and include any recommendations in your report, or if would you like us to deal with this locally?

We welcome your advice on this, so please just let us know your thoughts.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Dix, Steven
Sent: 17 September 2017 00:58
To: Williams, Juls; Goulder, Karen; Dance-Jones, Carrie; Harris, Kelly
Subject: MR[D642]
Importance: High

Both,

Please see attached record of conversation with Mr[D642].

Having checked the CCTV they can confirm a room clearance was completed at 20:10

The cameras show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

Security,

Could you burn the footage off as imagine Karen would need to forward to PSU

Regards,

Steve Dix

Residential Detention Custody Manager Gatwick IRC's
Custodial & Detention Services
G4S Care & Justice Services (UK) Ltd
Brook House IRC
1000meter Road South
Gatwick Airport

Record of conversation with M: [D642] 16/09/2017

Following our conversation regarding your aspects of your complaint you explained your point of view I spoke to you personally and took your concerns on board, you were talking about how you believe your belongings had been damaged during a room clearance on 03/08/2017. We discussed how you believe your tracksuit, t-shirt, prayer gown were damaged due to sauce in your bag how it had just been thrown in or you believe deliberately pored over. I can confirm you showing me these clothes there is some staining on them.

You went onto explain and show me how your Samsung DVD player was damaged which I can also confirm I have seen the damage; you believe it is due to the officers dragging your bag before picking it up when approached by detainees. You also claim to be missing a few CD's

I have explained to you I will type up this record and look at CCTV and pass my findings onto PSU who are dealing with other aspects of your complaint, when I asked you to estimate how much you believe it would cost to compensate you if this complaint was substantiated you said around £150.

DCM
S Dix
16/09/2017

Goulder, Karen

From: Dix, Steven
Sent: 17 September 2017 00:58
To: Williams, Juls; Goulder, Karen; Dance-Jones, Carrie; Harris, Kelly
Subject: M: [REDACTED]
Attachments: Record of conversation with [REDACTED].doc

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: info

Both,

Please see attached record of conversation with Mr [REDACTED]

Having checked the CCTV they can confirm a room clearance was completed 20:10

The camera show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

Security,

Could you burn the footage off as imagine Karen would need to forward to PSU

Regards,

Steve Dix

Residential Detention Custody Manager Gatwick IRC's

Custodial & Detention Services

G4S Care & Justice Services (UK) Ltd

Brook House IRC

Perimeter Road South

Gatwick Airport

West Sussex

RH6 0PQ

Tele DPA

Email DPA

Goulder, Karen

From: Dance-Jones, Carrie
Sent: 17 September 2017 12:58
To: Dix, Steven; Williams, Juls; Goulder, Karen; Harris, Kelly
Subject: RE: MiD642
Attachments: CCTV Viewing and Copy Request Form.docx

Please complete the form and return it to security

Caz

From: Dix, Steven
Sent: 17 September 2017 00:58
To: Williams, Juls; Goulder, Karen; Dance-Jones, Carrie; Harris, Kelly
Subject: MiD642
Importance: High

Both,

Please see attached record of conversation with Mr. D642

Having checked the CCTV they can confirm a room clearance was completed 20:10

The camera show

Cam 2173 – DCO Lunn coming out of the room dragging the bag 20:10

Cam 2174 – DCO Lunn dragging/bouncing the bag down the first stair case 20:10:50 he then picked it up down the second staircase

Cam 2109 – DCO Lunn places bag on ground floor table and the CD's fall out and another detainee picks them up.

Security,

Could you burn the footage off as imagine Karen would need to forward to PSU

Regards,

Steve Dix

Residential Detention Custody Manager Gatwick IRC's

Custodial & Detention Services

G4S Care & Justice Services (UK) Ltd

Brook House IRC

Perimeter Road South

Gatwick Airport

West Sussex

RH6 0PQ

Tele

Email

Goulder, Karen

From: Gatwick Enquiries
Sent: 04 September 2017 18:03
To: 'Roberts Jason'
Cc: 'Benson Stephanie (PSU)'
Subject: RE: Official Sensitive - [D642] Complaint 131000154833

Hi Jason,

That is fine, I have forwarded this element onto the Residential Manager for him to allocate out for investigation.

As soon as I have something back I will send it over to you.

Kind regards

Karen

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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Goulder, Karen

From: Gatwick Enquiries
Sent: 06 September 2017 13:48
To: Dix, Steven
Cc: Williams, Juls
Subject: FW: Official Sensitive - [D642] Complaint 131000154833
Importance: High

Hi Steve,

Please can you look into the below and return a response by the 18th of September, with evidence to Juls for approval.

You do not need to do a formal response letter, just type up your findings as it will be send onto PSU for them to add to a complaint they are investigating.

Many thanks

Kaz

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Goulder, Karen
Sent: 04 September 2017 12:01
To: Williams, Juls
Cc: 'Detention Services Complaints'
Subject: FW: Official Sensitive - [DPA] Complaint 131000154833
Importance: High

Hi Juls,

As you are aware, PSU are investigating a complaint from Mr [DPA] linked to use of force / staff issue, but in the complaint he also wrote about an officer damaging some of his property and that some of his property had gone missing.

PSU contacted last week to say that we would need to look into this, so Detention Services checked with PSU who said they would be happy for us to conduct an investigation and supply a contribution for them to add to their report.

Therefore, please can you arrange for someone to look into the below and return a response by the 18th of September?

Rec 4/9/17

CHS 131000154833

CONTRIBUTION REQUIRED

GJW Goulder, Karen

From: Goulder, Karen
 Sent: 04 September 2017 12:01
 To: Williams, Juls
 Cc: 'Detention Services Complaints'
 Subject: FW: Official Sensitive - [DPA] Complaint 131000154833

Importance: High

Hi Juls,

As you are aware, PSU are investigating a complaint from Mr [DPA] linked to use of force / staff issue, but in the complaint he also wrote about an officer damaging some of his property and that some of his property had gone missing.

PSU contacted last week to say that we would need to look into this, so Detention Services checked with PSU who said they would be happy for us to conduct an investigation and supply a contribution for them to add to their report.

Therefore, please can you arrange for someone to look into the below and return a response by the 18th of September?

Family Name: D642	First Name(s): D642
Date of Birth: DPA	Nationality: GAMBIAN
CID Reference Number: HO Reference Number: T1998299 NOMIS Number:	Current Location (IRC or STHF name, other): BROOKHOUSE IRC RH6 OPQ
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): ON <u>ARUN</u> WING ON THE 1ST FLOOR AND ON THE CORRIDOR OUTSIDE <u>BECK</u> WING	

ALSO THE OFFICER MY PREVIOUS COMPLAINT ~~WENT~~ WENT TO MY CELL WITHOUT NO TEAM LEADER AUTHORISING THE SEARCH AND DAMAGED MY DVD PLAYER, MY CLOTHES AND MY CD'S MISSING.

* THE OFFICER DAMAGED MY PROPERTY
IS BARNEY LUNN AND I HAVE WITNESSES
THAT SAW HIM DRAGGING MY BAGS ON THE
LANDING, THEY APPROACHED HIM AND HE
LIFTED THE BAGS UP.

Cheers

Kaz

Karen Goulder
Administrator
Gatwick IRCs
Custodial & Detention Services
G4S Care and Justice Services (UK) Ltd

Phone: [DPA]

Email: [DPA] or [DPA]

www.g4s.com/uk

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From: Roberts Jason [mailto:[DPA]]
Sent: 04 September 2017 11:05
To: Detention Services Complaints
Cc: Goulder, Karen; Gatwick Enquiries
Subject: RE: Official Sensitive - [D642] Complaint 131000154833

Hi Alison,

My apologies that this aspect was not communicated to you prior to last Friday.

If G4S could supply a contribution answering the property part under the same reference 131000154833 I will include this in my overall report.

Many thanks and kind regards

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / **Mob:** [DPA] /
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ

From: Detention Services Complaints
Sent: 01 September 2017 15:25
To: Roberts Jason

Cc: 'Goulder, Karen'; Detention Services Complaints; 'Gatwick Enquiries'
Subject: RE: Official Sensitive - [D642] Complaint 131000154833

Hi Jason,

I am lead of the complaints department which handle complaints in detention centres. I have been sent a copy of the below email from G4S. PSU are handling the complaint 131000154833 minus the property missing & damaged. I cannot see that we were informed of this and were only made aware that PSU were responding to the complaint, we thought the whole complaint.

In this case, are you happy for G4S to supply you with a contribution answering the property part under the same reference 131000154833?

Thank you,

Alison



FOI (Freedom Of Information) Request and Complaints
Manager
Detention & Escorting Services

Home Office Immigration Enforcement
3rd Floor Apollo House, 36 Wellesley Rd, CR9 3RR

[DPA]

From: Benson Stephanie (PSU) [mailto:[DPA]]
Sent: 01 September 2017 14:23
To: Goulder, Karen
Cc: Roberts Jason
Subject: Official Sensitive - [D642] Complaint

Good Afternoon Karen,

Please can you provide the availability for staff interviews for W/C 11 & W/C 18 September 2017.

Can you also please note that the following parts of the complaint will need to be dealt with locally as they will not be covered under the PSU investigation:

- Missing property
- Damaged CD

Please note: I am off on leave next week and will not return until 13/09/2017. Therefore can you please respond directly to the Investigating Officer Jason Roberts.

Kind regards

Stephanie Benson | Assistant Investigating Officer | Professional Standards Unit –
Operational Support
Security, Science & Innovation Directorate
Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ

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G4S Regional Management (UK&I) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT. Registered in England No. 3189802.

Goulder, Karen

From: Roberts Jason <[redacted]>
Sent: 04 September 2017 11:05
To: Detention Services Complaints
Cc: Goulder, Karen; Gatwick Enquiries
Subject: RE: Official Sensitive - [redacted] Complaint 131000154833

DPA

Hi Alison,

My apologies that this aspect was not communicated to you prior to last Friday.

If G4S could supply a contribution answering the property part under the same reference 131000154833 I will include this in my overall report.

Many thanks and kind regards

Jason Roberts / CIO Investigating Officer / Professional Standards Unit / Home Office Security / Mob: [redacted]
Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ

From: Detention Services Complaints
Sent: 01 September 2017 15:25
To: Roberts Jason
Cc: 'Goulder, Karen'; Detention Services Complaints; 'Gatwick Enquiries'
Subject: RE: Official Sensitive - [redacted] Complaint 131000154833

Hi Jason,

I am lead of the complaints department which handle complaints in detention centres. I have been sent a copy of the below email from G4S. PSU are handling the complaint 131000154833 minus the property missing & damaged. I cannot see that we were informed of this and were only made aware that PSU were responding to the complaint, we thought the whole complaint.

In this case, are you happy for G4S to supply you with a contribution answering the property part under the same reference 131000154833?

Thank you,

Alison



Immigration
Enforcement

FOI (Freedom Of Information) Request and Complaints
Manager
Detention & Escorting Services

Home Office Immigration Enforcement
3rd Floor Apollo House, 36 Wellesley Rd, CR9 3RR

DPA

From: Benson Stephanie (PSU) [mailto:[redacted]]
Sent: 01 September 2017 14:23
To: Goulder, Karen
Cc: Roberts Jason
Subject: Official Sensitive - [redacted] Complaint

DPA

Good Afternoon Karen,

Please can you provide the availability for staff interviews for W/C 11 & W/C 18 September 2017.

Can you also please note that the following parts of the complaint will need to be dealt with locally as they will not be covered under the PSU investigation:

- Missing property
- Damaged CD

Please note: I am off on leave next week and will not return until 13/09/2017. Therefore can you please respond directly to the Investigating Officer Jason Roberts.

Kind regards

Stephanie Benson | Assistant Investigating Officer | Professional Standards Unit –
Operational Support
Security, Science & Innovation Directorate
Part-time working pattern Wednesday to Friday

Home Office, Block C, 3rd floor, Soapworks, Ordsall Lane, Salford, M5 3LZ
T: [DPA] | F: [DPA] | www.homeoffice.gov.uk

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