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April 2008

**CONFIDENTIAL**

**EMPLOYEE DEVELOPMENT REVIEW**

**DETENTION CUSTODY OFFICER (OMIS)**

Full Name: John Connolly

Location: Tinsley House

Name of Line Manager: Ramon Giraldo -Arbelaez

Date of Review: 26/11/2015

Employee No:

Please refer to the Guidance Notes that accompany this form before starting to complete it.



## Review of Work Activities

This is the section for reviewing the employee's performance against the standards required by the role profile and commenting on how previous year's development plan has progressed.

Occupational Standard	Work Activities	Joint review work activities				
		Level of performance (tick one box)				This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.
		Exceeds the requirement	Meets the requirement	Partially meets the requirement	Does not meet the requirement	
AA1	Promote equality and value diversity		v			John knows the company rules and procedures, he challenges discrimination effectively. Support equality and diversity.
AB1	Communicate effectively with people		v			As an activities and C&R training officer John has to monitor, supervise and control the detainees when taking part in all sorts of events and activities. John encourages the detainees to take part in all the activities and events we offered.
AC1	Contribute to the quality of team working		v			John is part of the activities team and is a C&R training officer, it's difficult for John to be more involved with the activities team as he is often doing his other job as a training officer.
AD1	Develop and sustain effective working with staff from other agencies		v			John interacts well with his colleagues and other agencies, he gives information regarding the safety and security of the centre.
AE1	Maintain and develop your own knowledge, skills and competence		v			As an officer John knows the importance of maintaining, completing and keeping detainees records to maintain a clear audit trail.
AF1	Ensure your own actions reduce risks to health and safety	v				John is aware of the health and safety regulations at work. He can identify hazards and evaluate the risks for the safety of himself, colleagues' and detainees. John's other job is to train officers in a C&R techniques.
CK3 + CK5	Search vehicles, individuals, cells and area		v			John has to search individuals and vehicles in accordance with the company procedures. John is aware of the importance of these searches for the safety of the centre.
FB1	Maintain restrictions on individuals' liberty whilst promoting and protecting their rights		v			John helps to maintain restrictions on detainee's liberty but at the same time promotes and protects their rights and welfare. He is aware of the company rules and procedures and applies them when required.
FB2	Contribute to the planning and reviewing how to meet individuals' needs and rights in the custodial environment		v			John contributes to identify individual's needs and rights; he encourages detainees to seek help and points them in the right direction.
FC1	Receive and discharge individuals and property into and out of the custodial environment		v			As a detention officer John was trained to do any job the company asks him to do. He can identify their levels of risk, John process documentation and property as required.
FD 1 + FD2	Contribute to and maintain security and order in the custodial environment		v			John monitors and maintains security of individuals especially during activities time.





Occupational Standard	Work Activities	Joint review work activities			
		Level of performance (tick one box)			
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement
FE1	Maintain security whilst escorting individuals to courts and other environments		V		
FE2	Prepare and drive secure vehicles to and from custodial and other environments		V		
FF2	Contribute to the control of incidents and emergencies		V		
FF3	Control and Restrain Individuals		V		
FH1	Help individuals in custody to maintain and develop relationships		V		
GA1	Enable individuals to find out about and use services and facilities		V		
GB2	Support individuals experiencing difficulties		V		
GC1	Contribute to the protection of individuals from abuse		V		
GC6	Support individuals where abuse has been disclosed		V		
GC8	Minimize and deal with disruptive and obstructive behaviour		V		
GC9	Contribute to the prevention and management of inappropriate behaviour		V		
GD2	Encourage individuals to look after their own health and hygiene		V		

THIS FORM MUST BE SIGNED  
DCO - QHS



Occupational Standard	Work Activities	Joint review work activities			
		Level of performance (tick one box)			
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement
GJ2	Support individuals in custody to take part in purposeful activities		V		
HF16.1 – 16.2	Manage information for action		V		
ZB3	Provide effective customer service		V		
ZH2	Enter and find data using a computer		V		
		This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.			
		John promotes the recreational side of the activities department John encourages the detainees to take part in all events and activities held for them.			
		John Keeps detainee's files and relevant information, and shares them with other departments, John is aware of the importance of keeping a good audit trail.			
		John communicates effectively with the detainees, he gives them the support and help they need, John is trained to conduct gym inductions.			
		John can enter and retrieve information from the computers,			



## Plan – Key work activities and development for the following year

Your discussion is to agree development areas with proposed action plan, including key tasks and development activities for the coming year. Please highlight proposed training activities.

### Personal Development Plan

Development Area	Action Plan	Timescale	Comments
	John should be given the choice to work full time in the activities department or as a training officer, he would very good in either job, but at the moment it's very difficult for John to give 100% to both jobs.		John is a very good officer, when John is on duty he gets the job done and the detainees motivated, the only problem is that John has to do his other job and is very difficult for him to be consistent if you are moving around all the time.

Employee comments, including how well last year's plan for development and key tasks has been achieved

Comments by Employee

we need to have at least four officers, and also the shift pattern need reviewing to reflect the short full on Fridays Saturdays & Sundays.

Comments by Countersigning Manager

G4S EPR not bonded  
1000 - 0185





John is an experienced and valuable member of the team. His pre-booked training commitments has, at times, had an impact on the delivery of activities. This is to be expected in 2016.

Employee

Signature

8-12-15

Date

Line Manager

Signature

08-12-15

Date

Counter-Signed Manager

Signature

Signature

Date

This document will be retained on your personal file for the duration of your employment and updated annually



April 2008

## **CONFIDENTIAL**

### **EMPLOYEE DEVELOPMENT REVIEW**

#### **DETENTION CUSTODY OFFICER (OMIS)**

Full Name: John Connolly

Location: Tinsley House

Name of Line Manager: James Tomkins

Date of Review:

Employee No: 727455

Please refer to the Guidance Notes that accompany this form before starting to complete it.



## Review of Work Activities

This is the section for reviewing the employee's performance against the standards required by the role profile and commenting on how previous year's development plan has progressed.

Occupational Standard	Work Activities	Joint review work activities				
		Level of performance (tick one box)				
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement	This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.
AA1	Promote equality and value diversity		✓			
AB1	Communicate effectively with people		✓			COMMUNICATES WELL WITH ALL PEOPLE REGARDLESS OF THEIR BACK GROUNDS.
AC1	Contribute to the quality of team working		✓			CONTRIBUTES TO WELL TO TEAM WORKING AND ORGANISES HIS OWN WORK SO AS TO WORK EFFECTIVELY
AD1	Develop and sustain effective working with staff from other agencies		✓			
AE1	Maintain and develop your own knowledge, skills and competence		✓			WHILE TRAINING TO BE A CRR INSTRUCTOR HE VISITED OTHER ESTABLISHMENTS FOR ADDITIONAL GUIDANCE OF HIS OWN ACCORD.
AF1	Ensure your own actions reduce risks to health and safety		✓			
+ CK5	Search vehicles, individuals, cells and area			✓		HAS NOT HAD ANY TRAINING IN COMPLEX SEARCHING OF VEHICLES BUT CAN EFFECTIVELY CONDUCT SEARCHES OF INDIVIDUALS, CELLS AND AREAS.
FB1	Maintain restrictions on individuals' liberty whilst promoting and protecting their rights		✓			
FB2	Contribute to the planning and reviewing how to meet individuals' needs and rights in the custodial environment		✓			
FC1	Receive and discharge individuals and property into and out of the custodial environment			✓		HAS NOT WORKED IN DISTANCE RECEPTION SO LACK KNOWLEDGE OF RECEIVING AND DISCHARGING INDIVIDUALS
FD 1 + FD2	Contribute to and maintain security and order in the custodial environment		✓			





Occupational Standard	Work Activities	Joint review work activities			
		Level of performance (tick one box)			
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement
					This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.
FE1	Maintain security whilst escorting individuals to courts and other environments		✓		HAS EFFECTIVELY COMPLETED MANY SECURITY DUTIES INCLUDING OVER SEAS
Q	Prepare and drive secure vehicles to and from custodial and other environments		✓		
FF2	Contribute to the control of incidents and emergencies		✓		HAS BEEN DIRECTLY INVOLVED IN DEALING WITH MANY INCIDENTS AND EMERGENCIES
FF3	Control and Restrain Individuals	✓			IS A QUALIFIED COR INSTRUCTOR, COR ADVANCED TRAINER AND A UNIT COMMANDER FOR COR ADVANCED SHOWS A GREAT INTEREST IN DEVELOPING A METHOD OF WRITING COURSES.
FH1	Help individuals in custody to maintain and develop relationships		✓		
GA1	Enable individuals to find out about and use services and facilities		✓		
GB2	Support individuals experiencing difficulties		✓		
GC1	Contribute to the protection of individuals from abuse		✓		
GC6	Support individuals where abuse has been disclosed		✓		
GC8	Minimise and deal with disruptive and obstructive behaviour		✓		
GC9	Contribute to the prevention and management of inappropriate behaviour		✓		
GD2	Encourage individuals to look after their own health and hygiene		✓		



Occupational Standard	Work Activities	Joint review work activities				This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.
		Level of performance (tick one box)				
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement	
GJ2	Support individuals in custody to take part in purposeful activities	✓				REGULARLY ENCOURAGES INDIVIDUALS AND GROUPS TO TAKE PART IN ACTIVITIES AND HAS ASSISTANT AND ORGANISE ACTIVITIES
6.1 – 16.2	Manage information for action		✓			
ZB3	Provide effective customer service		✓			
ZH2	Enter and find data using a computer		✓			HAS GOOD BASIC KNOWLEDGE OF COMPUTERS AND CAN FIND AND ENTER DATA ONTO A COMPUTER.



## Plan – Key work activities and development for the following year

Your discussion is to agree development areas with proposed action plan, including key tasks and development activities for the coming year. Please highlight proposed training activities.

Personal Development Plan			
Development Area	Action Plan	Timescale	Comments
RECEIVE AND DISCHARGE INDIVIDUALS	SPEND SOME TIME IN DE-BRIEFING RECEPTION TO GAIN AN UNDERSTANDING OF THE PROCESSES AND PAPERWORK INVOLVED.	12 MONTHS.	
CONTROL AND REGISTRATION.	FURTHER DEVELOP AND ADVANCE HIS CPR INSTRUCTING. HAS ALWAYS BEEN INTEREST IN DOING A "METHOD OF ENTRY" COURSE.	UNKNOWN.	

### Employee comments, including how well last year's plan for development and key tasks has been achieved

#### Comments by Employee

This was my very first COP. I found the process very enlightening. It's good to sit down with my line manager and discuss various aspects of the job and day-to-day working practices. One of the things we discuss was my advancement in the field of COP. In that I'd like to attend a method of entry training course @ N.T.G Kidlington. This would benefit not only myself but Timney & Brook House also.

Comments by Countersigning Manager One of John's strengths is his outstanding and continuous demonstration of his interpersonal skills. His relationship with both detainees and staff is exemplary. I believe that we should further develop John with his CPR skills. He is a first class trainer and mentor and additional skills will benefit both centres. Well done John - a good year and thanks.

Employee	Line Manager	Countersigning Manager
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>Signature</b>  <i>[Signature]</i> </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>Signature</b>  <i>[Signature]</i> </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>Signature</b>  <i>[Signature]</i> </div>
<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>18.7.10</b>  Date </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>18/7/10</b>  Date </div>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>20/07/2010</b>  Date </div>

This document will be retained on your personal file for the duration of your employment and updated annually





**CONFIDENTIAL**

**EMPLOYEE DEVELOPMENT REVIEW**

**DETENTION CUSTODY OFFICER**

Full Name:	John Connolly
Location:	C&R Co-ordinator – Gatwick IROs
Line Manager:	Wayne Debnam – EDR completed by Ben Saunders
Date of EDR:	18 <sup>th</sup> November 2013

**Please refer to the Guidance Notes that accompany this form  
before starting to complete it.**

Date received in HR	
Date Workforce updated	



## Review of Work Activities

This is the section for reviewing the employee's performance against the standards required by the role profile and commenting on how previous year's development plan has progressed.

Occupational Standard	Work Activities	Joint review work activities				
		Level of performance (tick one box)			This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.	
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement	
AA1	Promote equality and value diversity		✓			John promotes equality and diversity through his role in the Centre and in his training capacity. He gave the example of challenging a member of staff on an ITC for inappropriate comments to a female member of staff. He apologised to the member of staff and the situation was resolved.
AB1	Communicate effectively with people		✓			John communicates effectively in a number of different ways. He is clear in his training delivery as well as when leading a planned incident where he seeks feedback from people to check they have understood what was asked, instructed or directed.
AC1	Contribute to the quality of team working		✓			John has implemented a detainee debrief document and a detailed script for removals, which ensures that the team are clear on what the different staff members are doing. He has also introduced the Body Worn Camera System to great effect. He emphasises the need for effective team working through his training.
AD1	Develop and sustain effective working with staff from other agencies		✓			John has developed good working relationships with people in other establishments, especially the Training Officer at Medway and UoF co-ordinators in the G4S run prisons. He has also liaised well with Hampshire police on the BWCS. He has a good relationship with NOMS.
AE1	Maintain and develop your own knowledge, skills and competence		✓			Career and development plan has been introduced by NTRG in line with PETLS, which involves peer and self-assessment, which he is required to take for his revalidation. John has developed lesson plans for the delivery of C&R training.
AF1	Ensure your own actions reduce risks to health and safety			✓		John is typically very diligent in his management of health & safety in the classroom, dojo or workplace taking care to ensure everyone's safety. There was an accident this year in C&R training, which could have been prevented had he adhered to the risk assessment. John has reflected on this and is disappointed that this has blotted his record and will not allow this to happen in future.
CK3 + CK5	Search vehicles, individuals, cells and area			✓		John's involvement in this has reduced since he has taken on this role, although he has much experience. It is an area he is keen to develop and engage more regularly on the "shop floor".
FB1	Maintain restrictions on individuals' liberty whilst promoting and protecting their rights			✓		John contributes to this through his training role, but lacks the opportunity in his current role to demonstrate it first-hand. This would be developed with some opportunities to work directly with detainees within his working time.
FB2	Contribute to the planning and reviewing how to meet individuals' needs and rights in the custodial environment			✓		John has occasionally been involved in the planning of a number of different areas of need for detainees, including complex removals and one recently where he had a broken leg and had to relocate him to another wing.
FC1	Receive and discharge individuals and property into and out of the custodial environment				✓	John does not perform this as part of his duties and responsibilities for his role.
FD 1 + FD2	Contribute to and maintain security and order in the custodial environment		✓			John contribute to this through his role as C&R co-ordinator, through training, lessons learned reviews with staff and leading planned interventions competently.





Occupational Standard	Work Activities	Joint review work activities			
		Level of performance (tick one box)			
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement
FE1	Maintain security whilst escorting individuals to courts and other environments		✓		
FE2	Prepare and drive secure vehicles to and from custodial and other environments		✓		
FF2	Contribute to the control of incidents and emergencies		✓		
FF3	Control and Restrain Individuals	✓			
FH1	Help individuals in custody to maintain and develop relationships			✓	
GA1	Enable individuals to find out about and use services and facilities				✓
GB2	Support individuals experiencing difficulties			✓	
GC1	Contribute to the protection of individuals from abuse		✓		
GC6	Support individuals where abuse has been disclosed		✓		
GC8	Minimise and deal with disruptive and obstructive behaviour		✓		
GC9	Contribute to the prevention and management of inappropriate behaviour		✓		
GD2	Encourage individuals to look after their own health and hygiene		✓		

This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.

John has been involved in a number of escorts to hospital for example. He is experienced in undertaking this role and consistently demonstrates his competence.

John has been involved in a number of escorts, including being the driver and consistently demonstrates his competence.

John has previously been Bronze Commander and is a C&R instructor. He is involved in leading planned interventions when he is on duty and provides advice on incidents as required.

John is an experienced C&R instructor and is involved in all training courses as the centre co-ordinator. He has an excellent knowledge of the subject and is actively looking at how this can be minimised and how best practice can be shared.

This does not really form part of John's day to day role, but he is able to demonstrate his skills in this area when escorting or managing detainees' behaviour through an incident management process.

This is not a requirement of John's role.

While this does not form part of John's role, he has developed a detainee debriefing format, which will help to understand what difficulties individuals have experienced.

John trains staff in C&R and part of this includes talking with staff about what is acceptable and what should be challenged.

John has examples of when he has challenged individuals about personal and abusive comments that were made. He is aware of the policies and discuss the allegations with a DCM.

John does not have much opportunity to do this in practice, but does discuss this and impact on this outcome through his training role and in lessons learned reviews.

John contributes to this through his training of staff in C&R and in conducting lessons learned reviews from incidents. He also ensures the code of conduct is clearly understood.

John is very clear about this with staff when training and clear about staff being role models. He does not deal with detainee directly in this manner as part of his role.





Occupational Standard	Work Activities	Joint review work activities				
		Level of performance (tick one box)				This is the section to record comments agreed between the employee and line manager in support of the joint review. Please make note of any training needs.
		Exceeds the requirement	Fully meets the requirement	Partially meets the requirement	Does not meet the requirement	
GJ2	Support individuals in custody to take part in purposeful activities				✓	This is not part of John's role.
HF16.1 – 16.2	Manage information for action		✓			John reviews each incident and produces a report accordingly. He also collects data monthly to consider, although this could be improved to look at a more analytical approach to identifying trends, how this impacts on the wider establishment and what proactive measures could be taken.
ZB3	Provide effective customer service		✓			John delivers effectively to staff being trained as well as ensuring the Home Office receives incident reports within the timescales. He is keen to deliver an excellent service to all.
ZH2	Enter and find data using a computer		✓			John is skilled at accessing CCTV and using the BWCS using IT. He has sufficient skills to enable him to fulfill his role.



## Plan – Key work activities and development for the following year

Your discussion is to agree development areas with proposed action plan, including key tasks and development activities for the coming year. Please highlight proposed training activities.

Personal Development Plan			
Development Area	Action Plan	Timescale	Comments
Minimisation Strategy	Review the Restraint Minimisation Strategy to ensure it is relevant to the establishment and incorporate new initiatives. Translate the RMS into a format that can be understood and communicated effectively to staff	April 2014	
Maintaining operational knowledge and experience	John will aim to spend 1 day per month on the "shop floor" to ensure he is in touch with current practice.	Throughout 2014	
Consider best practice from other establishments	Visit Medway STC to consider how incidents are reviewed and incorporate best practice. Also consider other best practice areas from within the business.	June 2014	
Consider how to better use management information	John will review the data gathered and look at a more analytical approach to identifying trends in order to improve practice.	February 2014	

### Employee comments, including how well last year's plan for development and key tasks has been achieved

#### Comments by Employee

On the whole, the targets set for last years development plan, were met. However there were no target dates. This meant that there was no means of checking on my progress. I did manage to shadow a security collator and gain a slight understanding of how the department operates. Moving forwards. I had a very positive meeting with Mr Saunders and I feel that I have been given a Hugh push towards a new positive out-look .I Look forward to the challenges ahead

#### Comments by Countersigning Manager

<b>Employee</b>	<b>Line Manager</b>	<b>Countersigning Manager</b>
<b>Signature</b>	<b>Signature</b> B. SAUNDERS DIRECTOR	
Signature	Signature	Signature
18-11-13	18/11/13	
Date	Date	Date



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