

REMOVAL CENTRE MONTHLY REPORT

CENTRE: Brook House

MONTH ENDING: May 2017

PART I

PERFORMANCE MANAGEMENT REPORT

1. Available Detainee Places

Available Places	Total Number of Places Available	Total Number provided	Points awarded Previous Month 2017	Points declared for Current Month 2017
Male Removal Places	508	508	0	0
Female Removal Places	-	-	-	-
Family Removal Places	-	-	-	-
Male/Female Removal from Association Places	13	13	0	0
Male/Female Temporary Confinement Places	6	6	0	0

2 Failure to Provide Available Services	Total no. of incidents	Brief Summary of PM failure	Points declared for month	Mitigation	Mitigation accepted Y/N
(a) Failure to make available full detainee communication service	0				
(c) Failure to make available full establishment cleaning service	1	HOIE cleaning inspection of residential units 10 May @12:00 – 12:45 A wing:	2100	1. Areas have been cleaned but not a high standard. Measures put in place to ensure Managers check daily	N

		<p>Showers Dirty – body fats visible. Stairwell unclean, compared to other wings.</p> <p>B Wing: Showers in corner dirty. Stairwell clearly not cleaned for a while. Library Trolley very poorly resourced.</p> <p>C Wing: 1st Floor: Showers dirty. Floor outside showers and step very dirty. Graffiti opposite showers 1st floor showers.</p> <p>2nd Floor: Wheelie bin overflowing with food. Showers okay. Floor outside showers and step very dirty. Yard has one bin.</p> <p>D Wing: Stairwell clearly not cleaned for a while.</p> <p>CSU: no occupants Room 005 unlocked,</p>		<p>the cleaning of all areas. It was agreed by HOIE that the build-up of the dirt was equivalent to 7 days' worth.</p>	
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		strong smell of cigarette smoke, 3x cigarette ends in toilet Date requested when last occupied.			
(d) Availability of regime opportunity	3	1. 03/05/17 Under 40 PCs operational	300	1. IT helpdesk was contacted informing them of the problems (Service request No. R-137787). Activities staff tried throughout the day to source additional leads to get more computers working.	N
		2. 05/05/17 – 07/05/17 No IT Suite available	900	2. 05/05/2017 IT Suites - there was no internet connection 08:15. All PCs running but not connecting to network. Checks of systems and cables. The fault was reported to DCM and notices were placed on the doors to inform the detainees IT was closed due to a technical issue. Duty Director was informed at 10:30 whom in turn called IT support. Home	Y

				<p>Office was informed of the fault.</p> <p>Contacted Tinsley House at 11:30 who advised that work had taken place on the network.</p> <p>Facilities were asked at 11:35 to reset the server, this was completed at 11:50.</p> <p>Test of the IT Suite at 11:50 and reported back at 12:10 that the internet was still unavailable.</p> <p>Duty Director contacted IT helpdesk at 12:20 and logged a major incident ref 139738.</p> <p>IT Support called Duty Director at 12:45 requested to check the internet server router at Tinsley House which appears to be active.</p> <p>IT support was contacted at 13:45 who advised he will attempt to connect remotely to resolve.</p> <p>IT support called back at 14:45 to</p>	
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		3. 13/05/17 – 24/05/17 No IT Suite available	3300	<p>discuss fault and advise they are contacting virgin media to log a fault for ISP.</p> <p>Reported that the internet suite was available 08/05/2017 and the fault was with Virgin Media.</p> <p>3. 13.05.17– 17.05.17 Reported IT suite was not working - no internet connection at 08:45 Brook House advised IT Helpdesk who raised a call with the provider Virgin. Over the next few days staff tried various resetting options on instruction from the Helpdesk and Virgin. All attempts to get the network up and running failed.</p> <p>18.05.17-24.05.17 the issue was taken on fully by IT Helpdesk and Support, who supplied IT person daily to liaise with the various service</p>	Y
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				providers Unity, Virgin, BT and an independent service support to resolve the issues through change of equipment and setting which eventually resolved the issue. This issue was with the service providers.	
(e) Availability of maintenance	0				
3 Untoward Events					
(a) Failure to act on a written notice of improvement or rectification	0				
(b) Failure to notify any matter which Constitutes a Performance Measure	0				
(c) Self harm resulting in injury	0				
(d) Contingency Planning exercise	0				
(e) Substantiated complaint:-					
(1) Serious complaint	1	D3499 (ref 131000144146) - from April (completed in May) Detainee stated he left here without one of his bags of property which he wants back.	300	Exit paperwork showed the bag did not leave with him. Baggage store audit check was carried out and baggage was found and promptly returned to owner. Notices have been put up reminding staff to check all	Y

				property due to go out against property sheet in advance. If any issues to contact Area Manager	
(2) Other complaint	4	<p>1. Complaint from Dec 2015 - D3498 (CMS 131000104109) - complained about issues with escorts to hospital appointments in Oct & Nov 2015 and the lack of privacy when in consultations. G4S wrote an unsubstantial response which the detainee did not agree with. This went to the PPO for them to investigate.</p>	100	<p>1. PPO Upheld complaint that "In Mr D3498 case, it was reasonable for Brook House to have been cautious when the first risk assessment was conducted. However, considerations that the risk assessments for the second and third visits were inadequate and did not provide sufficient justification or explanation for the presence of three officers in the room, while he was being examined and treated. RECOMMENDATIONS - DSO 07/2016 (Risk Assessment Guidance) to be revised to include specific instruction on the need to facilitate medical confidentiality during</p>	Y

		<p>2. [D119] CMS 131000144917 (from April, completed in May) - Complaint that detainee had not been allowed out to do his cleaning job. (Not upheld) Complained that officers had been harassing him; laughing at him; calling him names & taunting him by saying that they would lock him up, and then they would go home.</p> <p>3. [D1394] CMS 131000145227 (from April, completed in May) – He was complaining about being</p>	<p>escorts for medical examinations, consultation and treatment, subject to a well-reasoned risk assessment. Letter of apology sent to Mr. [D3498] review of process and notice to staff sent out.</p> <p>2. Upheld - An internal G4S investigation undertaken in relation to the conduct of G4S staff & independent witnesses, including other detainees and officers, verified the complainant's account. This matter is now being dealt with as a formal investigation under the G4S Code of Conduct & supporting HR policies.</p> <p>3. Unsubstantiated - no evidence that officer was bullying him. Substantiated -</p>	<p>N</p> <p>N</p>
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		<p>given 2 warnings & that an officer was bullying him.</p> <p>4. D544 - CMS 131000145508) (from May) - Has complained he has been asking for clean sheets for 2 weeks, claiming that there were bedbugs crawling around his room, had not eaten because of this and the room should have been cleaned when his roommate left.</p>	<p style="color: red; text-align: center;">100</p>	<p>Regarding the warnings, the date and time on one of the warnings was incorrect and should have been given it the day before, allowing the opportunity to appeal within the 48hrs.</p> <p>4. Unsubstantiated - Investigation should no evidence of any bedbugs by Facilities. It was noted that the room was in a state and should be cleaned. It is each person's responsibility to clean their rooms and themselves clean. Substantiated - Not provided clean sheets when asked, he has since been given clean sheets and reminded that there is Laundry facilities along with cleaning products and equipment for him and his room, along that he has</p>	<p style="text-align: center;">N</p>
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				responsibilities for cleaning his own hygiene.	
(f) Any failure to comply with the approved child protection policy and procedures that results in, or exacerbates, a substantiated incident of child abuse.	0				
(g) Failure to see legal adviser	0				
(h) Failure to complete self audit	0				
(i) Health and safety	0				
(j) Escape	0				
(k) Failure to admit a Detainee to the Removal Centre as directed by the Authority	5	1. 13.03.17 <small>Irrelevant and sensitive</small> <small>Irrelevant and sensitive</small> (11888861) arrived 15:49, no finger printing record	500	1. Finger print log identifies officer signing finger prints taken but has not been counter signed by Home Office	Y
		2. 15.03.17 <small>Irrelevant and sensitive</small> <small>Irrelevant and sensitive</small> 3220039) arrived 13:36 no finger printing record	500	2. Finger print log identifies officer signing finger prints taken but has not been counter signed by Home Office	Y
		3. 20.03.17 <small>Irrelevant and sensitive</small> <small>Irrelevant and sensitive</small> (416027) arrived 15:21, no finger printing record	500	3. No log records found for this day.	N
		4. 23.03.17 <small>Irrelevant and sensitive</small>	500	4. No log records	N

		<p>Irrelevant and sensitive Irrelevant and sensitive (2984261) arrived 14:09, no finger printing record</p> <p>5. 25.03.17 Irrelevant and sensitive Irrelevant and sensitive (12072325) arrived 00:21, no finger printing record</p>	500	found for this day. 5. Finger print log identifies officer signing finger prints taken and has been counter signed by Home Office	Y
(I) Failure to release	3	<p>1. 05.05.17 D261 D261 (2865890)</p>	550	1. Detainee refused to attend detainee discharge for flight. Refusal captured on body worn camera. Stated that if he returns to Georgia he will be killed. Part - C completed. Non suitable crew.	Y
		<p>2. 09.05.17 D2158 D2158 (11838074)</p>	550	2. Detainee refused to attend detainee discharge for flight. Refusal captured on body worn camera. Big word was used to communicate in his language to persuade detainee to see escort. Part - C completed. Non suitable crew.	Y
		<p>3. 23.05.17 D2626 D2626 (12240185)</p>	550	3. Detainee refused to attend detainee discharge. Detainee stated did not want	Y

				to go on his flight, and that he wanted to stay in the UK. Part-C completed Non suitable crew.	
(m) Key/lock security	0				
(n) Incident reports (Containing UOF)	0				
(o) Religious practice	0				
(p) Staffing information	0				
(q) Staffing levels (see below)	0				
(r) Failure to produce a Detainee for an Official/Legal or Case Related Visit/Interview within 15 minutes	22	1. 03.05.2017 D500 D500 D500 5669886) Appt @ 10:30 (HO)	200	1. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee was asked 4 times to attend his interview and refused; stated Home Office can come to my room	Y

	2. 04.05.2017 [D1744] [D1744] (11041775) Appt @ 11:00 (HO)	200	2. Detainee signed "Official Visit Non Attendance Form" (N1 & Witness countersigned).	Y
	3. 04.05.2017 [D1744] [D1744] (11041775) Appt @ 16:00 detainee arrived @ 15:27 (HO)	200	3. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee refused to wait.	Y
	4. 05.05.2017 [D119] [D119] (1308912) Appt @ 09:15 (HO)	200	4. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee refused to go to does not want to see HO.	Y
	5.08.05.2017 [D291] [D291] (3108375) Appt @ 09:45(HO)	200	5. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee is resident on E wing for his own protection, did not want to attend as he fears for his safety from other detainees he has a history with.	Y

	6. 08.05.2017 D858 (12242854) Appt @ 14:00 . He arrived @ 15:00(HO)	200	6. No reason given	N
	7. 08.05.2017 D876 (8766790) Appt @ 14:00 detainee arrived @ 14:52 (HO)	200	7. No reason given	N
	8. 08.05.2017 D579 (6403355) Appt @ 15:00 . detainee arrived @ 15:35 (HO)	200	8. Searched centre was not able to locate detainee. Detainee was eventually found in the D wing courtyard.	N
	9. 11.05.2017 D484 (5581042) Appt @ 10:40 (HO)	200	9. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). body worn camera shows refusal	Y
	10. 11.05.2017 D1926 11411322)	200	10. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned).	Y

	Appt @ 11:10 (HO)		body worn camera shows refusal	
	11. 11.05.2017 D324 (3397459) Appt @ 14:20 (HO)	200	11. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee resident on E wing refused to attend interview, refusal was noted on the detainees ACDT. Body worn camera shows refusal	Y
	12. 15.05.2017 D613 (6944079) Appt @ 14:25 (HO)	200	12. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee stated he was not feeling well, Healthcare were not advised.	Y
	13. 16.05.2017 D613 (6944079) Appt @ 13:45 detainee arrived @ 14:34 (HO)	200	13. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). 13:45 Detainee stated he does not want to communicate with Immigration.	Y

	14. 16.05.2017 D846 D846 (8581836) Appt @ 14:10, Detainee arrived @ 14:47 (HO)	200	Detainee had a change of mind and arrived late.	N
	15. 19.05.17 D826 D826 (8475852) Appt @ 09:40 (HO)	200	14. Searched and made Tannoy calls for detainee to come to visits. Detainee stated he was in a friend's room and did not hear the tannoy calls. 15. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee stated he does not trust Home Office; it is the end of the world. Another officer tried to persuade detainee to attend interview. Captured body worn camera.	Y
	16. 23.05.17 D23 D23 (554073) Appt @ 10:20 (HO)	200	16. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Detainee was seen	Y

			<p>by N1 in his room 2 times @ 09:45 & 09:55, and then N1 went to the gym @ 10:10. Detainee was rude, stated he does not give a F**k for anything. Detainee was made aware of possible issues with failure to attend Home office interview.</p>	
	<p>17. 25.05.17 D826 D826 (8475852) Appt @ 11:50 (HO)</p>	200	<p>17. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). "Does not want anything to do with the Home Office". Was rude and did not want to listen. It was explained that not attending his interview could affect his case. Detainee does not want to know. Spoken to at 10:45 Called on the tannoy, staff went to see him @ 11:15 and detainee repeated</p>	Y

			what he said earlier.	
	18. 30.05.17	D427	18. Searched the activities areas and B wing for detainee to present him to Home Office but could not find him. Detainee was late to a Home office appointment because he had accessed C wing to see a friend. Manager has spoken to detainee and advised him of the regime. Managers reminded to speak with all staff about checking of IDs.	N
	D427	Appt @ 14:00 detainee arrived @14:51 (HO)	200	
	19. 01.05.17	D275	19. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Spoke with detainee who stated 'I don't want to see them. I know I got a flight to Algeria this month, I have not got anything more to see them for'.	Y
	D275	(3003436) Appt @ 10:00 (HO)	200	
			20. The legal visitor	Y

	20. 08.05.17 D560 D560 (6210357) Appt @ 14:30, Visitor arrived @ 13:38 Detainee arrived @ 15:17 (Legal)	200	was already seeing another detainee at the time of detainees' arrival and appointment time. Detainee went away and returned for his legal appointment. CCTV checked to confirm.	
	21. 16.05.17 D1475 (10405663) Appt @ 10:00, visitor arrived 10:45 Detainee arrived @ 10:40	200	21. Detainee was early; investigation showed that the visitor arrived late.	Y
	22. 30.05.17 D1722 D1722 (11012081) Appt @ 16:05 (Legal)	200	22. Detainee refused to sign "Official Visit Non Attendance Form" (N1 & Witness countersigned). Officer informed detainee of his appointment to which detainee told the officer to "f**k off i don't want to speak to any English people". All consequences of nonattendance explained whilst he was being verbally abusive.	Y

(s) Failure to produce a Detainee for a social visit within 30 minutes	1	D1865 11260730) Appt @ 18:30 / Visitor arrived @ 18:35 / detainee arrived @ 19:12	200	Staff made tannoy calls and searched for detainee. CCTV showed that the detainee had made his own way up to the visits hall. Visits to be issuing reminder slips the day before visit is due.	Y
(t) Failure to provide and arranged escort	2	1. 02.05.17 D381 D381 (4250898) Hospital appt @ 15:30. Arrived late and not seen by consultant.	200	1. The travel time was checked using Google Maps; this stated journey is 1 hour and 15 minutes in traffic. Escort dispatched at 13:47 allowing extra 30 minutes to the journey. Escort experienced a high volume of traffic on route caused delay to get to the appointment on time.	Y
		2. D1187 (9683868) - Dental appointment cancelled.	200	2. Cancelled escort booked for dental x-ray appointment at 0930 due to staff shortage. There was a bed watch and several staff had called in sick. Appointment has been re-booked him for Monday 19 June.	N

(i) Self harm resulting in death (being any known incident of deliberate self harm resulting in death which involves any failure to follow laid down procedures)A death	0				
(ii) Failure to deliver any of the operating procedures as required in Part 4 of Schedule D	0				

Points Incurred

	Number of Incidents	Total Points in Current Month	Total Mitigated Points (submitted to Home Office)	Agreed Total Points
Total	42	16450	11550	4900

Incident Type	Number
Copies of all Incident Reports forwarded to home Office daily	

PENALTY POINTS DCO HOURS

DCO Hours					
Date	Contract	Hours Worked	Percent	Band	Number of Points incurred
Total					0

FORM DC F11

Detention Centre: Brook House

DETENTION CENTRE RULES – STATISTICS FOR END OF MONTH**DC Rule 19(2) – Incentives System**

No. of detainees at each level on last day of month:

Enhanced	Standard
96	365

✓ Tick if earned privileges not applicable

DC Rule 38(1) – Requests and Complaints

No. of new written Requests/Complaints during month to: 13

Contract monitor (if applicable)	Centre Manager	IMB
	0	0

DC Rule 40 – Removal from association

No. of new removals from association during month:	44
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DC Rule 41 – Use of force

No. of uses of force during month:	23
No. of uses of handcuffs included in above:	10

DC Rule 42 – Temporary confinement

No. of new temporary confinements during month:	1
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DC Rule 44 – Testing for controlled drugs

No. of samples taken during month:	0
No. of above testing positive:	0
Tick if testing not applicable.	✓

Completed by:

Name	Barry Timms
Position	Audits & Compliance Manager
Signature	<div style="border: 1px dashed black; padding: 5px; text-align: center;">signature</div>
Date	7 th June 2017

This report provides statistics on the operation of selected DC Rules. It should be completed at the end of each month and circulated to:

Centre Manager
Deputy Centre Manager
Home Office Immigration Enforcement Manager
Home Office Commercial
Gatwick IRCs Delivery Manager
Management Accountant
Assurance Manager
Head of Care & Regimes

DETENTION CENTRE MONTHLY REPORT NATIONALITY BREAKDOWN

<u>Nationality</u>	<u>Number</u>	<u>Nationality</u>	<u>Number</u>
AFGHANISTAN	20	MALI	2
ALBANIA	46	MAURITIUS	1
ALGERIA	18	MOROCCO	7
ANGOLA	4	NATIONALITY CURRENTLY UNKNOWN	1
BANGLADESH	24	NEPAL	7
BOLIVIA	1	NETHERLANDS	2
BRAZIL	2	NEW ZEALAND	1
BULGARIA	1	NIGERIA	37
BURKINA FASO	1	PAKISTAN	31
CAMEROON	1	PHILIPPINES	1
CHINA PEOPLES REP. OF	12	POLAND	19
COLOMBIA	1	PORTUGAL	9
CONGO	1	REFUGEE OTHER	1
CONGO DEMOCRATIC REP (ZIARE)	1	ROMANIA	14
COTE D'IVOIRE	1	RUSSIA	1

CZECH REPUBLIC	1	SENEGAL	1
EGYPT	2	SERBIA	1
ERITREA	2	SIERRA LEONE	2
ESTONIA	1	SLOVAKIA	1
ETHIOPIA	2	SOMALIA	7
FRANCE	4	SPAIN	1
GAMBIA	4	SRI LANKA	14
GEORGIA	2	St LUCIA	1
GHANA	15	ST VINCENT AND THE GRENADINES	2
GRENADA	2	SUDAN	4
GUYANA	1	SYRIA	1
HUNGARY	2	TRINADAD & TOBAGO	1
INDIA	37	TUNISIA	1
IRAN	12	TURKEY	3
IRAQ	10	UGANDA	1
ITALY	1	UKRAINE (UKRANIAN SSR)	4
JAMAICA	24	UZBEKISTAN	1
JORDON	2	VIETNAM	8
KENYA	1	ZAMBIA	1
KOSOVO	2	ZIMBABWE	1
KUWAIT	3		
LATVIA	4		
LITHUANIA	9		
		Total:	467