


Division	Operational Instructions	 Gatwick IRCs
Document No.	BRO-005	
Document	E Wing Policy	
Issue	September 2018	


E Wing Policy

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CONTACT POINT: Head of Residence & Resettlement

RESPONSIBLE MANAGER: Centre Director


Site: Brook House			Date published	November 2016
Owned by: Head of Residence and Resettlement			Written by:	P Bednarczyk (Feb 2012)
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Sept 2018	Concise update of existing policy to reflect changes in DSO since publication.	Mark Demian		


AMENDMENTS TO POLICY

Amended Section:	Page:	Date	Reason for & Description of update:
All	All	26/09/2018	Numerous changes relating to change of use for those subject to restrictions under rule 40 / 42

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1. Introduction


Brook House has a dedicated unit called Eden Wing, which contains 13 bedrooms and forms part of the operational capacity of the centre. It also has 2 rooms that can be utilised for constant observations if required. The wing operates fully within Detention Centre Rules. Detainees who are located in Eden Wing will have full freedom of movement and association within the unit and the remainder of the centre, unless they are subject to restrictions as a result of the use of rule 40 / 42 or medical needs. Each detainee located on Eden Wing will have an individual risk assessment carried out with them to determine how he can best be supported in the Centre. Being located on this wing would not automatically restrict detainees from all the centres facilities, but as a discreet unit, the detainees located on there may have restrictions placed upon them in order to safeguard vulnerable residents that might be housed on that wing.

The primary function of Eden Wing is:

- To accommodate detainees at high risk of self-harm for observation in line with the local ACDT policy.
- For detainees with any medical or mental health concerns where it is deemed by medical practitioners that it would be the most suitable location, this includes those subject to isolation due to healthcare concerns surrounding a contagious condition.
- For detainees who have vulnerability concerns living in the main population and could potentially be a threat of harm from others.
- To provide safe and secure last night accommodation for detainees, who will be leaving Brook House the following day where it has been indicated that a closer level of supervision or care is required, for example when it is suspected that they may attempt to disrupt a transfer or removal.

As Eden wing is the smallest residential unit, detainees located there may have particular needs and as there is a larger staff to detainee ratio, they can be offered greater support. The rooms on Eden wing are triple certified so they can be used for routine housing of detainees, those subject to constant supervision and those subject to removal from association under rule 40 or rule 42.

Any detainee that is located on Eden Wing will, as part of their individual risk assessment, have regular reviews carried out by unit staff, which will be supported by the Detention custody manager (DCM) or Oscar One. The Duty Director will carry out daily quality assurance checks of the risk assessments.

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2. Description of Accommodation

Eden Wing is located on the ground floor of Beck Wing and shares the same main entrance as the Care and Separation Unit. Eden Wing has 13 rooms with up to 22 bed spaces available excluding two constant supervision rooms.


Those detainees housed on Eden wing who do not have any restrictions as a result of being on rule 40 or 42, or subject to any medical restrictions, have full unrestricted access to the centre regime and may come and go from the wing freely during the hours of association.

Those detainees whose movement is restricted may have use of the association area on the wing, which will be accessible during the normal hours of unlock (see Annex A for regime details). This is dependent on the restrictions placed on them by their rule 40 / 42 or their individual risk assessment. Each case will be considered separately by the duty director of the day and an individual regime produced on the Annex E which is completed as part of their daily review. Where possible, detainees will have access to the gym and fresh air, (outside of the hours of normal association if necessary) and will be visited by members of staff from Welfare, Chaplaincy and Education. A selection of activities is available and dining tables and chairs are located on the wing for detainees to use. There is access to the courtyard which is opened when required. Board and card games are available. Any equipment issued out during the day is returned to the office when not in use.

3. Placement to Eden Wing

Detainees may be located to Eden Wing for the listed circumstances below (this list is not exhaustive):

- Detainees with scheduled escorted removal directions
- Detainees due to be transferred to prison, police station or IRC where disruption is suspected
- Detainees who are deemed vulnerable
- Detainees subject to an age dispute (Only in urgent circumstances and for a very short period whilst alternative accommodation is arranged.)
- Detainees deemed a high risk of self-harm and/or subject to constant supervision
- Medical observations or isolation required on the advice of medical professionals
- Detainees deemed unsuitable for detention in the IRC estate by DEPMU/Home Office, which can include those serving current prison sentences
- Detainees on Rule 40. There are numerous circumstances where this could be appropriate but often this will be part of a phased reintegration to normal

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association. This could be that they are on Rule 40 with an open door and association on the wing but not the remainder of the centre.

For those already at Brook House, detainees will, where possible, be notified that they are relocating to Eden Wing and sufficient time will be allowed for a detainee to pack his belongings in advance.

All moves will be agreed between the Duty Director and Oscar 1. Where authority for rule 40 / 42 is required, and the circumstances allow, the Home Office should be consulted. If it is an emergency situation, the DCM can authorise for the initial 24 hours.

4. Evaluation and Assessment of needs

Each detainee accommodated on Eden wing will, unless subject to removal from association as a result of being placed on rule 40 or 42, have access to the entire regime and the remainder of the centre.


This assessment of needs will describe the reasons for the detainee's placement in Eden wing, the expected transfer or removal date and highlight any particular risks to staff or others residing on the wing. Consideration will be made in each case to maintain the detainee's access to normal association within the core of the centre. For those located on Eden wing for ACDT observations this will be decided during case reviews and for those placed on medical grounds the decision will be made by the appropriate healthcare professional.

Details of risks identified by all parties will be documented and shared on an IS91 part C, which will also include any early indications of potential disruption by the detainee so that suitable transport arrangements can be made. This completed part C must be emailed immediately to DEPMUPopulationManagement@homeoffice.gov.uk

An up to date register of all detainees located on Eden wing will be maintained through the daily handover, on a daily basis and before 09.00am. This will be forwarded to the following groups SMT, Home Office, Activities, IMB, Healthcare, and the DCM group.

5. Movements through Eden Wing

Eden Wing will share the same main entrance as the CSU. All movements of detainees under the CSU regime that take place through the Eden Wing association area, will be under escort of an officer at all times. Vigilance must be maintained by all staff to prevent unauthorised access into Eden Wing.

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If a disruptive detainee is to be moved to the CSU under restraint from another part of the centre, Eden wing staff should be notified prior to his arrival and commence lock down of detainees on Eden Wing. Staff should not enter the wing and are to remain outside with the disruptive detainee until lock down is completed. This is to ensure that the security and safety of Eden Wing and its occupants is maintained. Once lockdown is completed Eden Wing staff should notify the waiting team it is safe to enter. On completion of the move an 'unlock' of detainees can take place with the regime running as normal.

An alternative route exists onto CSU via the E wing courtyard that can be utilised in exceptional circumstances, for example where residents of Eden wing refuse to lock up or doing so is likely to cause distress or violence.

6. Cancellation of movement or failed RDs

In the event that a detainee's removal/transfer is cancelled the reasons for the cancellation will determine whether the detainee remains/returns to Eden Wing. When making this decision, consideration must be factored in to account the length of time for the re-setting of removal directions. If a detainee's removal directions failed or have been cancelled as a consequence of direct action taken by a detainee, e.g. behaviour, dirty protest, the Detainee Custody Manager will liaise with the Home Office Compliance manager or their deputy to ascertain if removal from association under Rule 40 is deemed more appropriate.


7. Constant Supervision Rooms

There are two rooms in Eden Wing primarily for vulnerable detainees who require constant supervision. The constant supervision rooms are No. 7 and No. 8. Detainees under constant supervision will be managed in line with local ACDT policy.

8. Responsibilities

Eden wing officers are responsible for:

- Allocation of a bed for a new arrival and provision of bed linen
- Carrying out patrols and supervising the wing
- Carrying out fabric checks daily
- Providing a safe, secure and friendly environment for detainees
- Completing detainee personal file and entering the detainee's details in the Wing Diary
- Ensure that all visits of authorised personnel are recorded in the Wing Diary
- The recording of all staff on duty
- Providing a focal point for information to and from detainees
- Ensuring detainees where applicable, receive the appropriate hygiene packs and where necessary, clothing and shoes

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- Ensuring detainees are advised and made ready for departure, interviews and visits during their stay, except in the case of no or limited notice removals as authorised by the Home Office.
- Monitoring the use of recreational facilities on the wing
- Monitoring use of courtyard facilities
- Ensuring detainees receive incoming mail and receive outgoing mail for despatch.
- Keep an on-going record of the detainee's behaviour in the history sheet and on the DAT system
- Escorting detainees to the detainee discharge room
- Escorting detainees to and from their visits appointments
- Completing the first night process for all detainees arriving from Reception onto Eden Wing in line with centre "First Night" policies
- Recording first and last night observations
- Any other duties requested by Wing Manager


The Duty Operations Manager, Oscar One, is responsible for the day-to-day supervision of Eden Wing and ensuring all officers understand and are competent in carrying out their duties.

9. Regime – For those detainees not subject to restrictions under rule 40 / 42

- All property may be kept in possession subject to a risk assessment
- The use of on-wing activities and associations.
- Use of a court yard/exercise yard on a daily basis
- To see healthcare upon reasonable request
- Social and legal visits will be permitted as normal
- Meals will be collected by a detainee from the servery and may be consumed in the association area at the tables provided
- All rooms will have a television
- Access to a fax machine
- No property is to be accepted onto Eden Wing from another detainee

10. Allocation of Rooms and Property

When a detainee is escorted to Eden Wing, a Unit Officer will allocate a room to each detainee. All in possession property brought to the wing will be permitted in the room. Every detainee will, upon arrival, be allocated a key to the under bed storage area in the room. Procedures for accessing stored property are to be arranged on an ad hoc basis between Eden wing staff and Reception staff upon detainee request. All items of the detainee's property should be kept in the under bed locker. All on person property should

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be capable of fitting in the locker. Excess property should be removed to the property store. When not in use, all other bedrooms in Eden Wing must be kept locked.

11. Cleaning Regime

The cleaning of Eden Wing will be carried out by an appointed enhanced detainee, participating in work activities in the centre. The wing cleaner will receive appropriate training and clothing to carry out his duties. It is the responsibility of the Wing Officers to monitor the cleanliness of the accommodation and to bring to the attention of the Detainee Custody Manager any defects in cleaning. Eden Wing will be cleaned in accordance with an agreed schedule. Wet floors should be adequately sign-posted. It is the responsibility of detainees to keep their rooms clean and tidy.

12. Shower and Laundry

Showers facilities will be available on the Wing. All detainees will have access to a shower during unlock times and are free to use the facilities accordingly. Personal hygiene toiletries will be available upon request from the Wing Officers.

A Washing Machine and tumbler dryer is available for use by all detainees on Eden wing.

13. Dining Arrangements


Meals and refreshments will be delivered to the Wing from the main kitchen three times per day and served to detainees from the servery. Please refer to Annex A for serving times. Detainees may eat their meals in the association area at the tables provided or in their rooms. Detainees will be able to pre-order their choice of meal for the following day as per the other wings in the centre.

14. Visits

Detainees on Eden Wing will have full access to domestic or official visits except to the extent determined by their conduct in the visits room or by security intelligence. All visits will take place in line with current Visits policies.

15. Religious Observance

Detainees on Eden Wing will be able to practice an appropriate form of religious observance in their room. The Manager of Religious Affairs will provide a selection of religious books and artefacts upon request. All Detainees will be allowed to practice their faith. Detainees who are subject to removal from association will be escorted to the service before it begins separate from those in the core population and will be escorted back to the wing before those from the core population leave the service. Those not subject to any restrictions may attend services of their own volition at any time.

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A member of staff from the Chaplaincy Team will visit all detainees on rule 40 / 42 based on Eden wing at least once per day. Eden wing staff will be provided with a list of who is on duty each day.

16. Healthcare

All detainees who are subject to removal from association requesting to see a medical professional will be visited by them on the Wing. The Wing Officer will inform the nurse in charge of their request. The nurse will assess the situation and inform the Wing Officer of the course of the action. All medicines will be dispensed by a medical professional in accordance with the dispensing policy. In possession medication entitlements will be re-assessed for each detainee upon relocation to Eden wing. This will be recorded on the reference sheet.

For information relating to Substance Misuse Services – please refer to the Healthcare Substance Misuse policy

17. Library


Detainees housed on Eden wing that are not able to access the library in person, for example those under medical isolation or removal from association, will be allowed to make special orders for books from the library. These requests will be taken by staff to the Library and books provided as available.

18. Detainee Requests/Complaints

Detainees located on Eden Wing have the same rights of access to the Requests/Complaints procedures that apply to any other detainee at Gatwick IRCs.

If a detainee on Eden Wing wants to contact the Home Office Pre-Departure team, he will be required to complete the appropriate request form available on the Wing. If the enquiry is urgent the wing staff will attempt to contact the Home Office Pre-Departure team on the detainee's behalf and provide assistance where possible. The Home Office Pre-Departure team will be aware of all detainees residing on Eden Wing and will visit if required for operational and/ or welfare monitoring reasons.

If a detainee on Eden Wing wishes to meet with a member of the IMB he will be required to complete the appropriate request form available on the Wing. The form will be forwarded to an IMB representative.

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19. Exercise/ Courtyard

There is a shared access courtyard for use of detainees in the Care and Separation Unit and Eden Wing. Detainees not able to utilise one of the other three open courtyards for association and fresh air will be permitted to use the Eden wing courtyard at least once a day, subject to the appropriate risk assessment. The courtyard is not routinely open or staffed and will be opened as required and the number of staff present will depend on the individual detainee's risk assessment.

20. Shop

Detainees housed on Eden wing that are not able to access the shop in person, for example those under medical isolation or removal from association, will be allowed to make orders for provisions from the shop each day. These requests will be taken by staff and fulfilled by the shop, subject to the detainee having the required funds on account.

21. Mail/Fax

Detainees have the ability to send outgoing mail through officers. Mail will be collected from the Wing, to be taken to the relevant department for franking. Detainees will be allowed to send one letter per week at the centre's expense. Any other letter that a detainee wishes to send will be at their own expense. Detainees will have access to the fax machine located on Eden Wing.


Incoming mail or faxes for Detainees will be delivered to Eden Wing office by the ACO responsible for mail. All letters sent to detainees must be opened in front of the officers and checked for any prohibited items inside. Mail received for a detainee who has left the Wing and any mail for detainees that have left the Centre or who cannot be identified must be returned to the Mail Officer who will make arrangements for returning to the sender or to the Home Office Pre-Departure team for forwarding on to an alternative Removal Centre if applicable.

Additionally there is a computer based on Eden wing which provides access to the internet. Detainees may access email services from this computer but will not be permitted to access social media or other prohibited sites as per the IT use policy.

22. Wing Office

Detainees will have access to the wing office during office opening hours. Opening times will be between:

Morning	08.30 -10.00
Afternoon	13.30 -15.00
Evening	18.30 -19.30

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Each new arrival to Eden wing will have a separate induction with a member of staff outlining the wing regime, expected behaviours and to identify any other needs such as welfare or legal aid, access to phone credit or tobacco.

23. Wing Patrols, Supervision and Security

During association time, at least one officer will remain present in the association area. The officer will carry out patrols, supervise the wing or escort detainees.

Eden Wing is located on the ground floor of Beck Wing and access is only available through one point. Eden Wing will share the same main entry as the Care and Separation Unit. All visitors to the unit must sign in the Wing Diary. Apart from the daily Wing Officers, all other officers will be classed as visitors and will be required to make a record of their visit in the unit diary. There are CCTV cameras positioned strategically in the unit that are monitored in the Control Room. Vigilance must be maintained by all staff to prevent unauthorised access into the Wing.


Staff working on Eden Wing must remain vigilant and any indication of change of detainees' behaviour or demeanour must be discreetly investigated and reported to the Detainee Custody Manager. A change in behaviour is normally a sign of a problem, for example, self-harm, escape plans, attacks on other individuals, stress, organised disruption or depression.

If any detainee is not accounted for, the missing detainee must be located and the relevant Contingency Plan followed. If there are more detainees than there should be, the additional detainees must be fully identified and a report passed to the Residential Manager.

The number of staff on Eden wing will be dependant on the number of occupants on the wing and the level of risk they pose.

Each room in Eden wing will be thoroughly checked by an officer on a daily basis. Rooms currently occupied will be subject to a routine fabric check daily and the results of this must be recorded in the relevant wing diary. Once vacant, a search will be conducted to check for damage and wear. The room will be cleaned by a detainee worker and all rooms will have bed linen packs ready for the next occupant.

Due to Eden wing being used to accommodate detainees at an increased risk of self-harm and those who may intend to disrupt their transfer or removal directions, razors will be closely controlled. Detainees will be encouraged to use an electric shaver where possible. When it is absolutely necessary to, a detainee will be issued with a razor to shave but this will be closely monitored and the razor will be disposed of securely after use.

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As per a detainee's first night in detention the last night is equally a difficult period of time. For this reason each detainee will be observed at least three times during the night before their departure, this will be recorded on the appropriate section of the wing records and will be included in the handover at detainee discharge.

24. Smoking

Detainees who smoke will be able to smoke on the courtyard only.

25. Identity Cards

Detainees who are placed on Eden Wing will be issued a new identity card.

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Annex A

Eden Wing

DAILY REGIME

07:45-08:00	Roll count
08:00-08:30	Breakfast
08:00-11:45	Association / Activities
12:00-12.15	Lock up and roll count
12.30	Lunch
13.30-17.00	Association
17.00-17:15	Lock up and roll count
17:30	Dinner
17.15-20.45	Association
21.00	Lock up and roll count

Initial Rule 40 / Rule 42 Regime Prior to MDT Review



This regime is between the hours of 08.00am and 21.00hrs.

Detainee Name:

CID:

Date & Time:

Access to a mobile phone

Comments:

Yes No

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Toiletries

Comments:

Yes No

--	--

Social Visits

Comments:

Yes No

--	--

Official Visits

Comments:

Yes No

--	--

Library book request

Comments:

Yes No

--	--

Daily shop order

Comments:

Yes No

--	--

Gym

Comments:

Yes No

--	--

Access to courtyard

Comments:

Yes No

--	--

T.V

Comments:

Yes No

--	--

Internet

Comments:

Yes No

--	--

Other (Education, Arts and Crafts, Games)

Comments:

Yes No

--	--

Access to Shower

Comments:

Yes No

--	--

I confirm that I have been given the above information and understand the regime available to me. Interpreter used

Yes No

--	--

Detainee (Print Name):.....

Sign:.....

If the detainee refuses to sign please countersign to confirm they have refused to sign

Name:(Print)..... **Grade:**..... **Sign:**.....