

From Richard Allenby

Trevor,

Some info on case 715 as below from my perspective as Tamzine went to the Staff Association lead 5 weeks after the Speak Out logged.

The Speak Out came in, written in the third person, giving no indication it was actually from her. Nick acknowledged and thanked as one would a third party, and as you can see from case notes, referred it locally (cc Jerry).

My email below notes there had been significant offers of help / support locally but at the point Tamzine referred to the Staff association lead she still appears not to be content. This re-inforces need for local follow up hence copying Heather (Jerry's HR lead).

Happy to discuss

Regards

Richard

From: Allenby Richard  
Sent: 30 November 2017 13:52  
To: 'Tom Thorne'; Noble, Heather  
Subject: RE: Re: Tamzine McMillan - speak out complaint

Dear both,

I've checked on the WB system and there was an anonymous report into Speak Out on 23 October. I have looked at the submission and it is written in the third person. Nick has, as I would have, assumed an anonymous party is reporting about something that happened to Tamzine. He has then contacted Lee to ensure appropriate support is given to Tamzine locally. For info we do now have a process in place to ensure all cases are either investigated centrally or referred locally. This has not always been the case in the past.

For completeness the anonymous report should have been acknowledged on NAVEX but we would not have provided any further details. If it had been realised it was actually Tamzine herself making the report then the normal process would have been to request further information or a meeting etc.

Nick is checking with Lee what to confirm what exactly has been progressed for Tamzine and will review whether he feels this is adequate or what he intended should have happened on local referral of the case actually has. It seems that attempts were made to meet and the Staff Support Line has kicked in but it is clear that she is dissatisfied with both management and HR reaction to her difficulties. That's probably more for Heather to look into.

Hope that helps.  
Happy to discuss  
Regards  
Richard

Richard Allenby  
Director of Assurance & Compliance

G4S UK&I Region

Mob: [REDACTED] DPA  
Email: [REDACTED] DPA  
www.g4s.com

From: Tom Thorne [mailto:[REDACTED] DPA]  
Sent: 30 November 2017 12:48  
To: Noble, Heather  
Cc: Allenby Richard  
Subject: Fwd: Re: Tamzine McMillan - speak out complaint

Dear Heather,

Please find email as discussed. Including following update having requested details.

Yours

Tom

----- Forwarded message -----  
From: "Tamzine Mcmillan" <[REDACTED] DPA>  
Date: 29 Nov 2017 23:06  
Subject: Re: Tamzine McMillan - speak out complaint  
To: "Tom Thorne" <[REDACTED] DPA>  
Cc:

Hi Tom,

The incident that was on the 21st was that I found a detainee with a ligature around his neck, when found he was blue, eyes rolling in the back of his head and not breathing. I was extremely upset as you could understand as I thought he was dead I was removed from the incident as soon as management attended the first response. The second issue that happened was that when I was bringing the paramedics through with another two members of staff I received abuse from a group of detainees, shouting it was my fault that people were trying to kill themselves and that officers were just trying to kill them all and a member of staff called Brookie Grimes was stood there laughing at A wing door, as you can imagine I found this extremely upsetting so filled out an SIR as a complaint which has not been dealt with. The reason I contacted speak out is that no one from the senior management team did a welfare check on me at all. I have had to go to my drs to get diazepam as I have been having mild panic attacks and at times I have sat at home crying because I don't want to go into work due to all of this.

Lee told me that he would see me on the Tuesday but I was not able to get off of the wing due to lack of staff. I then saw him Wednesday morning and said I would try and come up and see him as I was unable to do so the day before he said okay but didn't seem to be that interested. Then again I was unable to get up to see him to due to lack of staff and incidents that happened through out the day. I am literally getting through work at the moment either through medication or changing over to night shift as I feel more panicked on a day shift. I can't afford to be off of work due to being the only person in my household and would not be able to support myself otherwise.

A week or so ago James Begg asked me how I was only after having a conversation with him because I said that I felt let down by the senior management team in regards to welfare checks and the complaint I made against Brookie as nothing seems to be done and I feel like no one actually cares about the welfare of the staff.

Thank you so much for your help, I am just getting so frustrated and upset as no one seems to be interested in the welfare of the staff and when staff are doing things wrong and gets reported it seems as though certain staff are being allowed to do as they please and nothing is being done and they aren't being held accountable for their actions.

Kind Regards

Tamzine McMillan

From: Tom Thorne <[REDACTED]>  
Sent: 29 November 2017 20:40  
To: Tamzine Mcmillan  
Subject: Re: Tamzine McMillan - speak out complaint

Dear Tamzine,

Many thanks for your email. Much appreciated.

Are you able to say what the incident was on 21 October which caused you to ring ? Other than Lee making contact has any other senior manager made contact with you? Did you make an appointment to see Lee on the 7th Nov and or again on 8th November? If a Director wishes to see a member of staff provision is normally made I cannot understand why you were not released - was this your decision or as directed by your line manager that you were not to attend on both days?

I very much appreciate you giving me this information at this difficult time. I am more than willing to assist you in the future weeks, months ahead if you so wish - please do not hesitate to contact me. Email or Mobile ([REDACTED]).

Yours

Tom

Tom Thorne

General Secretary

G4S Care & Justice

Staff Association

Phone: [REDACTED]

Mobile: [REDACTED]

Alt Email: [DPA]

www.g4s.com/uk-justice

Address: Suite 10 CP House, Otterspool Way, Watford, WD25 8HR

On 29 November 2017 at 19:45, Tamzine Mcmillan [DPA] wrote:

Hi Tom

I was advised by Dave Waldoock to send this information over to you as I put in a complaint with speak out. The incident happened on the 21st of October I used the online forum with speak out on the 23rd and was contacted by Lee Hanford on the 1st of November he said that he would meet up with me the following Tuesday which would have been the 7th but due to staff shortages I couldn't get off the wings. I then tried again on the 8th but couldn't get off the wings again. I've seen Lee a few times since then but he has not mentioned anything to me at all. I also put in a staff complaint against another member of staff around the incident in regards to her behaviour and conduct but when I approached HR about this to see if it was being dealt with. They told me DCM Conway Edwards was dealing with the complaint and to ask him. I did and he knew nothing about it, I then emailed HR asking what was going on and they completely back tracked over the whole issue. Ive only recently been contacted by the staff support line who are sorting counselling out for me but it's taken over a month to do so but SMT have still not asked how I'm getting on. If you need any more information feel free to email me.

Kind regards

Tamzine McMillan

12/21/2017 12:17 PM - Hayes, Will

WH amended status to Category 1 (Red Flag) given that the site is Brook House; which has been under scrutiny in the last few months.

10/30/2017 6:33 PM - Sheppard, Nick

Navex (New) - 715 (High)

Inbox

x

Nick Sheppard [DPA]  
17:32 (1 minute ago)

to Lee, Paul, Jerry

Hi Lee

We've had the report below through Navex. It relates to an operational issue and a discrete issue relating to support for a member of staff following what is reported as a traumatic incident at site. It has come from an employee but we should not seek to identify them in any way; if there is a suspicion of who has raised the concern we should ensure that they do not suffer any detriment in consequence of doing so.

I had in mind that this was something that was being looked at as an output of recent work relating to Brook but is it possible to confirm, and the normal support steps that would be in place, and what we have done here?

Is it possible to let me have your comments on this one as soon as possible?

Thanks

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In what capacity are you reporting your concern? Employee

Please provide the following information you have available on any persons involved in this case: Unknown Unknown -

Senior manager

Tamzine Mcmillan - Detainee custody officer

Persons involved e-mail addresses: [DPA]

Do you suspect or know that a supervisor or management is involved in this case of serious wrongdoing? Yes

Have you reported this case to anyone? Yes

If yes, who and when did you report this case to? Detainee custody manager David Roffey

Detainee custody manager Michael Yates

Detainee custody manager Leo Sherwood

In what country are you currently located? United Kingdom

Where did this case occur? G4S Location (such as office or cash branch)

Name of Location: Brook House Immigration Removal Centre

Address of Location: Perimeter Road south

Gatwick Airport

West Sussex

RH6 0PQ

Please provide the specific or approximate time(s) this case occurred: Saturday 21st October 2017 approximately 19:55

How long do you think this case has been going on? Do not know

How did you become aware of this case? It happened to me

Is this the first time you are using this site? Yes

For survey purposes, how did you hear about this site? Leaflet or brochure

Details: An officer found a detainee that had attempted to commit suicide by ligature. they cut the ligature off and a first response was called. Upon the arrival of the detainee custody manager michael Yates they were removed from the situation as she was extremely upset. Since finishing her shift on Saturday 21st October she has not been contacted by the senior management team to check on her mental health or offered any form of counselling or some time off. She has been on night shifts from Sunday 22nd to Thursday 26th October and has been rostered to Work on Eden wing where the incident took place and had to take over on constant watches where detainees are at high risk of self harming or attempting suicide with no thought to her welfare or mental health. She has had to do ACDT hourly checks on the detainee that she found trying to commit suicide again with no thought to her mental health or the effect that doing this could have to her. The pressure that is placed on detainee custody officers is extremely high to remain at work after a traumatic event with little to no support due and with the risk of loosing pay if they take the time off of work.

Nick Sheppard

Senior Counsel, UK & Ireland

G4S Regional Management (UK & I) Limited

Solicitor - HR Legal

DPA
DPA

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