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**Peter Neden**

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CC:

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Public relations officer (G4S)

[redacted] DPA / [redacted] DPA

**Her Majesty's Chief Inspector of Prisons**

**Home Office**

24<sup>th</sup> August 2017

Dear Mr Neden,

We have been conducting research into the arrangements for immigration and removal of individuals who do not qualify to remain in the United Kingdom. Our programme will focus on information related to and concerns about the management of and staff culture at Brook House Immigration Removal Centre ("the IRC").

I am writing to invite you to respond to a number of issues arising from our research so far. As the programme nears its broadcast date there may be other issues and matters to which we will also invite you to respond.

We have written to other organisations where appropriate, as well.

I have set out further details about what we are considering reporting in relation to points 1 and 3 (below) in "Annex A", at the end of this document, but would summarise the issues to which we are inviting your response as follows:

**Due to the actions and attitudes of some officers and managers, the IRC is failing to satisfy its statutory purpose: "to provide for the secure but humane accommodation of detained persons in a relaxed regime with as much freedom of movement and association as possible, consistent with maintaining a safe and secure environment." There is a culture of menace towards some detainees and a conspiracy of silence and/or misrepresentation concerning incidents of violence or neglect.**

*Our research has shown (see "Annex A") that:*

- a. Known drug dealers have been moved onto the induction wing, which should inculcate good behaviour in new detainees. We understand this happens because the induction wing is effectively being used as an overflow wing and that such mixing of detainees is inappropriate in a custodial environment that there is no good explanation for it.
- b. A number of employees (who we are not naming) have raised concerns and been assured issues would be resolved which have not been resolved. Officers labelled "snitches" or "grasses" can be singled out at the IRC, leaving some staff afraid to speak out about concerns to management.
- c. On a number of occasions staff at the IRC could not correctly count or locate all detainees. At times there are insufficient detainee custody officers to provide good pastoral care and those low staff numbers have caused detainee custody to lose confidence and affected morale.
- d. Illegal narcotics are used regularly in what should be a secure centre. There are specific security lapses particularly within the visits regime. This suggests illegal narcotics are not taken seriously enough by staff and management at the IRC. There is an allegation that some officers are corrupt and have smuggled in contraband.
- e. Unprofessional and/or insulting attitudes and poor behaviour demonstrated by a number of staff. This includes towards detainees with pre-existing mental health difficulties who are not treated appropriately at times by some staff at the IRC. This directly undermines the Home Office's policy that detainees with mental illnesses can be "satisfactorily managed" within the IRC. It also includes an officer sleeping when he should have been closely monitoring a detainee who posed a risk to himself and on another occasion officers not informing healthcare about an incident of self-harm in order to avoid having to conduct a constant supervision.
- f. Poor attitudes demonstrated by one nurse (Jo Buss), one detainee custody manager (Nathan Ring) and one G4S restraint trainer and supervisor (John Connolly) towards detainees. These attitudes were known to senior managers at G4S but which have continued as has their supervisions of detainees, some of whom are vulnerable.
- g. A poor attitude by at least two different detainee custody managers, towards food refusal by detainees. At least one incident of food refusal was covered up by being deliberately not reported.
- h. There have been incidents of near loss of control and incidents of violence.
- i. There have been repeated incidents of self-harm or attempted suicide by detainees.
- j. There have been occasions where a number of detainee custody officers have mistreated detainees in their care, including deliberately hurting them. At

least one incident of harm or mistreatment has been covered up because the events surrounding were deliberately not reported.

- k. A larger number of officers and other G4S employees have turned a blind eye to or helped to cover up those actions. This includes some managers and medical staff.

**We understand that concerns related to a number of the above matters (a. to k.) were raised previously including with you directly, but the issues have not been resolved.**

- l. The IRC has a toxic atmosphere in which some detainees struggle, psychologically. Detainees who were never in jail before have been frightened and left at risk of exploitation or violence by being mixed with convicted criminals at the IRC.
- m. The mental health of some detainees who did not have pre-existing mental health conditions can decline significantly in detention. This is particularly true for those detainees in respect of whom there is neither a realistic prospect of removal or of release. Those detainees are in indefinite detention, which we understand is inappropriate and should cease.

**How would you respond to the following issues?**

*Our research has shown:*

G4S management drafted in significant additional detainee custody officers, who would have normally been on leave or resting, during HMIP's October inspection thereby undermined the purpose of the inspection process by presenting a false and seriously misleading impression to HMIP of the regime at the IRC so as to flatter the performance of the IRC in its inspection. We have been told that this sort of activity is common practice for G4S during inspections – and that additionally money is made available to improve the décor at such times.

G4S has been regularly making annual profits close to 20% at both the Gatwick Immigration and Removal Centres (Tinsley House and Brook House) in stark contrast to the 6 to 7 per cent envisaged by the original contract for the running of those centres. We have calculated that if throughout the contract's term and extensions, the payments to G4S had continued to be calculated / made by reference to delivering an envisaged annual profit in the region of 6 - 7%, rather than at a level which has in fact delivered annual profits of around 20%, this would have led to savings of unjustified overpayments from public funds (and consequent associated gain to the taxpayer) amounting to upwards of £2million in one year alone from the Gatwick Centres. At Brook House, the original contract envisaged G4S earning profits that would be the equivalent of a little under one million pounds per year. In fact they have accrued profits of around £2.5m. We have been told that to generate this profit, G4S deliberately keeps staff vacancies open, does not pass on annual increased payments from the government to its workers and charges the Home Office for 13 hours per shift per worker while only paying those workers for 12. Many of the concerns listed in points a-m, above, would be / could have been ameliorated if that excess profit was / had been invested into the IRC.

In this context it is also to be noted that Schedule S to the contract between the Home Office and G4S includes that:

“1. The Service Provider shall at all times during the Contract Term and at its own cost use all reasonable endeavours to ensure that:

1.1 it shall work with Service Provider Parties and Sub-contractors to continually improve its systems, operating procedures and processes in delivering the Services under this Contract so as to reduce the costs to the Service Provider of delivering such Services to the Authority;

1.2 in complying with paragraph 1.2, it proactively (and in any event at least monthly) monitors such systems, operating procedures and processes and seeks to identify benefits to the Authority in improving the delivery of the Services (including, without limitation, the reduction in costs and charges) (the "Service Improvements"); and

1.3 the Authority receives a share (in accordance with the provisions of this Schedule) of the benefits of any Service Improvements and reduced Service Provider and/or third party costs and charges relevant to the provision of the Services (including, without limitation, endeavouring to source supplies, equipment and any software from suppliers at best value rates).”

BBC Panorama has been told that the IRC regularly operates below its contractually required level of staffing and that the full extent of this is disguised by the way manning is required to be reported to the Home Office.

**The designation of the IRC as an “Immigration and Removal Centre” which was originally designed only to hold detainees for 72 hours has been undermined by a repeated failure to remove detainees?**

*Our research has shown (see “Annex A”) that:*

A number of removals and planned returns (as we understand it, when a detainee is willing to leave) often fail for administrative reasons or because of poor planning and coordination between different agencies – resulting in avoidable extra expenditure, inconvenience and/or distress to detainees and extra work for detainee custody officers.

We understand it is questionable whether detainees who have committed no crimes other than immigration offences should be detained – particularly those who are later released from detention or just transferred to other Immigration and Removal Centres.

Between 40 to 50% of detainees at Brook House are transferred to another immigration and removal centre or released – not removed from the country. We understand that it is questionable whether the original detention of those detainees who are later released is appropriate.

As I mentioned at the top of this letter, Annex A provides further details about a number of incidents.

Your response to the above issues could take the form of a statement or a filmed interview. If you choose to participate by way of an interview we would be grateful to hear from you by Wednesday the 30<sup>th</sup> of August to make arrangements. If you propose to respond by way of a written statement, we would need that statement at the latest by Friday the 1<sup>st</sup> of September to enable us to reflect G4S' position in the programme, currently intended for broadcast on the 4th of September on BBC1. As the current employer of all but one of the employees listed below, we ask you please to forward and or deliver the enclosed letters to the individuals named, and confirm to us that you have done so. We thank you for your assistance in that matter.

DCM Nathan Ring  
DCM Steve Webb  
DCM Chris Donnelly  
DCO Calvin Sanders  
DCO Derek Murphy  
DCO John Connolly  
DCO Dave Webb  
DCO Clayton Fraser  
DCO Charlie Francis  
DCO Aaron Stokes  
DCO Mark Earl  
DCO Slim Bassoud  
DCO Sean Sayers  
DCO Ryan Bromley  
Nurse Jo Buss

If you have any queries please do not hesitate to contact me via email  
{           DPA           } or my mobile:           DPA          

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama

## I ANNEX A

2 This Annex lists events we may report that took place recently at Brook House Immigration  
3 Removal Centre ("the IRC") and observations made recently about the IRC, by staff and recent or  
4 former detainees. We are grouping them under the same, above, main key issues to which they  
5 relate, but some clearly relate to more than one.

6 We have provided the full names (including surnames where known) of a number of detainees and  
7 detainee custody officers in order to assist G4S with identifying particular incidents to which we  
8 refer. That should not be taken as any indication that these named individuals will be named in a final  
9 edited programme.

10 **Due to the actions and attitudes of some officers and managers, the IRC is**  
11 **failing to satisfy its statutory purpose: "to provide for the secure but humane**  
12 **accommodation of detained persons in a relaxed regime with as much freedom**  
13 **of movement and association as possible, consistent with maintaining a safe and**  
14 **secure environment." There is a culture of menace towards some detainees and**  
15 **a conspiracy of silence and/or misrepresentation concerning incidents of**  
16 **violence or neglect.**

17 *Our research has shown (see "Annex A") that:*

18 a. Known drug dealers have been moved onto the induction wing, which should  
19 inculcate good behaviour in new detainees. We understand this happens because  
20 the induction wing is effectively being used as an overflow wing and that such mixing  
21 of detainees is inappropriate in a custodial environment that there is no good  
22 explanation for it.

23 On the 6th of June there were nine detainees on the induction wing who were known to be  
24 involved with gangs and the drugs trade, a number of whom had been moved onto the induction  
25 wing from other wings within Brook House.

26 At least one officer complained about this – and those detainees were moved.

27 On the 6th of July there were again at least three detainees known to be involved in gangs and the  
28 drugs.

29 Detainee [D313], who is known to have connections with gang related crime and  
30 violence was moved onto B Wing for a period beginning the 19<sup>th</sup> of June.

31 b. A number of employees (who we are not naming) have raised concerns and been  
32 assured issues would be resolved which have not been resolved. Officers labelled  
33 "snitches" or "grasses" can be singled out at the IRC, leaving some staff afraid to  
34 speak out about concerns to management.

35 We will not be naming these current and former employees.

36 c. On a number of occasions staff at the IRC could not correctly count or locate all  
37 detainees. At times there are insufficient detainee custody officers to provide good  
38 pastoral care and those low staff numbers have caused detainee custody to lose  
39 confidence and affected morale.

1 Although this has occurred on a number of occasions at the IRC, we would highlight three dates:

2 On the 5th of May the "roll count" was incorrect twice at lunchtime and twice in the evening (at  
3 "bang up").

4 On the 23rd of May "roll count" was wrong during every count delaying unlock by 45 minutes at  
5 lunch, and then nearly an hour after evening "bang up".

6 On the morning of the 6th of July, at 0800hrs approximately, the morning "roll count" was incorrect,  
7 but detainees were unlocked, regardless.

8 d. Illegal narcotics are used regularly in what should be a secure centre. There are  
9 specific security lapses particularly within the visits regime. This suggests illegal  
10 narcotics are not taken seriously enough by staff and management at the IRC. There  
11 is an allegation that some officers are corrupt and have smuggled in contraband.

### 12 *Ease of access to illegal narcotics*

13 A significant number of detainees regularly and frequently appear clearly under the influence of illegal  
14 narcotics, often to an extent that they could be described as looking "like zombies".

15 Examples include:

16 On the 25th of April 2017 detainee [D687] had taken a new psychoactive  
17 substance (colloquially called "spice") and was unconscious on his bed. Use of spice reached  
18 epidemic proportions during Christmas 2016. Detainees allege they take such drugs - and indeed  
19 that they suffer depression or become angry – as a result of being incarcerated for an indeterminate  
20 period of time. Some say that it is only a matter of time before a detainee leaves in a body bag.

21 On the 12th of May, a detainee [D852] was on E Wing after being observed high on spice. He is  
22 believed to have been given the illegal narcotic without his consent ('spiked') by other detainees.  
23 This demonstrates a failure to protect a detainee who says he is only 14 years old. We understand  
24 that West Sussex Social Services are already aware of these allegations, and that the Local Authority  
25 Designated Officer ("LADO") has already been informed. If not, G4S is required to pass on these  
26 allegations to the LADO.

27 There were three medical emergencies on the same date (12th of May) related to the use of spice.

28 On the 13th of May a smell believed to be that of spice was apparent on A Wing.

29 On the 13th of May a medical response was called to a detainee named [D232] as he  
30 experienced a reaction to spice. He was escorted to E Wing for monitoring. Later that day it was  
31 reported that he had smoked spice again while on E Wing.

32 Also on the 13th of May there was another, separate, medical response after a detainee named [D1667]  
33 [D1667] smoked spice. He suffered a seizure. Again he was also taken to E Wing for monitoring.  
34 Later, another medical response was called to the room he had been moved onto on E Wing where  
35 it transpired that he also had smoked spice again while on E Wing.

36 During these incidents on the 13th of May, some medical staff and officers stated they felt it is only a  
37 matter of time before a detainee dies after inhaling spice at the IRC.

- 1 During the month of June a particularly strong batch of spice was circulating among detainees
- 2 resulting in many medical responses.
- 3 On the 10<sup>th</sup> of June there was a medical response called to C Wing, Room 104, where a detainee
- 4 had inhaled spice. He had to be wheeled in what is termed an "EVAC chair" to E Wing for
- 5 monitoring as he could not walk. Upon arrival to E Wing, DCO Derek Murphy said 'welcome back',
- 6 apparently showing how regularly this detainee is being admitted to E Wing for spice related
- 7 incidents.
- 8 On the 11<sup>th</sup> of June, A Wing smelt of marijuana smoke.
- 9 On the 11<sup>th</sup> of June detainee [D3590] was found to be under the influence of 'spice'. DCM
- 10 Steve Loughton made comments to the detainee such as "Feeling good are you?" "Had a little smoke
- 11 have we?" in a taunting manner. This detainee is known to staff and has shown a decline in health
- 12 and appearance, thereby demonstrating the inability of management and staff to protect vulnerable
- 13 detainees.
- 14 On the 14<sup>th</sup> of June there were another incident involving a detainee who took spice, named [D1275]
- 15 [D1275]. The reaction of some members of staff is detailed in point f, below.
- 16 On the 15<sup>th</sup> June there were four medical responses called for 'Spice attacks', three were
- 17 simultaneous. One of which resulted in a detainee from Kosovo called [D149] having fits.
- 18 His heart rate was so erratic that, eventually, an ambulance was called. This is an example of the
- 19 potency of the drugs circulating within the IRC and the inability of management to stop it.
- 20 On the 19<sup>th</sup> of June there were two simultaneous incidents involving spice, which required medical
- 21 responses. One detainee named [D3628] collapsed outside the room of another Vietnamese detainee
- 22 while he was being treated for a spice attack. This shows the prolific grip that spice has on the IRC.
- 23 *Specific security lapses*
- 24 On the 27<sup>th</sup> of May DCO "Gietry" (Phonetic) said that many 'visits-hall' staff do not monitor or
- 25 enforce visits rigorously enough; they allow people to freely go in and out of the hall, to the toilet
- 26 despite the danger of drug exchanges. She stated that she believed this is how most of the drugs are
- 27 entering the IRC.
- 28 On the 6<sup>th</sup> of July DCO Aaron Stokes was left alone in the 'visits-hall' despite that fact he was
- 29 supposed to only be shadowing other DCOs; he had no previous experience of working in visits
- 30 prior to that shift.
- 31 Also on the 6<sup>th</sup> of July two officers, who were supposed to monitor a 'visits-hall', DCOs Mark Earl
- 32 and Slim Bassoud left the CCTV screens unattended and stood chatting to each other in a corner,
- 33 often failing to observe detainees.
- 34 *Allegation of officer corruption / bringing in of contraband.*
- 35 A former detainee at Brook House (present at the IRC between June 2016 and May 2017) has been
- 36 interviewed by BBC Panorama and alleges that he (the detainee) personally had a conversation with
- 37 an unnamed male detainee custody officer at Brook House, in which the officer discussed bringing in
- 38 contraband and offered to bring in more for this detainee. This allegedly included, "any drugs you
- 39 want" including pills, heroin, crack, cocaine, cannabis, spice and smart phones. This same detainee
- 40 was told by other detainees that there were other corrupt officers, as well.



1 e. Unprofessional and/or insulting attitudes and poor behaviour, demonstrated by a  
2 number of staff. This includes towards detainees with pre-existing mental health  
3 difficulties who are not treated appropriately at times by some staff at the IRC. This  
4 directly undermines the Home Office's policy that detainees with mental illnesses  
5 can be "satisfactorily managed" within the IRC. The unprofessional and/or insulting  
6 attitudes and poor behaviour includes an officer sleeping when he should have been  
7 closely monitoring a detainee who posed a risk to himself and on another occasion  
8 officers not informing healthcare about an incident of self-harm in order to avoid  
9 having to conduct a constant supervision.

10 On the 25<sup>th</sup> April, following being subject to a use of physical restraint, detainee [D1527]  
11 started screaming. DCO Charlie Francis made comments including "we're getting bored with this",  
12 "are you a man or a mouse" and "come on stop being a baby".

13 On the 4<sup>th</sup> of May, DCO Aaron Stokes said that the best way to deal with a detainee named  
14 [D1527] was, "to turn away hopefully he's swinging". We understand this to mean that  
15 DCO Aaron Stokes hoped the detainee would hang himself.

16 On the 27<sup>th</sup> of May DCO Dave Webb, who also acts as a restraint trainer (despite not having his  
17 final qualifications), while getting kitted up for a planned restraint, instructed an inexperienced  
18 member of staff in relation to a shield, to "hit with the edge anywhere between the knee and the  
19 throat and you just keep fucking going", "hit him with the big gun". When asked if he meant the  
20 shield, DCO Dave Webb said "yes you don't stop until he's got nowhere else to go". Another  
21 officer added "if he dies he dies" – the detainee in question had a heart condition and had undergone  
22 triple bypass heart surgery, which officers were aware of.

23 On the 1<sup>st</sup> of June the same officer, DCO Dave Webb, stated that during the restraint of Kosovan  
24 detainee [D149] he (Webb) hurt his ([D149]'s) arm so severely, his screams could be heard  
25 in other parts of the IRC.

26 In a conversation with Yan Pascali on 1<sup>st</sup> of June, DCO Dave Webb discussed that assaulting  
27 detainees only took place inside rooms, which we understand to mean where there is no CCTV.

28 On the 14<sup>th</sup> of June a detainee, with serious pre-existing mental health issues who was later  
29 sectioned in a psychiatric hospital, was threatened by DCO Derek Murphy who said, "clean this  
30 window", "tell him if he keeps going I'm going to smash the fucking shit out of him", "listen listen  
31 stop fucking about you understand stop" and "I don't want to come back in this room again you'll be  
32 in trouble all right".

33 On the 14<sup>th</sup> of June DCO Derek Murphy said to detainee [D1275], who had taken  
34 spice, "look at the state of that", "imagine bringing that home to mother" and "absolutely no  
35 sympathy for them at all... if he dies he dies".

36 On the 15<sup>th</sup> of June, DCO Sean Sayers was seen to be asleep and, at other times, not paying  
37 attention while on a Constant Supervision on E Wing. His lack of observation was witnessed by  
38 manager DCM Steve Loughton. This could have put a detainee at risk.

39 On the 3<sup>rd</sup> of July DCM Chris Donnelly said of detainees who go on hunger strike, that, "I don't  
40 know if these guys have all got overprotective mums", imitated a mother feeding a baby and said  
41 "they think we are all as soft as shite and will let them out".

1 On the 4<sup>th</sup> of July after detainee [D865] tried to hang himself in his room, DCM Chris  
2 Donnelly said [D865] had not tied anything to his neck when it was apparent that the detainee  
3 had in fact tied a television cable around his neck and was unconscious. DCM Chris Connolly did not  
4 remove the ligature from his neck until approximately two minutes after the medical emergency was  
5 announced over the radio.

6 On the 6<sup>th</sup> of July, 6 detainees required constant supervision at once after threatening to harm  
7 themselves, which meant that two officers had to be pulled off other duties to supervise detainees.

8 Also, on the 6<sup>th</sup> of July DCO Derek Murphy mouthed that he wanted to strike a detainee on E  
9 Wing.

10 On the same date, DCO Charlie Francis shouted at [D728] "You won't go anywhere if  
11 you fucking carry on like this you'll stay in there" and "piss us off and you won't have a shower you  
12 won't have anything", DCM Steve Webb shouted at the same detainee, "if I have to come back here  
13 again you will not be going anywhere you will be staying here permanently do you understand?", and  
14 later said he wanted to "punch the cunt". To which DCO Charlie Francis replied, "If you don't I  
15 will".

16 DCO Charlie Francis and DCM Steve Webb are not identified by name in our programme, nor do  
17 we intend to broadcast images of their faces.

18 On the same date, DCO Aaron Stokes said the best way to deal with the detainee was to "chin  
19 him". DCO Aaron Stokes later said that the detainee is "a bell end" and that the detainee  
20 threatened to hang himself but that he (DCO Aaron Stokes) went into [D728]'s room  
21 said, "I don't care just do it", "do it I'll cut you down crack on with it so what". And "you crack on  
22 mate".

23 f. Poor attitudes demonstrated by one nurse (Jo Buss), one detainee custody manager  
24 (Nathan Ring) and one G4S restraint trainer and supervisor (John Connolly) towards  
25 detainees. These attitudes were known to senior managers at G4S but which have  
26 continued as has their supervisions of detainees, some of whom are vulnerable.

27 On the 25<sup>th</sup> of April, Nurse Jo Buss said that a detainee who had tried to strangle himself repeatedly  
28 and swallow a mobile phone battery was "an arse basically".

29 DCM Nathan Ring often leads the way in mocking detainees, in effect encouraging other officers to  
30 mock detainees. One example is on the 25<sup>th</sup> of April when a detainee named [D1527]  
31 attempted to self-strangulate and swallow a phone battery, DCM Ring said that he would "start  
32 bouncing around like a Duracell bunny" and made other similar comments, for example comparing  
33 the detainee to a baby and saying the battery was his dummy.

34 Another example is on the 14<sup>th</sup> of June, when DCM Nathan Ring said to detainee [D1275]  
35 [D1275], who had taken spice, "keep still you div", "scrotum", "leave him", "bucket of cold water  
36 would sort his heart rate out that would do him a world of good". He also mocked the same  
37 detainee for singing.

38 On the 17<sup>th</sup> of May DCO and ITC trainer John Connolly suggested calling a detainee who might be  
39 restrained, 'a nigger' and 'a bitch'. Later John Connolly said that if the detainee was not compliant

1 then to either drag him face down to the Close Supervision Unit and roughly strip search him or  
2 else throw the detainee into a corner of the stairwell and "fuck him up".

3 When questioned about the presence of CCTV cameras, John Connolly then alleged that he would  
4 either "scrub the cunt", which we understand to mean wipe the camera footage, or defend throwing  
5 the detainee into a corner by saying he could not have safely fought with or restrain the detainee  
6 while taking him down the stairs. John Connolly shared this plan with the officers involved in the  
7 detainee's restraint and also a DCO Derek Murphy. In this instance, the detainee was compliant.

8 As Mr Connolly was the supervisor in this planned use of physical force and a leading trainer for  
9 physical restraint at the ITC, he neglected his responsibility to ensure everything was conducted  
10 properly.

11 g. A poor attitude by at least two different detainee custody managers, towards food  
12 refusal by detainees. At least one incident of food refusal was covered up by being  
13 deliberately not reported.

14 On the 31<sup>st</sup> of May a detainee on B Wing, Room 7 was not happy that he had not been transferred  
15 to another detention centre and so refused food. DCM Nathan Ring said "fuck him" and told a  
16 detainee custody officer to write down that the detainee had eaten despite the fact that a "refused  
17 food and fluids" report should have been submitted about the detainee's action.

18 On the 1<sup>st</sup> of June DCM Nathan Ring said that there was no need to check whether a number of  
19 detainees had eaten or not, and that they should be ticked off of a meal list without knowing  
20 whether they had in fact eaten.

21 h. There have been incidents of near loss of control and incidents of violence

22 There have been a number of instances. Examples include:

23 On the 24<sup>th</sup> of April 2017 a detainee named [D1274] was cut with a razor blade on his  
24 throat by another detainee [D2603].

25 On 14<sup>th</sup> of May a Lithuanian detainee named [D2423] was assaulted with a pool ball or pool  
26 cue on C Wing. In the aftermath of assault there was a worrying lack of discipline on the wing.  
27 Officers did not know what to do. Detainees were kicking posters, shouting and threatening officers  
28 and each other.

29 On the 22<sup>nd</sup> of May, during evening bang up on D Wing, staff nearly lost control of the wing. This  
30 was illustrated by detainees who were out of their rooms when they should have been locked up  
31 ("banged up"). Detainees were shouting, kicking signs, banging signs and were being generally  
32 disruptive.

33 On the 23<sup>rd</sup> of May there was a stand-off on D Wing between Asian and African detainees. This was  
34 resolved not by officers and managers, but by others detained from a different floor of the wing who  
35 made peace between the two sides. One of the main protagonists during the stand-off – detainee  
36 [D87] – was allowed through a cordon of officers that were meant to keep the two factions  
37 apart. He should have been removed from the IRC a fortnight previously.

38 On the 1<sup>st</sup> of June detainee [D544] was involved in an altercation with  
39 another detainee. It resulted in [D544] having at least one of his dreadlocks pulled out. He

- 1 reacted very aggressively and threatened to kill the other detainee if he got his hands on him. He
- 2 was then seen to roam the IRC in an effort to find the detainee and was refused access to E Wing
- 3 where the detainee had been moved.
- 4 On the 5<sup>th</sup> of June, there was an incident inside healthcare where a detainee was holding up the
- 5 queue at the dispensary as he wasn't being permitted access to his medication. The nurse said his
- 6 medication would be delivered to his room later on. A Jordanian detainee took issue with the hold
- 7 up and they both had to be separated by staff. Later, in the association corridor between C & D
- 8 Wing – the two detainees came into contact and a brief fight ensued with one detainee kicking the
- 9 other. Staff intervened and tried to keep the detainees in their separate wings, but on more than one
- 10 occasion afterwards the Jordanian detainee got out of D Wing and began banging on the door of C
- 11 Wing to attract the attention of the other detainee.
- 12 On the 6<sup>th</sup> of June there was a first response called to the art room where a Jamaican detainee,
- 13 [D3733] had allegedly assaulted a Moroccan detainee. The Moroccan detainee
- 14 had to be physically restrained.
- 15 On the 19<sup>th</sup> of June, during evening "bang up" on C Wing, there was a protest where a group of
- 16 detainees on the top floor, mostly single occupants, were refusing to be banged up until something
- 17 was done about the temperature of their rooms (it was very hot). They were demanding fans and
- 18 eventually DCM Steve Dix relocated them to B Wing for the evening.
- 19 Also on the 19<sup>th</sup> of June two detainees, one known as [D3734] (surname unknown) and another called
- 20 [D3733], slammed the viewing panel of another detainee's door in an attempt to
- 21 intimidate the detainee inside, and tried to convince officers to open the door so they could gain
- 22 access to the detainee inside.
- 23 i. There have been repeated incidents of self-harm or attempted suicide by detainees.
- 24 On the 5<sup>th</sup> of December 2016 a detainee whose surname is [D3706] attempted to swallow razor
- 25 blades and drank the liquid produced by boiling up three packets of rolling tobacco.
- 26 On the 4<sup>th</sup> of May [D1527] stood on the anti-suicide netting on C Wing and threatened
- 27 to throw himself off, down adjacent steps. Other detainees were not removed from association,
- 28 they were allowed to spectate and make inappropriate comments, like singing "I believe I can fly".
- 29 [D1527] finally left the netting voluntarily but was later restrained in his room, reportedly crying
- 30 during the use of force.
- 31 On the 13<sup>th</sup> of May detainee [D2812] attempted to tie a ligature around his neck, struck his head
- 32 repeatedly and demonstrated severe upset at an upcoming planned removal.
- 33 On the 4<sup>th</sup> of July detainee [D865] tried to hang himself in his room. He has been detained
- 34 for 2 years overall and this has had a dramatic impact on his mental health.
- 35 On the 24<sup>th</sup> of April detainee [D1527] learned that staff on C Wing had moved another
- 36 detainee into his room without first removing his possessions. This increased his depression. On
- 37 the 25<sup>th</sup> of April he refused to leave the D Wing courtyard after attending Mosque. He was punished
- 38 for his protest by being put on 23 hour lock up ("Rule 40") and proceeded to self-harm by first
- 39 beating his head against a door, then by attempting to strangle himself and then by attempting to
- 40 swallow a mobile phone battery.
- 41 A detainee from Algeria, [D3640], regularly harmed himself while in detention at Brook
- 42 House. On one occasion in early 2017 [D3640] was assigned to a room with a criminal drug

1 dealer who told him he was not welcome, but detainee custody officers said [D3640] had to  
2 reside there nonetheless. When he protested, [D3640] was moved to E Wing and solitary  
3 confinement. Once there he cut at the site of a recent hernia operation causing himself to bleed.  
4 DCO Derek Murphy looked into the room, saw he was bleeding but took no action. [D3640] was  
5 left in the room bleeding by the action of that officer for at least thirty minutes.

6 j. There have been occasions where a number of detainee custody officers have  
7 mistreated detainees in their care, including deliberately hurting them. At least one  
8 incident of harm or mistreatment has been covered up because the events  
9 surrounding were deliberately not reported.

10 On an unknown date, DCO Derek Murphy is alleged to have punched a detainee in the jaw, who  
11 had previously bitten him.

12 On the 24<sup>th</sup> of April DCO Calvin Sanders, while on a constant supervision, has said that he twisted  
13 the hand of a detainee [D1527] and he then slammed that detainee's head against a table.  
14 He said this on the 4<sup>th</sup> and 8<sup>th</sup> of May.

15 On the 25<sup>th</sup> of April, during a use of physical restraint, Yan Pascali choked detainee [D1527]  
16 [D1527] on E Wing in an apparent effort to render [D1527] unconscious, an event in which a number  
17 of officers including Charlie Francis, Clayton Fraser and nurse Jo Buss, were involved. During the  
18 restraint Yan Pascali said to the detainee, "Don't you fucking move you fucking piece of shit, I'm  
19 going to put you to fucking sleep".

20 On the 25<sup>th</sup> of April Yan Pascali said that while he was a prison officer for HMP Wandsworth he had  
21 deliberately harmed prisoners, including cutting them with razor blades and beating their heads  
22 against sinks until the sinks broke.

23 On the 6<sup>th</sup> of June Yan Pascali stated that while working at HMP Wandsworth, if a prisoner hurt an  
24 officer then they would get their arms broken, legs broken and legs twisted.

25 On the 8<sup>th</sup> of May, DCO Derek Murphy said that while on shift the previous week he had chopped  
26 with his open hand or punched a detainee on E Wing under the chin, causing him to spit out a razor  
27 blade which the detainee had concealed in his mouth.

28 On the 9<sup>th</sup> of May a number of detainee custody officers listened as Yan Pascali said that he "doesn't  
29 cringe at breaking detainee's bones" and that he is "not bothered" if he "kills anyone".

30 On the 17<sup>th</sup> of May, John Connolly described the use of force and in particular of dogs during riots  
31 in 2009 as "happy days". He then said that during a loss of control at Brook House previously,  
32 where detainees refused to leave the central courtyard, more than 35 officers gathered together and  
33 handcuffed the detainee ringleader, pressing him hard against the wall, only after the other detainees  
34 agreed to leave.

35 On the 15<sup>th</sup> of June DCO Sean Sayers picked up a detainee named [D313]. DCO Sean  
36 Sayers lifted him and put him in his room and later stated that he 'accidentally' used the detainees  
37 face to get up off the bed. According to witness DCO Daniel Small, DCO Sean Sayers struck the  
38 detainee with the back of his hand

39 k. A larger number of officers and other G4S employees have turned a blind eye to or  
40 helped cover up those actions. This includes some managers and medical staff.

1 When, on an unknown date, DCO Derek Murphy is alleged to have punched a detainee on the jaw,  
2 a Senior Manager called Juls Williams asked what had happened to the detainee. Neither DCO  
3 Derek Murphy nor the other officers present said what had actually taken place.

4 On the 25<sup>th</sup> of April, when Yan Pascali choked detainee [D1527], at least two other  
5 DCOs witnessed or were later aware of what he had done. On the 26<sup>th</sup> of May an officer told  
6 detainee custody manager Nathan Ring, who also attended the incidents leading up to the choking of  
7 [D1527] - that he "should have seen what Yan did next" to the detainee ([D1527]).  
8 DCM Nathan Ring made no reply.

9 An earlier use of physical restraint during 25<sup>th</sup> of April on the same detainee [D1527] on  
10 the same wing, E Wing, involving DCM Steve Loughton was recorded. However no paper record or  
11 'use of force' report was made of the second use of physical restraint wherein Yan Pascali choked  
12 the detainee. Nurse Jo Buss made a deliberately incomplete record of the second incident, leaving  
13 out the use of force by officers.

14 At least four different officers were listening when, on the 4<sup>th</sup> of May and the 8<sup>th</sup> of May DCO Calvin  
15 Sanders said he twisted the hand of detainee [D1527] and then slammed that detainee's  
16 head against a table.

17 On the 4<sup>th</sup> of May DCO Clayton Fraser said that the actions of Yan Pascali on detainee [D1527]  
18 [D1527] (choking him) were the best way to deal with that detainee.

19 At least three officers were listening when, on the 8<sup>th</sup> of May, DCO Derek Murphy said that while  
20 on shift the previous week he had chopped with his open hand or punched a detainee on E Wing  
21 under the chin.

22 As set out above, on the 9<sup>th</sup> of May a number of detainee custody officers listened as Yan Pascali said  
23 that he "doesn't cringe at breaking detainee's bones" and that he is "not bothered" if he "kills  
24 anyone".

25 At least two officers were listening when, on the 17<sup>th</sup> of May, DCO John Connolly made a number  
26 of inappropriate comments, as set out above.

27 When, on the 15<sup>th</sup> of June DCO Sean Sayers struck a detainee, DCO Ryan Bromley asked Sayers if  
28 he had "a good team", which we understand to mean if he had officers who would cover up his  
29 actions. Sayers replied, "no, that's why I did it on my own".

30 1. The IRC has a toxic atmosphere in which some detainees struggle, psychologically.  
31 Detainees who were never in jail before have been frightened and left at risk of  
32 exploitation or violence by being mixed with convicted criminals at the IRC.

33 On the 4<sup>th</sup> of May, detainee [D1527] stood on the suicide prevention netting screaming in  
34 Egyptian Berber "Let me go. I have no problem to leave this place. I would like to leave this place, let  
35 me go, I am leaving and I swear by God I will do it". Officers put his fury down to the fact he had  
36 been asked to clean a plate.

37 On the 23<sup>rd</sup> of May, a detainee (name unknown) was screaming at the door to welfare, angry that a  
38 door had been shut in his face.

1 On the 27th of May a detainee who is believed to be [D1352] (although that name is not  
2 confirmed) was witnessed on A Wing acting very irrationally and appeared very disturbed. He was  
3 physically erratic, taking off his clothes and was making many religious statements to officers and  
4 detainees. A large crowd of staff and detainees witnessed this.

5 Panorama has interviewed two of the 55% of detainees at Brook House who have not committed  
6 crimes except for immigration offences. One has told us that he suffered from great fear including  
7 fear of the possibility of violence by officers during his nearly two weeks at Brook House. He has  
8 told us he is so frightened of being detained again that he has said he may kill himself if he is  
9 detained, again. Another has also told BBC Panorama he and other detainees were frightened,  
10 including frightened of officers. This second detainee has told us he did try to kill himself by drinking  
11 washing up liquid and that an officer shouted racial abuse at him on or around the 15<sup>th</sup> of May. We  
12 were told he saw some officers physically mistreat detainees.

13 [D852] says he is 14 years old and is a detainee who was deemed by a number of G4S  
14 employees at Brook House to be a minor. He was an inappropriate person to detain at the IRC – as  
15 was tacitly admitted when he was taken into the care of social services. Furthermore, [D852]  
16 presence was reflected in the Home Office's quarterly migration statistics for Q1 2017 wherein it  
17 states there was one child admitted to Brook House and held there during the relevant period.

18 [D852] was put in the same room as [D544] who has demonstrated on  
19 two separate occasions his violent nature, once on the 24<sup>th</sup> of May where he threatened to punch in  
20 the face anyone who so much as stepped on his toe; and again on the 1<sup>st</sup> of June where he  
21 threatened to kill a fellow detainee.

22 G4S' own policy in accordance with Home Office guidelines required that the Home Office should  
23 have been notified sooner about the potential age dispute. It appears that everyone who was in  
24 contact with the boy has failed to act within guidelines – including the escort officers who brought  
25 him to Brook House, the reception staff, officers and managers and G4S at a corporate level.

26 On the 6<sup>th</sup> of June, detainee [D1527] said he wanted to be permanently isolated and kept  
27 away from all other people. This appears to be the result of his psychological decline in detention.

28 On the 15<sup>th</sup> of June, an Albanian detainee [D2951] was sectioned under the Mental Health Act  
29 and taken to a psychiatric hospital. This detainee had been exhibiting extremely unstable and  
30 unpredictable behaviour since his arrival at Brook House

31 m. The mental health of some detainees who did not have pre-existing mental health  
32 conditions can decline significantly in detention. This is particularly true for those  
33 detainees in respect of whom there is neither a realistic prospect of removal or of  
34 release. Those detainees are in indefinite detention, which we understand is  
35 inappropriate and should cease.

36 For example:

37 On the 13<sup>th</sup> of May detainee [D687] threatened to hang himself, due to being  
38 detained for over two years. As a Somali detainee, there is little prospect of his removal.

1 On the 5<sup>th</sup> of July a detainee named [D1914] severely cut his arms and neck, as well as  
2 taking an overdose of medication after a bail request was refused. His previous health difficulties  
3 make it unlikely he will be removed. At least one airline pilot has refused to transport him.

4 **3. The designation of the IRC as an “Immigration and Removal Centre”**  
5 **which was originally designed only to hold detainees for 72 hours has been**  
6 **undermined by a repeated failure to remove detainees?**

7 A number of removals and planned returns (as we understand it, when a detainee is willing  
8 to leave) often fail for administrative reasons or because of poor planning and coordination  
9 between different agencies – resulting in avoidable extra expenditure, inconvenience and/or  
10 distress to detainees and extra work for detainee custody officers.

11 This is a frequent occurrence. Examples include:

12 On the 28<sup>th</sup> of April a detainee, [D180] was due to return to Jamaica after two years  
13 detention at Brook House (although he was transferred to another centre briefly during that time).  
14 He was keen to leave but the wrong birth date had been put on his travel documents.

15 This was not the first failed removal experienced by [D180]. On an earlier date, a pilot  
16 refused to allow him on his flight, even though [D180] is keen to return to Jamaica.

17 On the 17<sup>th</sup> of May a detainee [D3640] was due to be removed from the country. He was  
18 taken to the airport. He was then informed that his travel documents had not been obtained from  
19 the Algerian embassy.

20 One detainee called [D243] purchased two tickets to leave the UK but has not been  
21 allowed to depart the country. This appears perverse in a removal centre and, to some detainees,  
22 this appears to be a system which currently tries to force those to leave who don't want to go, and  
23 traps in the country those who want to leave.

24 On the 27<sup>th</sup> of May, a detainee [D1914] was moved from C Wing to E Wing under physical  
25 restraint. The next day the detainee agreed to be transported to the airport. However, the pilot  
26 refused to transport him because the detainee had suffered heart attacks previously.

27 Tascor escort officers are alleged to have removed detainees to the airport even when those  
28 detainees did not have the necessary travel documents, thereby wasting public money as they will  
29 not be allowed to fly.





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**Aaron Stokes**



23<sup>rd</sup> August 2017

Dear Mr Stokes.

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

You are one of the Detention Custody Officers (DCOs), Detention Custody Managers (DCMs) or medical staff we intend to feature in this television programme. I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 4<sup>th</sup> of May a fellow officer asked you what the best way to deal with suicidal detainee [redacted] D1527 was. You responded "turn away and hopefully he's swinging". We understand this to mean that you hoped the detainee would hang himself.
2. On the 6<sup>th</sup> of July you said the best way to deal with detainee [redacted] D728 was to "chin him". You later said that the detainee is "a bell end" and that the detainee threatened to hang himself but that you went into his ([redacted] D728)s room and said, "I don't care just do it", ""do it I'll cut you down crack on with it so what". And "you crack on mate".
3. On the 6<sup>th</sup> of July you were left alone in the 'visits-hall' despite the fact you were supposed to only be shadowing other DCOs; you had no previous experience of working in visits prior to that shift.

The programme is currently scheduled for transmission on Monday 4 September at 9pm on BBC One, so we need to receive your response no later than the morning of September 1st.

Although we have contacted G4S about these issues, I am the producer of the programme and the decision about what is broadcast is my responsibility, so if you have any questions or comments please email them to me at:  or call me on .

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



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**Charlie Francis**

24<sup>th</sup> August 2017

Dear Mr Francis,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

We intend to report some of your actions (see below) but do not intend to identify you by name or face in relation to them in this television programme. However, separately, we have already made G4S aware of your actions and identity.

I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 25<sup>th</sup> of April you were involved in the restraint of detainee [redacted] D1527, during which a fellow officer choked the detainee in an apparent attempt to render the detainee unconscious. There was no subsequent 'use of force' report completed.
2. On the 25<sup>th</sup> of April, following that choke by that fellow officer, the detainee [redacted] D1527 began screaming. You made comments including "we're getting bored with this", "are you a man or a mouse" and "come on stop being a baby".
3. On the 6<sup>th</sup> of July you shouted at detainee [redacted] D728 "you won't go anywhere you fucking carry on like this you'll stay in there" and "piss us off and you won't have a shower you won't have anything", another member of staff shouted at the same detainee, "if I have to come back here again you will not be going anywhere you will be staying here permanently do you understand?" and later said he wanted to "punch the cunt". To which you replied, "if you don't I will".

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Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



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**Christopher Donnelly**

24<sup>th</sup> August 2017

Dear Mr Donnelly,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

We intend to report some of your actions (see below) but do not intend to identify you by name or face in relation to them in this television programme. However, separately, we have already made G4S aware of your actions and identity.

I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 3<sup>rd</sup> of July you said of detainees who go on hunger strike, that, "I don't know if these guys have all got overprotective mums", imitated a mother feeding a baby and said "they think we are all as soft as shite and will let them out".
2. On the 4<sup>th</sup> of July after detainee [D865] tried to hang himself in his room, you said [D865] had not tied anything to his neck when it was apparent that the detainee had in fact tied a television cable around his neck and was unconscious. You did not remove the ligature from his neck until approximately two minutes after the medical emergency was announced over the radio.

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Although we have contacted G4S about these issues, I am the producer of the programme and the decision about what is broadcast is my responsibility, so if you have any questions or comments please email them to me at [DPA] or call me on [DPA]

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



**Joe Plomin**

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**Clayton Fraser**

[redacted] DPA

24<sup>th</sup> August 2017

Dear Mr Fraser,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

You are one of the Detention Custody Officers (DCOs), Detention Custody Managers (DCMs) or medical staff who we intend to feature in this television programme.

I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 25<sup>th</sup> of April you were involved in the physical restraint of detainee [redacted] D1527 during which a fellow officer choked the detainee in an attempt to render him unconscious. There was no subsequent 'use of force' report completed.
2. On the 4<sup>th</sup> of May you said what that officer did (choking him) was the best way to deal with that detainee.

The programme is currently scheduled for transmission on Monday 4 September at 9pm on BBC One, so we need to receive your response no later than the morning of September 1st.

Although we have contacted G4S about these issues, I am the producer of the programme and the decision about what is broadcast is my responsibility, so if you have any questions or comments please email them to me at [redacted] DPA or call me on [redacted] DPA.

Yours sincerely,

**Joe Plomin**

Producer Director  
Panorama



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London, W1A 1AA  
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**David Webb**



23<sup>rd</sup> August 2017

Dear Mr Webb,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

You are one of the Detention Custody Officers (DCOs), Detention Custody Managers (DCMs) or medical staff who we intend to feature in this television programme. I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 27<sup>th</sup> of May, while getting kitted up for a planned restraint, you instructed an inexperienced member of staff, in relation to a shield, to "hit with the edge anywhere between the knee and the throat and you just keep fucking going", "hit him with the big gun". When asked if you meant the shield, you said "yes you don't stop until he's got nowhere else to go". The detainee in question had a heart condition and had undergone triple bypass heart surgery.
2. On the 1<sup>st</sup> of June you stated that during the restraint of Kosovan detainee [redacted] [redacted] you hurt his ([redacted]'s) arm so severely, his screams could be heard in other parts of the IRC.
3. Also on the 1<sup>st</sup> of June, you said in a discussion with another officer that assaulting detainees only takes place inside detainee's rooms, which we understand to mean where there is no CCTV.

The programme is currently scheduled for transmission on Monday 4 September at 9pm on BBC One, so we need to receive your response no later than the morning of September 1st.



Although we have contacted G4S about these issues, I am the producer of the programme and the decision about what is broadcast is my responsibility, so if you have any questions or comments please email them to me at: DPA or call me on

DPA

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



**Joe Plomin**

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**Derek Murphy**

[redacted] DPA

24<sup>th</sup> August 2017

Dear Mr Murphy,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

You are one of the Detention Custody Officers (DCOs), Detention Custody Managers (DCMs) or medical staff who we intend to feature in this television programme.

I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 8<sup>th</sup> of May you said that, while on shift the previous week, you had chopped with your open hand or punched a detainee on E Wing under the chin, causing him to spit out a razor blade which the detainee had concealed in his mouth.
2. On the 14<sup>th</sup> of June you said of detainee [redacted] D1275, who had taken spice, "look at the state of that", "imagine bringing that home to mother" and "absolutely no sympathy for them at all... if he dies he dies".
3. On the 14<sup>th</sup> of June you threatened a detainee with serious pre-existing mental health issues, who was later sectioned in a psychiatric hospital, by saying "clean this window", "tell him if he keeps going I'm going to smash the fucking shit out of him", "listen listen stop fucking about you understand stop" and "I don't want to come back in this room again you'll be in trouble all right".
4. On the 6<sup>th</sup> of July you mouthed that you wanted to strike a detainee on E wing.
5. On an unknown date you are alleged to have punched a detainee on the jaw after previously being bitten by him. A senior manager asked what had happened to the detainee and neither you nor the other officers present stated what had actually taken place.



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**Tel:** DPA

**Email:** DPA

**Jo Buss**

DPA

23<sup>rd</sup> August 2017

Dear Ms Buss,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

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I have listed below some of the key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 25<sup>th</sup> of April you said that detainee D1527, who had tried to strangle himself repeatedly and swallow a mobile phone battery, was "an arse basically".
2. Also on the 25<sup>th</sup> of April there were two restraints of the same detainee D1527 on E Wing. The first was recorded. You were present for the second physical restraint of the D1527, where an officer, in an apparent attempt to render the detainee unconscious, choked the detainee. There was no 'use of force' report made after this restraint. You made a deliberately incomplete record of this incident, omitting the use of force by officers.

The programme is currently scheduled for transmission on Monday 4 September at 9pm on BBC One, so we need to receive your response no later than the morning of September 1st.

Although we have contacted G4S about these issues, I am the producer of the programme and the decision about what is broadcast is my responsibility, so if you have any questions or comments please email them to me at [DPA] or call me on [DPA].

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



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**John Connolly**

24<sup>th</sup> August 2017

Dear Mr Connolly,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

You are one of the Detention Custody Officers (DCOs), Detention Custody Managers (DCMs) or medical staff who we intend to feature in this television programme. I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 17th of May you suggested calling a detainee who might be restrained 'a nigger' and 'a bitch'. You later advised that if the detainee was not compliant to either drag him face down to the Close Supervision Unit and roughly strip search him, or else throw the detainee into a corner of the stairwell and "fuck him up".

When questioned about the presence of CCTV cameras, you then alleged that you would either "scrub the cunt", which we understand to mean wipe the camera footage, or defend throwing the detainee into a corner by saying you could not have safely fought with the detainee or restrained him while taking him down the stairs. You shared this plan with the officers involved in the detainee's restraint and also a DCO.

In this instance, the detainee was compliant. As you were the supervisor in this planned use of physical force and a leading trainer for physical restraint at the ITC, you neglected your responsibility to ensure everything was conducted properly.

2. On the 17th of May, you described the use of force and, in particular, of dogs during riots in 2009 as "happy days". You said that during a loss of control at Brook House previously, where detainees refused to leave the central courtyard, more than 35 officers gathered together and handcuffed the detainee ringleader, pressing him hard against the wall, only after the other detainees agreed to leave.

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Although we have contacted G4S about these issues, I am the producer of the programme and the decision about what is broadcast is my responsibility, so if you have any questions or comments please email them to me at DPA or call me on DPA.

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



**Joe Plomin**  
Producer Director  
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Portland Place  
London, W1A 1AA  
**Tel:** 07703888474

**Email:** DPA

**Kalvin Sanders**



23<sup>rd</sup> August 2017

Dear Mr Sanders,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

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I have listed below a key concern and issue arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of this issue.

1. On the 4<sup>th</sup> and 8<sup>th</sup> of May you said, in front of other officers, that while you were on a constant supervision on the 24<sup>th</sup> of April, you twisted the hand of a detainee named D1527 and then slammed his head against a table.

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Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



**Joe Plomin**  
Producer Director  
BBC Panorama  
Zone D, Floor 4  
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Portland Place  
London, W1A 1AA  
**Tel:** [redacted] DPA

**Email:** [redacted] DPA

**Mark Earl**

[redacted] DPA

23<sup>rd</sup> August 2017

Dear Mr Earl,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

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I have listed below a key concern and issue arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of this issue.

- I. On the 6<sup>th</sup> of July, you were supposed to be monitoring the visits hall but left the CCTV screens unattended and stood chatting to a fellow officer in a corner, often failing to observe detainees. This apparent security lapse could allow drugs to flow through the centre.

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[redacted] DPA

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama





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**Tel:** [redacted] DPA

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**Nathan Ring**

**DPA**

23<sup>rd</sup> August 2017

Dear Mr Ring,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

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I have listed key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 25<sup>th</sup> of April a detainee named [redacted] **D1527** attempted to self-strangulate and swallow a phone battery. You said that he would "start bouncing around like a Duracell bunny" and made other similar comments, for example comparing the detainee to a baby and saying the battery was his dummy.
2. On the 31<sup>st</sup> of May a detainee on B wing, Room 7 was not happy that he had not been transferred to another detention centre and so refused food. You said "fuck him" and told a detainee custody officer to write down that the detainee had eaten despite the fact that a "refused food and fluids" report should have been submitted about the detainee's action.
3. On the 1<sup>st</sup> of June you said that there was no need to check whether a number of detainees had eaten or not, and that they should be ticked off of a meal list without knowing whether they had in fact eaten.
4. On the 14<sup>th</sup> of June you said of detainee [redacted] **D1275**, who had taken spice, "keep still you div", "scrotum", "leave him" and "bucket of cold water would sort his heart rate out, that would do him a world of good". You also mocked that same detainee for singing.



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**Tel:** [redacted] DPA

**Email:** [redacted] DPA

**Ryan Bromley**

[redacted]  
**DPA**

23<sup>rd</sup> August 2017

Dear Mr Bromley,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

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I have listed below a key concern and issue arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of this issue.

1. On the 15<sup>th</sup> of June a fellow officer struck detainee [redacted] D313 with the back of his hand, according to a witness, after physically lifting him to his room. Following the incident you asked the officer if he had "a good team", which we understand to mean if he had officers who would cover up his actions. The officer replied "no that's why I did it on my own".

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[redacted]  
DPA

Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



**Joe Plomin**

Producer Director  
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London, W1A 1AA

**Tel:** [redacted] DPA

**Email:** [redacted] DPA

**Sean Sayers**

[redacted] DPA

23<sup>rd</sup> August 2017

Dear Mr Sayers,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

You are one of the Detention Custody Officers (DCOs), Detention Custody Managers (DCMs) or medical staff who we intend to feature in this television programme.

I have listed below key concerns and issues arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of these issues.

1. On the 15<sup>th</sup> of June you were seen to be asleep and, at other times, not paying attention while on a constant supervision of E Wing. Your lack of observation was witnessed by a manager. This could have put a detainee at risk.
2. On the 15<sup>th</sup> of June you picked up detainee [redacted] D313 who was on E wing, after an earlier 'spice attack'. You lifted him and put him into his room, later stating that you 'accidentally' used the detainees face to get up off the bed. According to a witness, you had actually struck the detainee with the back of your hand while in the room.
3. On the 15<sup>th</sup> of June, when you struck detainee [redacted] D313 a fellow officer asked you if you had "a good team", which we understood to mean if you had officers who would cover up your actions. You replied "no that's why I did it on my own".

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Yours sincerely,

**Joe Plomin**  
Producer Director  
Panorama



**Joe Plomin**

Producer Director  
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London, W1A 1AA

Tel:

Email:

**Slim Bassoud**

24<sup>th</sup> August 2017

Dear Mr Bassoud,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres feature significantly in the programme.

We intend to report some of your actions (see below) but do not intend to identify you by name or face in relation to them in this television programme. However, separately, we have already made G4S aware of your actions and identity.

I have listed below a key concern and issue arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of this issue.

- I. On the 6<sup>th</sup> of July, you were supposed to be monitoring the visits hall but you in fact left the CCTV screens unattended and stood chatting to a fellow officer in a corner, often failing to observe detainees. This apparent security lapse could allow drugs to flow through the centre.

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Yours sincerely,

**Joe Plomin**

Producer Director  
Panorama



**Joe Plomin**

Producer Director  
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Portland Place  
London, W1A 1AA

Tel: DPA

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**Stephen Webb**

24<sup>th</sup> August 2017

Dear Mr Webb,

We are making a television programme for *BBC Panorama* examining concerns about the Immigration Detention estate and removals process across the UK. Based on our research, we are likely to primarily feature specific concerns about the management and conditions of Brook House Immigration Removal Centre at Gatwick Airport. For the avoidance of doubt, no other Immigration Removal Centres significantly feature in the programme.

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I have listed below a key concern and issue arising from our research so far, and would invite you to respond.

Separately, we have already made G4S aware of this issue.

- I. On the 6<sup>th</sup> of July you shouted at a detainee on E Wing, "if I have to come back here again, you will not be going anywhere - you will be staying here permanently, do you understand?". About the same detainee, you later said you wanted to "punch the cunt".

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Yours sincerely,

**Joe Plomin**

Producer Director  
Panorama