



G4S Central Government  
Services  
Brook House IRC  
Perimeter Road South  
Gatwick  
West Sussex  
RH6 0PQ  
Telephone: +44 (0)1892 512345  
www.g4s.com

DPA

5<sup>th</sup> February 2016

### Memorandum of Understanding

#### *Gatwick Detainee Welfare Group surgery sessions at Brook House IRC*

Following on from a meeting on 1<sup>st</sup> February 2016 between representatives from the Brook House IRC Home Office Management, G4S Brook House IRC Management and Gatwick Detainee Welfare group (GDWG), it has been agreed that the following arrangements will be in place to accommodate GDWG surgery sessions at Brook House:

- GDWG are invited to the IRC as guests to attend the legal interview corridor to conduct surgery sessions with detainees.
- The purpose of the meetings is to allow for GDWG staff to conduct an initial interview with detainees in order to assess the individual needs of detainees and identify an appropriate GDWG visitor to attend for ongoing social visits.
- On occasion it may be in the interest of a detainee to have a further follow up meeting in private with GDWG staff. These will be exceptional circumstances requiring prior agreement with G4S and Home Office Management.
- Only DBS cleared GDWG staff will be permitted to attend private meetings with detainees, and evidence of this will be supplied to the Home Office.
- GDWG are invited to attend surgery sessions on Wednesday mornings, Wednesday afternoons and Thursday mornings each week. If for any reason that it is not possible to attend any of these sessions, the Switchboard team will be notified at the earliest opportunity so that interview rooms may be offered to other visitors.

As part of the GDWG surgery meetings with detainees it is critical that where any GDWG staff member has reasonable cause to believe that a detainee may be suffering or may be at risk of suffering significant harm, a member of Brook House IRC staff is notified immediately.

GDWG staff attending surgery meetings are prohibited from being a member or associate of British National Party, National Front, Combat 18, No Borders and National Coalition of Anti-Deportation Campaigns. Any association with prohibited organisations would result in the refusal of entry to the IRC.

Paul Gasson  
*Immigration Manager, Brook House IRC*

Chris Milliken  
*Operations Manager, Brook House IRC*

Nic Eadie  
*Director, Gatwick Detainee Welfare Group*

Securing Your World



G4S Care and Justice Services (UK) Limited  
Registered Office:  
Southside, 105 Victoria Street,  
London, SW1E 6QT  
Registered in England No. 360328

## James Wilson

---

**From:** Gasson Paul [mailto: ] DPA  
**Sent:** 07 March 2017 13:20  
**To:** James Wilson  
**Cc:** 'Haughton, Dan'; 'Stephen Skitt'  
**Subject:** RE: Meeting

Hi James,

The boardroom is available as a meeting room from 3pm – does that suit?

I would like to clarify the role that GDWG carry out in the centre and if we need to revisit this.

Regards

Paul Gasson

---

**From:** James Wilson [mailto: ] DPA  
**Sent:** 03 March 2017 14:01  
**To:** Gasson Paul  
**Cc:** 'Haughton, Dan'; 'Stephen Skitt'  
**Subject:** RE: Meeting

Hi Paul,

Could we make it 2pm on (Thursday 9<sup>th</sup>)? It would be useful if Dan and Steve can make the meeting as well, though, so I'm happy to be flexible around their availability.

I'm sorry to hear you have concerns; we can of course discuss them. Could you send me some details in advance of the meeting?

Thanks,

James

---

**From:** Gasson Paul [mailto: ] DPA  
**Sent:** 03 March 2017 13:32  
**To:** James Wilson  
**Cc:** 'Haughton, Dan'; 'Stephen Skitt'  
**Subject:** RE: Meeting

Thanks James,

9<sup>th</sup> or 10<sup>th</sup> suits me –flexible with time.

As well as a general update about the service, I also have a couple of concerns regarding some of the staff/volunteers at GDWG which I'd like to raise and discuss.

Dan, Steve,

Would either of you be available on this day to join this meeting?

Regards

Paul Gasson

---

**From:** James Wilson [mailto: ] DPA  
**Sent:** 03 March 2017 10:41  
**To:** Gasson Paul  
**Cc:** 'Stephen Skitt'; 'Haughton, Dan'  
**Subject:** Meeting

Hi Paul,

Thanks very much for the email. Am very well, thanks. Hope all good with you too.

Yes, that would be great. I could currently meet any time on the 9<sup>th</sup>, 10<sup>th</sup>, 13<sup>th</sup> or 17<sup>th</sup>?

With many thanks,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)  
DPA  
DPA  
[www.gdwg.org.uk](http://www.gdwg.org.uk)  
Follow us on Twitter: @GatDetainees

---

**From:** Gasson Paul [mailto: ] DPA  
**Sent:** 03 March 2017 10:37  
**To:** James Wilson; 'Haughton, Dan'  
**Cc:** 'Stephen Skitt'  
**Subject:** RE: Meeting on Monday

Hi James,

I hope this email finds you well.

Would you be available in the next couple of weeks to meet up?

Regards

**Paul Gasson**  
Immigration Manager - Brook House IRC  
  
**Home Office**  
**Immigration Enforcement**  
Brook House IRC, Perimeter Road South, Gatwick RH6 0PE  
  
[www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

**From:** James Wilson [mailto: ] DPA  
**Sent:** 27 July 2016 13:13  
**To:** Haughton, Dan; Neil Davies2; Gasson Paul  
**Subject:** Meeting on Monday

Hi all,

Many thanks for the meeting on Monday. I really appreciated your time and thoughts, and I hope we can build a strong working relationship. Please do raise any questions or concerns you have re GDWG's work, as we go on, and I will likewise contact with any questions as we go, if that's ok with you.

As discussed, bimonthly meetings would be a very useful way to catch up. I am happy, of course, to come to Brook House, and meetings can be brief if there are not big discussion points when we come to the day, so hopefully these won't take up much of your time.

Could we possibly put in a couple of meeting dates for the rest of the year?

Might these work for you all?

Tuesday 27<sup>th</sup> Sept – 2pm  
Tuesday 29<sup>th</sup> Nov – 2pm

These are very tentative suggestions, and I have considerable flexibility at this point, so please let me know if these don't work.

Thank you very much, speak to you soon,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

DPA  
DPA  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

---

**From:** Haughton, Dan [mailto: ] DPA  
**Sent:** 25 July 2016 09:46  
**To:** James Wilson; Neil Davies2  
**Subject:** RE: Meeting today

Morning James,

Yes still on for 1400. If you come to the staff entrance with your ID the staff will be expecting you

Regards

Dan Haughton



Support Services Manager  
G4S Care and Justice Services  
Custody & Detention Services

Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick  
RH60PQ



**DPA**

**DPA**

Please consider the environment before printing this e-mail

---

**From:** James Wilson [mailto:**DPA**]

**Sent:** 25 July 2016 09:26

**To:** Haughton, Dan; Neil Davies2

**Subject:** Meeting today

Morning both,

I just wanted you to check we were still ok to meet at 2pm today? Shall I come to the visitors' reception at Brook House?

Thank you, look forward to meeting you both,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

**DPA**

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

---

**From:** Haughton, Dan [mailto:**DPA**]

**Sent:** 11 July 2016 13:28

**To:** James Wilson

**Subject:** RE: New at GDWG

Hi James,

Looking at our availability Monday 25<sup>th</sup> looks good at around 1400.

Regards

**Dan Haughton**

Support Services Manager

G4S Care and Justice Services  
Custody & Detention Services

Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick  
RH60PQ



**DPA**

**DPA**

**Please consider the environment before printing this e-mail**

---

**From:** James Wilson [mailto:**DPA**]

**Sent:** 09 July 2016 13:31

**To:** Haughton, Dan

**Cc:** Neil Davies2; Gasson Paul

**Subject:** RE: New at GDWG

Hi Dan,

Many thanks for your email, and that sounds great.

I could currently do any time on the below dates – let me know when might work for you?

Thurs 14<sup>th</sup>, Fri 15<sup>th</sup>, Mon 25<sup>th</sup>, Tues 26<sup>th</sup>, or Weds 27<sup>th</sup>.

Many thanks,

James

---

**From:** Haughton, Dan [mailto:**DPA**]

**Sent:** 07 July 2016 11:09

**To:** James Wilson

**Cc:** Neil Davies2; Gasson Paul

**Subject:** RE: New at GDWG

Hi James,

I think a meeting would be a good idea. What is your availability like for the next couple of weeks?

I no longer directly look after visits due to some internal restructuring. Neil Davies is now the functional head of Visits so I think it would be good for us all to get together and discuss your ideas and go through the existing MOU.

Regards

**Dan Haughton**

Support Services Manager  
G4S Care and Justice Services  
Custody & Detention Services

Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick  
RH60PQ



DPA

DPA

Please consider the environment before printing this e-mail

---

**From:** James Wilson [mailto:]  
**Sent:** 05 July 2016 14:08  
**To:** Haughton, Dan  
**Subject:** New at GDWG

Hi Dan,

I hope all is well with you.

I wanted to drop you a line to introduce myself. I have recently taken over from Nic Eadie as the Director of GDWG. I was wondering if we might be able to arrange a time to meet over the next few weeks? Without wanting (of course) to take up too much of your valuable time, it would be great to speak with you about our current systems of support for detainees. We are in a fairly strong position in terms of our volunteer base and could be visiting more detainees than we are. I'm also wondering if there are a few things we could tweak in the way we offer some aspects of our support so that we are both easier for detainees to access, but also require less work for your very busy staff.

Thank you – very much look forward to hearing from you and working with you,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

[www.gdwg.org.uk](http://www.gdwg.org.uk)

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

## James Wilson

---

**From:** Stephen Skitt [redacted] DPA  
**Sent:** 08 February 2017 11:39  
**To:** James Wilson  
**Cc:** Brown, Michelle  
**Subject:** RE: Activity packs, payment plan, welfare team

Good morning James

I am happy with the visits packs and finance arrangements.

I know Ana explained to me about the conversations she had with our welfare staff and assisting with this, Michelle Brown is the Functional Head responsible for this area and she will need to make any agreements with this initiative and I have not yet had an opportunity to discuss this with her yet.

Regards

Steve

---

**From:** James Wilson [mailto:[redacted]] DPA  
**Sent:** 07 February 2017 11:13  
**To:** Stephen Skitt  
**Subject:** Activity packs, payment plan, welfare team

Hi Steve,

Ana forwarded me your email as below.

Thank you so much for your help with this. We are very pleased to be able to bring activity packs to the visit rooms and look forward to be able to include some language practice as part of our visits, where needed / appropriate.

I also really appreciate the flexibility on making payments in exceptional circumstances. Could you possibly just confirm the best email address for us to use to reach the finance department as and when this is needed?

In terms of our sometimes sitting with the welfare team: as you advised Ana, we have subsequently spoken further with the welfare officers about this. We have spoken with Octavian and Terisha and their response was very positive. If you are happy for us to proceed, we will have a member of the team sitting with welfare on Friday afternoons, starting on Friday 3<sup>rd</sup> March. Please let me know if we need to chat further about this.

Thank you very much – very much appreciated.

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

[redacted] DPA  
[redacted] DPA

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

---

**From:** Ana Szopa  
**Sent:** 03 February 2017 09:29  
**To:** Naomi Blackwell; James Willson  
**Subject:** FW: Activity pack in the visits room

---

**From:** Stephen Skitt [mailto: ] DPA  
**Sent:** 03 February 2017 09:19  
**To:** Ana Szopa; Slattery, Susannah; Khameer Limbachia; Nighat Mirza; Octavian Strat; Terisha Crepin; Sunil Sharma; Owen Syred  
**Cc:** Brown, Michelle  
**Subject:** RE: Activity pack in the visits room

Good morning Ana

In response to our chat the other day I have no concerns about activity packs being left in the visits room and thank you for taking the time to do this initiative.

In response to the payment plan agreement I have discussed this with our finance department and we can assist with this without any signed agreement. During Monday to Friday if you e mail our finance department they will issue up to a maximum of £20 to a nominated detainee with an e mail from yourselves and you repay us back within 2 working days Sue Slattery is our finance Manager and is aware of this.

If on a weekend then if you contact the welfare team followed by a confirmation e mail they can contact our Oscar 1 who can issue up to a maximum of £20 and again repay this back within 2 working days

Hope that helps

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: DPA  
Mob:

Email: DPA

[www.g4s.com](http://www.g4s.com)

## James Wilson

---

**From:** James Wilson  
**Sent:** 29 March 2017 15:34  
**To:** Gasson Paul  
**Cc:** Haughton, Dan; Stephen Skitt  
**Subject:** RE: Follow-up from meeting / future meetings

Dear Paul,

Thank you again for our meeting on 9<sup>th</sup> March. I really appreciate your, Dan and Steve's time and hope we can continue with regular meetings – thank you for arranging the catch-up on 8<sup>th</sup> June.

I have not yet had a chance to work on the MOU draft - my apologies for that. I will get a new draft to you before Easter.

I wanted to response to the three issues that you raised during the meeting. If I misunderstood any of the points raised, or missed anything, or if you need further information, please do not hesitate to contact me.

**Firstly, there was a request that we always ask for management approval before seeing a detainee for a second time at the drop-in.** I have clarified this with the team here. After subsequent clarification from Dan, we will be emailing Dan, Steve and Carrie Dance-Jones on every individual occasion that we want to arrange a second drop-in slot with a detainee, and asking for approval. We are happy with this arrangement, and I hope this is all ok with you. As I mentioned in the meeting, there are a number of reasons why we may wish to see a detainee for a second time, and I am happy to elaborate if ever needed.

**Secondly, you were concerned about a comment by an Italian national seen by Ana Szopa at our drop-in on 22<sup>nd</sup> February this year.** The detainee was apparently signed up to leave the UK voluntarily, but allegedly left the legal visits area stating that he now believed there was a different route available. I have investigated and spoken with Ana, but I am not sure which meeting this concern relates to. Ana saw no detainees on 22<sup>nd</sup> February; she saw four detainees on 20<sup>th</sup> February, but none was an Italian national. If you have more information I can of course look into it. As a general point, as you know our work sometimes includes referring to solicitors or helping stay in touch with existing solicitors. We do not provide immigration advice ourselves; we are not solicitors or OISC-regulated. All staff and volunteers receive training on this point. If you ever felt any of our staff or volunteers had given immigration advice, please contact me as soon as possible.

**Thirdly, you were concerned about Martin Powys-Lybbe's letters to G4S and to the immigration minister.** I have subsequently met with Martin and seen copies of the letters in question. I have advised him that we (GDWG) would prefer visitors to raise any concerns re any aspect of detention at Brook or Tinsley with the GDWG office first. This is both because we may be able to clarify some questions ourselves without troubling centre management, and because we value our working relationship with G4S and most concerns would be best addressed in informal conversations between myself and local management.

While this is our preference, I assume, nevertheless, that under your complaints policy Martin does retain the right to make complaints about any aspects of visiting, and to receive a response. With regard to Martin's wider concerns raised in the letter to the immigration minister, again our preference would be that they are first raised with the GDWG office, though Martin explained that his contact was initially with his MP and included concerns about issues beyond detention (including the European refugee crisis). Obviously Martin retains his right to raise any concerns he wishes as a constituent.

You raised a particular concern regarding Martin's comment in his letter to the immigration minister about the treatment of suicidal detainees. I have reminded Martin that our policy requires all volunteers to raise serious concerns about detainee welfare with the office for appropriate follow-up.



Please do not hesitate to contact me with any questions on above.

With many thanks,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

**DPA**

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

---

**From:** Gasson Paul [mailto: ] **DPA**  
**Sent:** 28 March 2017 09:56  
**To:** James Wilson  
**Cc:** Houghton, Dan; Stephen Skitt  
**Subject:** RE: Follow-up from meeting / future meetings

Thanks James,

I have sent a calendar invite for the June meeting.

Quarterly meetings sound appropriate to me.

I look forward to receiving your response and any draft amendments to the MOU

Regards

Paul Gasson

---

**From:** James Wilson [mailto: ] **DPA**  
**Sent:** 13 March 2017 15:53  
**To:** Gasson Paul  
**Cc:** Houghton, Dan; Stephen Skitt  
**Subject:** Follow-up from meeting / future meetings

Dear Paul,

I hope you had a good weekend.

Thank you very much for the meeting last week. I really appreciated your, Dan and Steve's time, the chance to catch-up and the opportunity to address some current concerns. I particularly appreciated the honest and positive conversation we were able to have; we continue to value highly our good working relationship with the Home Office and with G4S.

I am investigating the concerns you raised regarding our staff and volunteers. I will respond to you in detail and in writing by **Wednesday 29<sup>th</sup> March**. I apologise that this is over 2 weeks away, but it will take me a little while to speak to all the relevant parties.

When I write to you, I will endeavour to send you a revised MOU draft at the same time for your comments and consideration.

I would welcome quarterly meetings with you if this is possible – hopefully this would not normally take much of your time, but would allow a regular chance to catch-up. Could we pencil in the below dates, if convenient for you

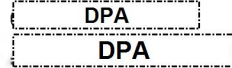
(and Dan and Steve)? I appreciate that we will need to arrange a time to sign a revised MOU when this is agreed. We can arrange in due course – if necessary perhaps we can bring the first proposed date below forward.

Thurs 8<sup>th</sup> June – 3pm  
Thurs 7<sup>th</sup> Sept – 3pm  
Thurs 7<sup>th</sup> Dec - 3pm

With many thanks,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)



[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

\*\*\*\*\*

This email and any files transmitted with it are private and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please return it to the address it came from telling them it is not for you and then delete it from your system. This email message has been swept for computer viruses.

\*\*\*\*\*

\*\*\*\*\*

**James Wilson**

---

**From:** Haughton, Dan [redacted]  
**Sent:** 22 March 2017 13:04  
**To:** Naomi Blackwell  
**Cc:** James Wilson; Stephen Skitt; Dance-Jones, Carrie; Paul Gasson  
**Subject:** RE: Repeat visits

Hi Naomi,

It's not a problem.

We should keep to the current Memorandum of Understanding which states:

- *The purpose of the meetings is to allow for GDWG staff to conduct an initial interview with detainees in order to assess the individual needs of detainees and identify an appropriate GDWG visitor to attend for ongoing social visits.*
- *On occasion it may be in the interest of a detainee to have a further follow up meeting in private with GDWG staff. These will be exceptional circumstances requiring prior agreement with G4S and Home Office Management.*

During our recent meeting with James, it was agreed that should a follow up surgery appointment be required the purpose of this would be to identify another GDWG visitor should the original matching not be appropriate.

So moving forward any requests should be given prior permission before progressing.

In the event that I am not on site then the following people can be contacted in relation to this:

Stephen Skitt – Deputy Director – [redacted]  
Caz Dance-Jones – Security Manager – [redacted]

We will continue to meet with James regularly and any proposed changes to the existing MOU can be discussed.

Regards

**Dan Haughton**  
Support Services Manager  
Custodial & Detention Services  
G4S Care and Justice Services (UK) Ltd  
Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [redacted]  
Tel: [redacted]  
Email: [redacted]

[www.g4s.com](http://www.g4s.com)

Official | Official - Sensitive | Secret | Top Secret

---

**From:** Naomi Blackwell [mailto:[redacted]]  
**Sent:** 22 March 2017 10:37

**To:** Houghton, Dan  
**Cc:** James Wilson  
**Subject:** Repeat visits

Dear Dan,

Apologies for eating into your time, but I just wanted to clarify this so we are all clear. Are you happy for us to request repeat (drop-in) visits and attend, provided we have informed you prior to the visit, i.e. we don't need to wait for your permission?

Many thanks,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: DPA f: DPA  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Please note I work Tuesdays, Thursdays and Fridays

Follow us on Twitter: @GatDetainees and Facebook

Click [here](#) to report this email as spam.

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

## James Wilson

---

**From:** Haughton, Dan [DPA]  
**Sent:** 06 April 2017 16:04  
**To:** Naomi Blackwell  
**Cc:** James Wilson; Stephen Skitt; Paul Gasson  
**Subject:** RE: Repeat visit - [DPA]

Hi,

Thank you for raising concerns about [redacted] have you raised these concerns with the officers at Brook House before?

I have passed your concerns about [redacted]'s mental health to our health care team who will refer him to see our onsite registered mental health nurse if this is not already in place.

From the shared understanding we have with James, drop in clinics are not the place to maintain regular contacts with detainees. This should be taking place in the context of social visits.

I have just checked with our switchboard and currently there is 1 social visit available tomorrow afternoon and 12 social visits available in the evening.

Regards

**Dan Haughton**  
Support Services Manager  
Custodial & Detention Services  
G4S Care and Justice Services (UK) Ltd  
Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]  
Tel: [DPA]  
Email: [DPA]

[www.g4s.com](http://www.g4s.com)

Official | Official - Sensitive | Secret | Top Secret

---

**From:** Naomi Blackwell [mailto:[DPA]]  
**Sent:** 06 April 2017 14:55  
**To:** Haughton, Dan  
**Cc:** James Wilson  
**Subject:** Repeat visit - [DPA]

Hi Dan,

[redacted]

He is unable to correspond with us meaningfully via telephone or fax. We have concerns regarding his mental health and would like to maintain regular contact with him in order to be able to effectively support him until his mental health improves.

Kind regards,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: [redacted] f: [redacted]  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Please note I work Tuesdays, Thursdays and Fridays

Follow us on Twitter: @GatDetainees and Facebook

Hi Naomi,

Can I ask why he would be need to seen again? His visits records show he has been seen in the drop in surgery on 22/03 and 31/03 and seen by GDWG on 29/03

Regards

**Dan Haughton**  
Support Services Manager  
Custodial & Detention Services  
G4S Care and Justice Services (UK) Ltd  
Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [redacted]  
Tel: [redacted]  
Email: [redacted]

[www.g4s.com](http://www.g4s.com)

Official | Official - Sensitive | Secret | Top Secret

**From:** Naomi Blackwell [mailto:[redacted]]  
**Sent:** 06 April 2017 11:36  
**To:** Haughton, Dan; James Wilson  
**Cc:** Stephen Skitt  
**Subject:** Repeat visit

Dear Both,

Re: [redacted]

Would it be possible to see the above-named for a repeat drop-in tomorrow?



Kind regards,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: DPA f: DPA  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Please note I work Tuesdays, Thursdays and Fridays

Follow us on Twitter: @GatDetainees and Facebook

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies

## James Wilson

---

**From:** Stephen Skitt [DPA]  
**Sent:** 26 April 2017 11:22  
**To:** James Wilson; Levett Simon [DPA]  
**Subject:** Haughton, Dan  
RE: Meeting

Good Morning James

Due to unforeseen circumstance I will need to reschedule our meeting . In regards to attendance this meeting is to discuss an MOU with yourselves and a number of local issues that involve your staff support, and I do not feel it appropriate to involve other organisations at this point, you can of course outside of this speak with AVID and they can offer you some advice.

James could you please advise me of some more dates we can all get together .

Kind Regards

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]

Mob: [DPA]

Email: [DPA]

[www.g4s.com](http://www.g4s.com)

**OUR  
VALUES**

**INTEGRITY AND  
RESPECT**

We are passionate about  
**SAFETY, SECURITY AND  
SERVICE EXCELLENCE**

We achieve this through  
**INNOVATION AND  
TEAMWORK**

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

---

**From:** James Wilson [mailto: [REDACTED] DPA]  
**Sent:** 25 April 2017 17:05  
**To:** Stephen Skitt  
**Cc:** Haughton, Dan; Levett Simon [REDACTED] DPA; Gasson Paul  
[REDACTED] DPA  
**Subject:** RE: Meeting

Hi Steve,

Many thanks for this. That time remains good for me. I look forward to meeting you then. I will send you a suggested new draft of the proposed MOU in advance.

I would like AVID to attend this meeting if possible. In addition to knowledge about practices in other IRCs, AVID is the national umbrella body representing visitors groups in all IRCs and as such, a regular stakeholder to the Home Office. AVID has attended meetings with GDWG in the past at Brook House, and we feel it would be helpful for our discussion to have an overview of standardised practices in other IRCs, and input from the national context. I would be grateful if you could reconsider Ali McGinley joining our meeting in light of this.

Many thanks,

James

---

**From:** Stephen Skitt [mailto: [REDACTED] DPA]  
**Sent:** 21 April 2017 10:07  
**To:** James Wilson  
**Cc:** Haughton, Dan; Levett Simon [REDACTED] DPA; Gasson Paul  
[REDACTED] DPA  
**Subject:** RE: Meeting

Good morning James

Reference a meeting 1100 hrs on the 12<sup>th</sup> May is good in regards to other organisations visiting at this meeting it is only appropriate we meet with yourselves as our MOU is with you.

Regards

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [REDACTED] DPA

Mob: [REDACTED] DPA

Email [REDACTED] DPA

[www.g4s.com](http://www.g4s.com)

OUR  
VALUES

INTEGRITY AND  
RESPECT

We are passionate about  
SAFETY, SECURITY AND  
SERVICE EXCELLENCE

We achieve this through  
INNOVATION AND  
TEAMWORK

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

---

**From:** James Wilson [mailto:[DPA](#)]  
**Sent:** 19 April 2017 12:09  
**To:** Stephen Skitt  
**Subject:** Meeting

Hi Steve,

Thank you for the call and apologies for the large number of recent requests. It will good to meet soon to resolve any issues and make sure systems are working for all of us.

I am tied up much of the next week and then away the first week of May. Would any of the below dates potentially work for you?

Morning of Thurs 11<sup>th</sup> May  
Morning of Fri 12<sup>th</sup> May  
Anytime Mon 15<sup>th</sup> May  
Anytime Weds 17<sup>th</sup> May  
Anytime Weds 19<sup>th</sup> May

I would like Ali McGinley (from the Association of Visitors to Immigration Detainees (AVID)) to join us – she has an overview of how processes work at other IRCs through working with other visitor groups and this might be useful in helping us confirm protocols.

Thank you very much for all your help,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

[DPA](#)  
[DPA](#)

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

---

**From:** Stephen Skitt [mailto:[DPA](#)]  
**Sent:** 19 April 2017 11:17  
**To:** James Wilson  
**Subject:** Re: Detainee interpreting at visit

Good morning James I am getting numerous requests for translators can we please discuss before I make any further decisions



Regards

Steve

Sent from my Samsung device

----- Original message -----

From: James Wilson [redacted] DPA  
Date: 19/04/2017 10:04 am (GMT+00:00)  
To: Stephen Skitt [redacted] DPA  
Subject: Detainee interpreting at visit

Hi Steve,

I hope you had a nice Easter.

I'm sorry to chase but could you let me know about below when you can – just as Angie is anxious to see this vulnerable detainee as soon as she can.

Many thanks,

James

---

**From:** James Wilson  
**Sent:** 13 April 2017 16:02  
**To:** 'Stephen Skitt'  
**Subject:** Detainee interpreting at visit

Hi Steve,

I hope all's well with you.

One of our visitors [redacted] – is visiting a detainee called [redacted]. She had a visit booked on Tuesday this week (11<sup>th</sup>) but was unable to have much of a conversation with [redacted] as he needs an interpreter. [redacted] had requested that another detainee [redacted] room number [redacted] be allowed to come into the visits hall to interpret for him. However, this was denied by the staff on duty on the day.

Would it possible for permission to be granted for [redacted] to accompany [redacted] on subsequent visits that [redacted] books with [redacted]. We are concerned that if this does not happen [redacted] will not be able to communicate with [redacted] and a vital form of social support will not be available. If visits continue then [redacted] will try to help [redacted] practice his English and we would hope that the need for an interpreter will gradually reduce.

Many thanks for your help.

Have a good Easter,

James

James Wilson  
Director





---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

**James Wilson**

---

**From:** Safer Community Gatwick <safercommunitygatwick@gmail.com>  
**Sent:** 26 April 2017 17:58  
**To:** James Wilson  
**Subject:** Re: Urgent - detainee at risk

Hello James

Thank you for raising your concerns about **redacted**

**redacted** is currently on a constant supervision so we are reviewing him daily.  
I will forward this information on to the management team for consideration at his next case review.

Once again thank you for raising your concerns.

Kind Regards

James Begg  
Detainee Custody Manager  
Safer Community  
Brook House IRC

On Tue, Apr 25, 2017 at 4:53 PM, James Wilson <**DPA**> wrote:

Hi there,

My colleague Ana Szopa spoke with detainee **redacted** a few minutes ago and were highly concerned about his well-being. I believe you are already aware of his imminent thoughts of self-harm and suicidal feelings. He is on E wing. When speaking to us this afternoon he was standing in the yard and appeared to be in close proximity to an officer. He said he would swallow a razor blade rather than go back to E wing. Ana spoke to him to try to calm him down and we are arranging one of our experienced visitors to arrange a visit to him to offer some additional emotional support.

**redacted** is very young and highlighted to us that is finding the isolation of E wing extremely difficult, and that he would not feel such extreme urges to self-harm if he were to be accommodated with other detainees. I would be very grateful if you could review his present arrangements in light of this.

Please do not hesitate to contact me.

With all best wishes,

James

James Wilson

Director

Gatwick Detainees Welfare Group (GDWG)

DPA

DPA

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

**James Wilson**

---

**From:** Ana Szopa  
**Sent:** 04 May 2017 13:48  
**To:** Haughton, Dan  
**Cc:** James Wilson  
**Subject:** repeat visit

Dear Dan,

I wanted to request a repeat visit with **redacted** tomorrow morning please.

I believe him to be very vulnerable and underage - I have already made the safer community team aware of my concerns.

He wants to disclose something to me that we ran out of time for during my welfare surgery yesterday. Therefore it would be best for us to meet in a private room as opposed to in the main visits hall.

I would appreciate it if you could let me know before tomorrow if this is alright.

Many thanks in advance,  
Ana Emilia Szopa

Advocacy Coordinator  
*Please note I only work Tuesdays, Wednesdays and Thursdays*

Gatwick Detainees Welfare Group

t: **DPA** f: **DPA**

[www.gdwg.org.uk](http://www.gdwg.org.uk)

## James Wilson

---

**From:** Ana Szopa  
**Sent:** 04 May 2017 16:59  
**To:** James Wilson  
**Subject:** FYI - repeat visits

Hi James,

I hope Cornwall is lovely!

Thought I should keep you updated on the goings on at GDWG.....: I met a very vulnerable 14 year old boy at Brook House yesterday. I have referred him to the Refugee Council but they are unable to see him until Monday because everything is fully booked until then. I asked Dan for a repeat visit to get consent forms signed so that the Refugee Council could act asap. I also referred him to the safer community team because he is 14(!) and he is scared of sharing a room with adults. This is what Dan said to me:

"To put it bluntly: no. There has been scrutiny from outside and concerns raised about your drop-ins. It has developed into a welfare surgery. This is not its intended purpose. From the HO's point of view this not the purpose of your drop in. The detainee has been integrated into the general population and is doing well. We have built the support plan with him and he likes it." He also said that the MOU and the purpose of the sessions would be discussed in your meeting with G4S and that we maybe it would be different in the future.....

Anyway, I have let the Refugee Council know, but I thought you should stay informed as well.

Thanks,

Ana Emilia Szopa

Advocacy Coordinator

*Please note I only work Tuesdays, Wednesdays and Thursdays*

Gatwick Detainees Welfare Group

t:  f:

[www.gdwg.org.uk](http://www.gdwg.org.uk)

## Naomi Blackwell

---

**From:** Haughton, Dan <[redacted] DPA>  
**Sent:** 12 May 2017 14:31  
**To:** Naomi Blackwell  
**Subject:** RE: Repeat visit

Hi Naomi,

Apologies for the delay I was out of the office yesterday and am only just catching up on emails.

If the repeat is to source [redacted] another social visitor then I am happy for him to be seen again.

Regards

**Dan Haughton**  
Support Services Manager  
Custodial & Detention Services  
G4S Care and Justice Services (UK) Ltd  
Brook House Immigration Removal Centre  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [redacted] DPA  
Tel: [redacted]  
Email: [redacted] DPA

[www.g4s.com](http://www.g4s.com)

Official | Official - Sensitive | Secret | Top Secret

---

**From:** Naomi Blackwell [mailto:[redacted] DPA]  
**Sent:** 11 May 2017 10:00  
**To:** Haughton, Dan  
**Subject:** Repeat visit

Morning Dan,

I wonder whether I could see [redacted] tomorrow at my drop-in. He was last seen at a drop-in on 16<sup>th</sup> Nov 2016 by my colleague Anna Pincus. He was being visited, but these ceased and he would like to be seen again.

Many thanks,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: [redacted] DPA f: [redacted] DPA  
[www.gdwg.org.uk](http://www.gdwg.org.uk)



## James Wilson

---

**From:** James Wilson  
**Sent:** 12 June 2017 14:52  
**To:** Stephen Skitt; Haughton, Dan; Gasson Paul  
**Subject:** Meeting last week

Dear all,

Many thanks again for the meeting last week. I really appreciated the opportunity to talk through the proposed MOU and current work.

I will work on the MOU draft, in light of our discussion last week, and send you an updated version. This will be after our board meeting on 22<sup>nd</sup> June, but I will aim to be in touch with you as soon as possible after that.

All being well, we can hopefully meet to sign the MOU within the next couple of months. We had also discussed, at our previous meeting, putting in a quarterly meeting so that we can touch base regularly on anything that is happening. I hope this will be possible; I am very conscious of your busy schedules and I don't believe the meetings will usually need to be lengthy, but I really appreciate having a positive and communicative link with you and wish this to continue. I think we had previously suggested the below meeting dates for later in the year – could you possibly let me know if these still work for you? If not, I am happy to suggest new dates / times.

-Thursday 7<sup>th</sup> September (3pm)

-Thursday 7<sup>th</sup> December (3pm)

I mentioned during our meeting that we try to run a focus group with detainees (probably a group of 5-10) every two years to collect feedback on our work. We would like to arrange this for later in the summer, if at all possible. My colleague Anna Pincus has run these sessions in the past. I would be grateful if you could let me know who we can follow up with to arrange this session.

Finally, for now, I was grateful to Steve for raising the concern about our implying the provision of counselling, and was sorry we weren't able to finish this conversation. If you feel that we had somehow stepped over a line of what is acceptable, please do let me know. We are not counsellors and are clear that we are not providing a therapeutic or psychiatric service to detainees. However, being a listening ear, a befriender and a form of emotional support for detainees who need someone to talk to is at the core of what we do. The distinction between providing emotional support and befriending, as opposed to counselling, feels clear to me (one I am very familiar with from other jobs and from being a volunteer with Samaritans elsewhere). If we need to discuss further, though, please do say.

Thank you very much again for your ongoing support,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

DPA

DPA

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees

**James Wilson**

---

**From:** Stephen Skitt **DPA**  
**Sent:** 07 August 2017 09:45  
**To:** James Wilson  
**Subject:** Contact

Good morning James

At our meetings we have held we discussed and I informed you that if any of your staff had any concerns about a detainee they were to inform a member of my staff or the Duty Director. Can you please reinforce this message to all your staff as some are contacting other agencies without raising this with us.

Thanks

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: **DPA**  
Mob: **DPA**

Email: **DPA**

[www.g4s.com](http://www.g4s.com)

**OUR  
VALUES**

**INTEGRITY AND  
RESPECT**

We are passionate about  
**SAFETY, SECURITY AND  
SERVICE EXCELLENCE**

We achieve this through  
**INNOVATION AND  
TEAMWORK**

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

## James Wilson

---

**From:** Stephen Skitt [DPA]  
**Sent:** 08 August 2017 07:29  
**To:** James Wilson  
**Subject:** RE: Meeting

Thank you James these issues will be better discussed when we meet.

Regards

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]  
Mob: [DPA]

Email: [DPA]

[www.g4s.com](http://www.g4s.com)

OUR  
VALUES

INTEGRITY AND  
RESPECT

We are passionate about  
SAFETY, SECURITY AND  
SERVICE EXCELLENCE

We achieve this through  
INNOVATION AND  
TEAMWORK

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error

please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services; Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

---

**From:** James Wilson [mailto:[DPA](#)]  
**Sent:** 07 August 2017 15:23  
**To:** Stephen Skitt  
**Subject:** RE: Meeting

Hi Steve,

Thanks. The below was to Dan, so I'm not sure why there would be an issue?

Re. IMB: I would assume it's a matter for them where any contact we have is appropriate or not?

Appreciate if you can give us much information as possible before we meet, though happy to discuss regardless.

Many thanks,

James

---

**From:** Stephen Skitt [mailto:[DPA](#)]  
**Sent:** 07 August 2017 13:49  
**To:** James Wilson  
**Subject:** RE: Meeting

**James please see below and your staff contacting the IMB about certain cases and looking for them to help**

**The IMB are a separate Independent Monitoring board**

**Regards**

**Steve**

---

**From:** Anna Pincus [mailto:[DPA](#)]  
**Sent:** 07 August 2017 10:10

To: Houghton, Dan

Subject: [redacted]

Hello Dan

I met a detainee that I was concerned about last week and in view of the symptoms of stress he is manifesting, I wonder whether you would consider moving him to Tinsley House where the environment might give him fewer triggers for post traumatic stress from his time of imprisonment in Turkey. Obviously you know the case much better than I, but I would appreciate any consideration you can give the request particularly at a time when his stress is likely to escalate with his partner being about to have a baby without him there.

With many thanks and all good wishes,

Anna Pincus  
Senior Caseworker and Outreach Co-ordinator  
GDWG

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]

Mob: [DPA]

Email [DPA]

[www.g4s.com](http://www.g4s.com)

OUR  
VALUES

INTEGRITY AND  
RESPECT

We are guided by  
SAFETY, SECURITY AND  
SERVICE EXCELLENCE

We achieve this through  
INNOVATION AND  
TEAMWORK

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).



If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below:

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

---

**From:** James Wilson [mailto:[REDACTED]]  
**Sent:** 07 August 2017 13:30  
**To:** Stephen Skitt; Haughton, Dan  
**Cc:** Gasson Paul [REDACTED] Saunders, Ben  
**Subject:** Meeting

Thanks Steve – please let me know possible dates when you can.

If you could let me know details of any concerns before we meet, we'll be able to have as productive a meeting as possible.

Many thanks,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)  
[REDACTED]  
[REDACTED]  
[www.gdwg.org.uk](http://www.gdwg.org.uk)  
Follow us on Twitter: @GatDetainees @RefugeeTales

---

**From:** Stephen Skitt [mailto:[REDACTED]]  
**Sent:** 07 August 2017 13:13  
**To:** James Wilson; Haughton, Dan  
**Cc:** Gasson Paul [REDACTED] Saunders, Ben  
**Subject:**

Good afternoon James

We now have another concern regarding interventions of your staff, in order to discuss these with you and complete the final details of the MOU it is probably best we meet soon so we can deal with these issues.

Dan could you please arrange a suitable date.



Regards

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: DPA  
Mob: DPA

Email: DPA

[www.g4s.com](http://www.g4s.com)

**OUR  
VALUES**

**INTEGRITY AND  
RESPECT**

*We are passionate about*  
**SAFETY, SECURITY AND  
SERVICE EXCELLENCE**

*We achieve this through*  
**INNOVATION AND  
TEAMWORK**

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

## James Wilson

**From:** Michael Wells [redacted] DPA  
**Sent:** 15 August 2017 11:28  
**To:** Ana Szopa  
**Cc:** safercommunitygatwick@gmail.com; Stephen Skitt; Haughton, Dan; James Wilson  
**Subject:** RE: [redacted]

**Categories:** Monitoring info

Dear Ana,

Many thanks for your email expressing your concern for [redacted]

[redacted]

I can confirm that the healthcare department are aware of this patient and are caring for his medical needs on site.

Kind Regards

[redacted]

[redacted]

Michael

Michael Wells  
Healthcare Practice Manager – Brook House IRC  
Gatwick Immigration Removal Centres  
G4S Health Services (UK) Ltd

Tel: [redacted] DPA  
Email: [redacted] DPA

Address: Brook House IRC, Perimeter Road South, Gatwick, West Sussex, RH6 0PQ

G4S Health, First Floor, Swift House, Hoffmanns Way, Chelmsford, Essex, CM1 1GU

OUR  
VALUES

INTEGRITY AND  
RESPECT

We are passionate about  
SAFETY, SECURITY AND  
SERVICE EXCELLENCE

We achieve this through  
INNOVATION AND  
TEAMWORK

**From:** Ana Szopa [mailto:[redacted] DPA]  
**Sent:** 15 August 2017 11:16  
**To:** Michael Wells  
**Cc:** [redacted] DPA; Stephen Skitt; Haughton, Dan; James Wilson  
**Subject:** FW: [redacted]

Dear all,

Please see below for my email to you sent last week about [redacted] DOB [redacted] He cannot walk for more than a few minutes at a time due to his legs and especially his feet [redacted] Sensitive/Irrelevant His feet were [redacted] Sensitive/Irrelevant and he cannot balance on them for very long. He is in a great deal of pain and cannot do basic things such as shower or carry food on a tray without help from others. He was in a wheelchair before he was detained, but was told that he was not allowed to bring it into the centre with him

Please can you clarify why you are unable to provide him crutches or a wheelchair at this point? If it is an issue of cost we would be happy to bring in a pair of crutches for him.

Many thanks in advance,  
Ana Emilia Szopa

Advocacy Coordinator  
Monday - Thursday

Gatwick Detainees Welfare Group

t: [redacted] f: [redacted]

[www.gdwg.org.uk](http://www.gdwg.org.uk)

[redacted]

---

**From:** Ana Szopa

**Sent:** 10 August 2017 15:33

**To:** [redacted]

**Cc:** [redacted]; 'Stephen Skitt'

**Subject:** [redacted]

Dear Michael,

I met Mr [redacted] DOB [redacted] in my drop-in yesterday. As you may be aware, his legs and feet were [redacted] Sensitive/Irrelevant  
[redacted] Sensitive/Irrelevant His feet especially were badly damaged and are now unable to support him. He cannot walk for more than a few minutes at a time and frequently falls over trying to get up and down the stairs. He is unable to get to the shower on his own and other detainees have to help bring him food.

I understand that there are safety procedures you need to follow before issuing someone with crutches or a wheelchair. Can you please advise on how much longer he will have to wait before they are provided to him? If it is an issue of cost, we have a pair of crutches that we could bring in for him.

Would it also be possible for you to refer him to the occupational therapist please?

Many thanks in advance,  
Ana Emilia Szopa

Advocacy Coordinator  
Monday - Thursday

Gatwick Detainees Welfare Group

t: [redacted] f: [redacted]

[www.gdwg.org.uk](http://www.gdwg.org.uk)

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information that is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does

## Naomi Blackwell

---

**From:** Jackie Colbran [DPA]  
**Sent:** 05 August 2017 10:47  
**To:** Naomi Blackwell  
**Cc:** James Wilson  
**Subject:** RE: Disputed minor

Dear Naomi

This is beginning to step outside our remit and I don't think it appropriate that we should follow your request up. As independent monitors we are looking to see that the system is working well and picking up problems which we can bring to management's attention. In this case there is no indication that the correct procedures are not being followed. That is not to belittle GDWG's role which does a wonderful job of supporting individual detainees. The IMB just has a different role.

If you have concerns about a detainee we should always be more than glad to hear from you and where appropriate pass the information to the Brook House Safeguarding Manager, whose specific role is to protect the vulnerable.

Regards

Jackie Colbran  
IMB

**From:** Naomi Blackwell [mailto:[DPA]]  
**Sent:** 04 August 2017 13:12  
**To:** Jackie Colbran [DPA]  
**Subject:** Disputed minor

Dear Jackie,

Hope all is well.

There is a disputed minor at Brook House, [redacted], an Albanian boy. I saw him at our drop-in today.

He was previously held at Tinsley House for a month and was transferred to Brook House in preparation for his removal, but this has now been stayed. He requested a transfer back to Tinsley two days' ago and I wonder whether you can speak to him and check that his request will be dealt with.

Many thanks,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: [DPA] f: [DPA]  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Please note I work Tuesdays, Thursdays and Fridays

Follow us on Twitter: @GatDetainees and Facebook

## James Wilson

---

**From:** Stephen Skitt [DPA]  
**Sent:** 18 August 2017 16:45  
**To:** James Wilson; Gasson Paul  
**Subject:** RE: Meeting this afternoon

**Categories:** Monitoring info

Thank you James for the update and your actions we will confirm a date for our next meeting shortly

Regards

Steve

Steve Skitt  
Deputy Director Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

Tel: [DPA]  
Mob: [DPA]

Email: [DPA]

[www.g4s.com](http://www.g4s.com)

**OUR  
VALUES**

**INTEGRITY AND  
RESPECT**

We are passionate about  
**SAFETY, SECURITY AND  
SERVICE EXCELLENCE**

We achieve this through  
**INNOVATION AND  
TEAMWORK**

---

Please consider the environment before printing this email.

\*\*\*\*\*

This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use



of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

Any personal views expressed in this e-mail are those of the individual sender and the company does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

This message has been checked for viruses on behalf of the company.

\*\*\*\*\*

The details of the company, which is part of the G4S group of companies, are included below;

G4S Care and Justice Services (UK) Limited, trading as G4S Central Government Services, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 390328.

G4S Facilities Management (UK) Limited, Registered Office: Southside, 105 Victoria Street, London, SW1E 6QT, Registered in England No. 3333860.

---

**From:** James Wilson [mailto:DPA]  
**Sent:** 18 August 2017 16:37  
**To:** Stephen Skitt; Gasson Paul  
**Subject:** Meeting this afternoon

Hi both,

Thank you for the useful meeting this afternoon. I very much appreciate your raising concerns directly and us having the chance to discuss them.

I have contacted all GDWG staff immediately and asked them to – in case where they have concerns about a detainee which they are considering raising – discuss with me so that I can make any appropriate contact with the IRC. I hope this will help alleviate any concerns you have about the type of issue raised, and the manner with which this is done.

As discussed, it would be good if we could arrange another meeting for a few weeks' time to follow up on this. Would any of the below dates work for you?

Wednesday 20<sup>th</sup> September (anytime)  
Thursday 21<sup>st</sup> September (afternoon)  
Monday 25<sup>th</sup> September (anytime)  
Tuesday 26<sup>th</sup> September (anytime)

With many thanks, and wishing you good weekends,

James

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

DPA  
DPA

[www.gdwg.org.uk](http://www.gdwg.org.uk)

Follow us on Twitter: @GatDetainees @RefugeeTales





# GATWICK DETAINEES WELFARE GROUP

**Patrons: Lord Dholakia OBE, Baroness Helena Kennedy QC**

Registered charity No. 1124328

Company Limited by Guarantee No. 4911257

Steve Skitt  
Deputy Director, Gatwick IRCs  
Custodial and Detention Services  
G4S Care and Justice Services (UK) LTD  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex  
RH6 0PQ

cc. Paul Gasson – Immigration Manager, Brook House IRC

25<sup>th</sup> September 2017

Dear Steve,

## **Meeting between G4S, Home Office and Gatwick Detainees Welfare Group on 18 August 2017**

Thank you for taking the time to meet with me last month. This letter sets out some of the information you and Paul requested during our discussions and contains some suggestions for the efficient management of our future meetings.

### **The work of Gatwick Detainees Welfare Group**

At the meeting you requested information concerning the remit of the organisation and the work we undertake during our drop-in sessions at Brook House. As you will be aware, GDWG has a long history of working in this area as we have been visiting detention centres in the Gatwick area for more than 22 years. Given our extensive experience of working in the detention sector, our organisation has developed over time and so I am happy to take this opportunity to provide a written explanation of the present parameters of our work.

In summary, GDWG's remit is to provide practical and emotional support for people who are held in immigration detention. We have a network of volunteers who are available to regularly visit detainees. The visitors form the core of our work: they are not professional counsellors; their role is to meet detainees and to offer sympathy, constructive advice, practical help and friendship to ameliorate the experience of detention.

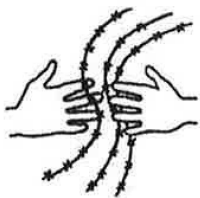
In addition, GDWG employs a small team of advocacy co-ordinators who offer practical help to detainees focussed on the following areas:

GDWG, The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex RH10 6AD

Tel.  DPA  Fax.  DPA  1 [www.gdwg.org.uk](http://www.gdwg.org.uk)

LLOYDS BANK FOUNDATION   
England & Wales

  
LOTTERY FUNDED



# GATWICK DETAINEES WELFARE GROUP

Patrons: Lord Dholakia OBE, Baroness Helena Kennedy QC

Registered charity No. 1124328

Company Limited by Guarantee No. 4911257

- Assessing whether a detainee wishes to have a visitor. This entails understanding the needs of the individual detainee and matching them to the right volunteer visitor and a careful explanation of the limits of the role of visitors.
- Helping detainees maintain contact with the community outside detention. This includes offering a small amount of top-up mobile phone card credit to detainees and helping families to make the practical arrangements to visit loved-ones in detention.
- Assisting people who are removed and are destitute. This is generally with a small amount of money to help with travel onwards from the airport in another country and can also involve helping to maintain contact during the time of removal with family or friends both in the UK and abroad.
- Supporting detainees who are released from detention and who may be dispersed into a new area with the initial practical matters of such a move, including access to local community groups and obtaining financial support.
- Providing extra clothing for people who are in detention with limited belongings.
- Liaising with legal representatives and sign-posting detainees who lack representation to publicly funded legal advice.
- Sign-posting and referring detainees to external organisations for additional support or assistance. This includes registered charities such as Bail for Immigration Detainees and Medical Justice.

Our advocacy co-ordinators also seek to help detainees navigate systems within detention. Where appropriate they can also help individual detainees with understanding and engaging with (for example) the following:

- Complaints processes.
- The possibility of contacting external organisations such as the Independent Monitoring Board (or their MP).
- Understanding additional sources of support accessible within detention with external organisations such as RAPT, Samaritans and the Red Cross.

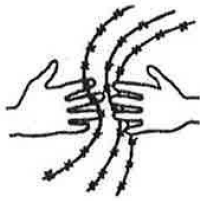
You will also be aware that in addition to working directly with individuals in detention, GDWG also has a history of wider work including research and pressing for reform of the detention system. We liaise closely with the Association of Visitors to Immigration Detention and have been publishing research since 2005. (This information is available on our website). Through the Detention Forum and our own Refugee Tales project, we call for an end to indefinite detention.

GDWG, The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex RH10 6AD

Tel.  DPA Fax.  DPA [www.gdwg.org.uk](http://www.gdwg.org.uk)

LLOYDS BANK FOUNDATION  
England & Wales





# GATWICK DETAINEES WELFARE GROUP

**Patrons: Lord Dholakia OBE, Baroness Helena Kennedy QC**

Registered charity No. 1124328

Company Limited by Guarantee No. 4911257

## Drop-in sessions

At our recent meeting there was a request for clarity about the work completed at drop-in sessions. As this issue has previously been raised in other meetings, I hope it will be helpful for you to have this information in writing.

As you know, we presently hold 3 drop-in sessions a week for detainees at Brook House. At these sessions we are generally meeting a detainee for the first time with little information about their circumstances provided beforehand. You will appreciate that there is a good deal of information to cover at such a first meeting: an understanding of the detainee's circumstances and current issues, an explanation of the help we can offer and a clear explanation of the limitations of the role of GDWG.

At each drop-in session, the individual attending from GDWG will need to consider which elements of our work (as outlined earlier in this letter) is relevant to the individual detainee. The conversation is further complicated by the fact that the detainee may have limited English and may be having an emotional response to the fact of detention. We are therefore grateful for the courtesy of having access to the legal visits rooms for these meetings which allow them to take place in appropriately quiet and calm conditions.

## Concerns you raised

At our recent meeting you raised a number of concerns, relating to:

- GDWG's approach to referrals to IMB and RAPT;
- GDWG's emails to G4S regarding concerns about individual detainees.

I will be in contact with both the IMB and RAPT in an effort to ensure that we are making appropriate referrals to both organisations. Clearly the way that GDWG seeks to make referrals is most properly dealt with between ourselves and the organisation we have contacted.

With regard to GDWG's contact with G4S, the two incidents you raised related to a request for a detainee to have a transfer to another detention centre and a concern about the lack of provision of assistive equipment to a detainee with burned feet. My understanding is that your concern was over the tone of the emails rather than the individual member(s) of staff contacted.

My own view, upon careful review of the emails you highlighted, is that their tone was not disrespectful. However, clearly the tone of written communication can be a particularly subjective matter. I am happy to continue the arrangement I offered immediately after our meeting where I will be the individual conduit for any concerns raised to you by GDWG for the time being.

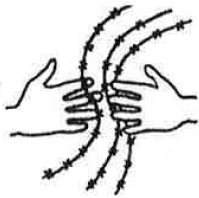
## Future conduct of meetings between G4S/Home Office/GDWG

As you will appreciate from the length of this letter, I have given careful thought to our last meeting. I would like to bring a trustee with me to future meetings. In future, to support a more focussed and fruitful approach to our further meetings, I would also be grateful if we could agree a brief agenda beforehand, and that if you

GDWG, The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex RH10 6AD  
Tel.  DPA  Fax.  DPA  [www.gdwg.org.uk](http://www.gdwg.org.uk)

LLOYDS BANK FOUNDATION  
England & Wales





# GATWICK DETAINEES WELFARE GROUP

**Patrons: Lord Dholakia OBE, Baroness Helena Kennedy QC**

Registered charity No. 1124328

Company Limited by Guarantee No. 4911257

have concerns about the conduct of GDWG then a short summary of your concerns should also be provided in advance. This will enable me to ensure I have all the relevant information for the meeting. This can only help shorten such meetings and to allow for clearer and more focussed discussions.

I look forward to meeting you again when possible. If you have any questions or concerns about this letter, please let me know in writing.

Finally, to end on a positive note, I was really encouraged to hear you say at the meeting that you felt that in 99.9% of cases that GDWG was doing good work. I hope that with a continuance of the dialogue between us that we can work usefully together.

Yours sincerely,

James Wilson  
Director  
Gatwick Detainees Welfare Group (GDWG)

DPA

DPA

[www.gdwg.org.uk](http://www.gdwg.org.uk)

GDWG, The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex RH10 6AD  
Tel.  DPA Fax.  DPA [www.gdwg.org.uk](http://www.gdwg.org.uk)

LLOYDS BANK FOUNDATION  
England & Wales





## Naomi Blackwell

---

**From:** Anton Bole [DPA]  
**Sent:** 30 September 2017 09:18  
**To:** Naomi Blackwell  
**Cc:** Stephen Skitt ✖  
**Subject:** RE: Referrals

Hi Naomi,  
I am not allowed to give any information regarding your questions. It would be the best to contact Deputy Director Stephen Skitt who can give you more informed information.

Kind regards,

Anton Bole  
**Team Leader**  
**The FORWARD Trust (Formally RAPt)**  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex RH60PQ  
Tel: [DPA]  
E-mail: [DPA]  
Web: [www.forwardtrust.org.uk](http://www.forwardtrust.org.uk)

---

**From:** Naomi Blackwell [DPA]  
**Sent:** 27 September 2017 21:27  
**To:** Anton Bole  
**Subject:** RE: Referrals

Dear Anton,

Can you tell me when you were informed this and by whom? If you get a chance, can we discuss this?

Many thanks,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: [DPA] f: [DPA]  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Please note I work Tuesdays, Thursdays and Fridays

Follow us on Twitter: @GatDetainees and Facebook

---

**From:** Anton Bole [mailto:[DPA]]  
**Sent:** 27 September 2017 11:03  
**To:** Naomi Blackwell  
**Subject:** RE: Referrals

Dear Naomi,  
I hope you are well. I was informed that referral process has to go through Welfare Office please.

Kind regards,

Anton Bole  
**Team Leader**  
**The FORWARD Trust (Formally RAPt)**  
Brook House IRC  
Perimeter Road South  
Gatwick Airport  
West Sussex RH60PQ  
London SE11 5RR  
Tel: [DPA]  
E-mail: [DPA]  
Web: [www.forwardtrust.org.uk](http://www.forwardtrust.org.uk)

---

**From:** Naomi Blackwell [DPA]  
**Sent:** 27 September 2017 10:35  
**To:** Anton Bole  
**Subject:** Referrals

Dear Anton,

Hope you are well.

Can you confirm we both continue to agree that we can refer cases directly to you and vice versa?

Many thanks,

Naomi

Naomi Blackwell  
Advocacy Coordinator  
Gatwick Detainees Welfare Group  
t: [DPA] f: [DPA]  
[www.gdwg.org.uk](http://www.gdwg.org.uk)

Please note I work Tuesdays, Thursdays and Fridays

Follow us on Twitter: @GatDetainees and Facebook

The Forward Trust, The Foundry, 2nd Floor, 17 Oval Way, London, SE11 5RR. Registered Charity No. 1001701. Registered in England and Wales as a company limited by guarantee. Registered Company No. 2560474.

The information contained in this email may be confidential. If you have received this email in error please notify the sender. Email messages sent to and from The Forward Trust may be monitored, recorded and retained by the organisation.

The Forward Trust, The Foundry, 2nd Floor, 17 Oval Way, London, SE11 5RR. Registered Charity No. 1001701. Registered in England and Wales as a company limited by guarantee. Registered Company No.