

Inspection of Brook House IRC w/c 07/11/16 – Pre inspection report

1. Hotel

Holiday Inn Gatwick Worth

Crabbet Park, Turners Hill Road, Crawley

RH10 4SS

Tel: **DPA**

2. IRC information:

Address:

Perimeter Road South

London Gatwick Airport

Gatwick

RH6 0PQ

DPA

Director: Ben Saunders

Deputy Director: Steve Skitt

Unlock roll 31/10/16: 392

% of Ex FNPs: 40-50%

Date of last inspection: June 2013

Outcomes at last Inspection: 3,3,3,2

IMB Chair: Jackie Colbran

Healthcare Provider: G4S

Activities Provider: G4S

3. Liaison Officer:

Stewart Povey (DCM)

4. Timetable

Monday

09.45-10.45, Groups x 3 (Hindpal, Deri & Martin)

- 1 x mixed
- 1 x Nigerian
- 1 x Pakistani

11.00-11.15 Team meeting (all to attend)

11.15-11.30 SMT briefing (all to attend)

11.30-12.15 Groups debrief

Thursday

9.30am - Meeting between the CI and the Director

10.00am - CI to be given a tour around the centre by a uniformed member of staff

12.30 Lunchtime meeting between CI, Director, SMT

2pm onwards: Inspection team deliberations and determination of judgments

5. General

I have advised the centre that inspectors may start arriving from 08.30am. You will be met either by the liaison officer or by Loraine Higgins (Director's PA), taken to the base room to drop bags off and then taken to security to be put on the trakka system so you can draw keys.

We are based in the board room, directly upstairs from the gate. Getting online was patchy. ***Please note – during the week one visit most of us found our suite key would not work properly in the board room door. In order to avoid having to go next door to the control room and ask for help, as I did several times, I recommend not locking the door. The room is in a staff only area and the director has cleared this.***

There is a staff dining room which we are free to use (cash). The board room is not located near a kitchen, but I was told that a fridge will be provided in the base room for the main inspection week.

Parking: this is available at the centre but is limited so please car share when possible. You will need to go past the first set of barriers (visitor parking) to the second set and press the buzzer to be let in. This is a car park for SMT and immigration staff, and we should have some spaces in there.

6. Week One report

Context:

Brook House and the neighbouring centre Tinsley House are collectively known as Gatwick IRC. One SMT is responsible for both. However Tinsley house is currently closed for a major refurbishment, including the development of family pre-departure accommodation to replace the Cedars facility. A number of detainees have been moved up to Brook House as a result.

G4S run Brook House. The contract was due to end in May 2017, but due to delays in the tendering process a further year has been added to the contract.

Staff retention has been a challenge to the centre this year. A number of experienced staff left to take up posts at the airport, and as a result there is a relatively high proportion of new and inexperienced staff at the centre.

A week ago Ofcom visited the centre and removed the mobile phone boosters the centre had purchased, because a number of other providers said they were causing interference with their services. As a result we can expect detainees to raise the issue of poor mobile signal in certain parts of the centre.

Escorts and early days

There are ongoing problems with escort cancellations due to lack of escort staff, and some no notice arrivals. Detainees are also still arriving overnight.

I was told there is no routine strip searching and no routine handcuffing.

Waiting areas have been improved and are being utilised to reduce the amount of time detainees spend waiting in vans. The layout of reception remains otherwise the same as at our last inspection, with screen dividers separating desks where detainees are booked in; the lack of confidentiality raised last time has been mitigated by the provision of 'discussion rooms' for sensitive issues, although I'm not sure if they are routinely used.

In the second, and more comfortable, reception waiting area where detainees sit after being booked in, there are now anti bullying leaflets and also information booklets in 20 languages, hot and cold drinks are freely available and meals are provided. There is a designated healthcare room and all detainees are screened on arrival.

B wing is the induction unit. Induction comprises a tour around the centre by an officer and watching a DVD. Chaplaincy, welfare etc should all visit the wing to provide a multi disciplinary induction with all new detainees, although I met a detainee who had arrived in the centre at the weekend and by Monday afternoon had not been seen by anyone except welfare.

Safer Community

I was told levels of self harm have reduced by 56% since our last inspection although there was a spike in June and July this year caused by two detainees. The norm is around 6-7 incidents per month. All incidents have been relatively minor, but each one is investigated and a 'lessons learnt' action plan produced.

On 31/10 there were 14 ACDT documents open. I was told the monthly average is around 24. There are currently no befrienders; the scheme is still operational but the high turnover of detainees means befrienders are not retained for long periods. The Samaritans attend the centre fortnightly.

Violence tends to be low level (spitting at staff etc). The SC meeting looks at monthly analysis of cause, location, gangs, trends etc.

The Challenge, Monitor and Support system is used for both perpetrators and victims of bullying and victimisation.

Safeguarding

Some safeguarding processes appear to be quite well-developed and the centre has put some thought into the new adults at risk guidance. We were told there is specific screening for vulnerability at reception, health screening and induction. There is a weekly multi-disciplinary 'detainee of interest' meeting which considers detainees for whom there are safeguarding concerns. In addition, detainees of particular concern or need are seen individually by a multi-disciplinary team. We were told that meetings are attended by Healthcare, Home Office and custody staff. Supported Living Plans are prepared for those who need additional support on Wings and 9 plans were in place during week one. Details of detainees of any particular concern are distributed to staff in a daily briefing.

However, there is no central log of adults considered to be at risk to facilitate oversight of their treatment. Neither the Home Office contact team, nor the Centre keep such logs. There is no formal process for Healthcare to routinely monitor the impact of detention on longer term detainees (although see below). It remains to be seen how well information about risk is shared between various functions and their vulnerability is monitored.

24 detainees have been held for over a year and 4 for over 2 years. The Healthcare team only monitors detainees if they are taking medication, or have a relevant health condition. They are about to introduce a new 'NHS style' 3 month check for all detainees, which is good as this will help identify emerging vulnerability. However, perhaps more regular checks would be useful for longer term detainees.

Arrangements are in place to safeguard visitors, including children. However, we were told children always have to be accompanied by the visitor, so if a mother goes to the toilet, the children cannot be left alone in the visits hall with the father. Staff in the visits hall were unable to give a rationale for this.

Security

The head of security is currently vacant, and so the deputy director is overseeing it until the post is filled.

In March 2016 an Albanian detainee escaped from the centre by climbing the fences, and has not been located to date. PSU investigated and there is a resulting action plan we can have sight of.

NPS is becoming an increasing concern; batches are finding their way in and have recently resulted in incidents of violence and health problems.

There is a weekly security briefing. Around 10-15 SIRs are submitted a day. The centre is looking at getting the Mercury system installed.

Between May and Oct 2016, the number of detainees full searched = 58

There is no formal reward scheme.

Use of Force and single separation

Between May and Oct 2016:

Number of Assaults on Staff = 43
Number of Assaults on Detainees = 10
Total Assaults = 53

Number of Rule 40 = 175
Number of Rule 42 = 4
Average time spent on Rule 40 = 42 Hours
Average time spent on Rule 42 = 8 Hours 45 Minutes

Total UOF = 83

During the pre-inspection, force was used against a detainee (details sent to Colin) who had become aggressive and had pushed a member of staff. The detainee was relocated to the seg and Rule 40 documentation completed. Copies of use of force documentation were not yet available. He had markers for repeated violence and racially/homophobic offending. He had arrived at the centre on 30th October. A health screen pro forma said he had no special medical needs. However, the health assessment completed in relation to the use of force said he was receiving anti-psychotic medication. There was a written note on the print out of his detainee record saying he was a risk to women.

We observed the good management of an incident which took place in the yard on C wing whilst a large group of detainees was playing football. A number of staff arrived and through de-escalation were able to manage the incident without using force.

The segregation unit is located through a gate at the far end of E wing, and has 6 cells. The environment remains largely the same as at the last inspection. On 31st Oct there was one detainee in the unit who been held there on Rule 40 since 28th Oct (details sent separately to Colin) for smashing up his cell.

Residential Units

Unlock is at 8am and lock up at 9pm. Four roll counts are undertaken daily, two of which (lunchtime and tea time) detainees are locked up for.

As at the last inspection there are four main wings: Arun, Beck (induction), Clyde and Dove. The accommodation remains very prison like; detainees are in double cells (staff are instructed to call them rooms but they are definitely cells). All rooms on the ground floor have had a bunk added to make them a triple, although these additional 60 beds are not currently being used. Cells have integral toilets but they are poorly screened, some are dirty and they have no lids or seats. The units, and many communal areas smell strongly of smoke.

In addition there is Eden wing, a smaller unit with 13 double rooms, the purpose of which seems a little unclear. It was labelled as a pre departure wing at the last inspection but this is no longer the case. For example, during week one there was a serving prisoner held there, a number of men with challenging behaviour, plus three men on constant watch (there are two constant watch cells on E wing). We were told that detainees disputing their age may also be held there. Each detainee had an individual risk assessment to determine their level of access to the regime.

Equality, Diversity and Faith

There is a designated diversity manager (Conway Edwards), who leads on consultation and work with the over 55 age group, the 18-21 age group and those with disabilities. I was told all work around other protected characteristics is undertaken on a one to one basis.

There is a monthly Equality, Diversity and Inclusivity meeting, which detainees can attend. There are a number of diversity detainee orderlies, and designated diversity liaison officers.

All DIRFs are investigated by Conway, and quality assured by Michelle Brown (functional head). There have been around 9 in the year to date, and tend to relate to allegations of racism by staff. All serious allegations involving staff are investigated by the PSU.

An activities steering committee determines which cultural festivals/events will be celebrated and these have included:

- Black History month
- Chinese New Year
- Diwali
- Eid
- Christmas

There is a team of 12 chaplains employed by the centre, including a Sikh chaplain, a Hindu chaplain and the managing chaplain is the Imam. Sessional chaplains come in as needed. There is a Christian chapel, a multi faith room, and a mosque with ablution facilities. Friday prayers take place in the visits hall due to high numbers - 46% of the population are Muslim.

Health Services and Substance Use

The healthcare provider is G4S, and staff are on site 24 hours per day, 7 days a week. Staff include RGNs, RMNs, and HCAs. There are nurse clinics each morning, and GP clinics in the afternoon. The optician visits monthly and the dentist every 2 weeks. A senior RMN is on site Monday to Friday, and an emotional support group is facilitated for detainees every Monday. A psychiatrist visits weekly.

Substance misuse services are now delivered in the centre, including clinical prescribing (by G4S) and psycho-social services (by Rapt)

Services

There is a cashless shop for detainees, with good opening hours (including evenings).

Activities

G4S is the activities provider and they deliver:

- English, Spanish, Italian, IT, Life in the UK courses
- Short courses (drug awareness, H&S in the Kitchen & Served, Equality & Diversity, CV writing, Victim Awareness and Anger Management.
- Cultural Evenings

There is only one teacher who delivers all of these classes, and when I visited his classroom he was delivering 3 or 4 different courses to different groups of detainees so there is the potential for quality to suffer. However, the centre are extremely proud of the work he does, and have nominated him for national awards.

There is also an arts and crafts class, a cultural kitchen, a library with country of origin reports and immigration handbooks, a music room and 44 computers with access to the internet. Social networks are blocked.

Welfare & removal/release

At the last inspection the nature of welfare provision was good but only one officer was delivering it and could not meet the demand. This has now been increased to 4 officers – two office based and two out on wings. Welfare officers visit E wing and B wing to meet new arrivals. I was told a welfare officer will undertake a basic screening of immediate needs on reception.

Welfare officers will be undertaking level 1 OISC training imminently, and level 2 in Feb. In order to be able to give advice, they would also have to apply to OISC to become a regulated provider. There is a raft of documentation and requirements for this, such as putting in place appropriate supervision arrangements (they may have to 'buy' these in) and we need to check if they are aware of this.

Migrant Help, BID, Red Cross, Samaritans attend the centre.

There is a Nigerian charter leaving the centre late afternoon/evening on Tues 8th Nov which I will observe. I was told there is no routine separation before removal, only intel based. I was also told that significant work had been undertaken with overseas escorts to improve the process, particularly timeliness.

Visits

A free minibus from Gatwick train station is provided for visitors. The visits hall is moderately sized but visits availability is good at 2pm to 9pm every day. It is set out in a very prison like way, but I was told that detainees can move around to some extent during visits, for example to play with their children in the very small children's play area in the corner. Sandwiches and fruit are now available in addition to food vending machines.

There is one closed visits facility which I was told is rarely used.

Arrangements are in place to safeguard visitors, including children. However, we were told children always have to be accompanied by the visitor, so if a mother goes to the toilet, the children cannot be left alone in the visits hall with the father. Visits staff were unable to give a rationale for this.

Health and Safety while on inspection

Brook House

Fire evacuation procedures at establishment

Brook House is designed to incorporate horizontal and/or phased evacuations. Response staff will direct people from their location to the most suitable assembly point.

All fire exit routes are clearly signed.

There are no planned fire drills in the first two weeks of November 2016.

Operational risk and threat assessment

Currently there are no known operational risks

Base Room protocol

In the event of an emergency telephone the control room, Ext: DPA they will arrange assistance.

Fire Exits (1): From the Boardroom go straight and through the door at the end of the short corridor and then forward bearing right out of the door in the far back corner of the room, the stairs take you to the assembly point in the front carpark.

(2) From the Boardroom left down the long corridor, round to the left through the electronic door and down the stairs out of the door to the right and the assembly point is in the sterile courtyard by the planter boxes.

First Aid: A first aid box is wall mounted by the lift, out of the Boardroom left down the long corridor. All officers are first aiders. Healthcare staff are available throughout the day, telephone the control room Ext: **DPA** who will radio for assistance.

A defibrillator is situated in the ground floor foyer of the gatehouse in a green wall mounted cabinet.

Miscellaneous

Please be aware of traffic movement when crossing the sterile courtyard to the main building.

In the event of an accident ask any officer to supply an 'Accident Grab Pack'

All staff should at all times adhere to HMIP's professional standards outlined in the Guide for Inspectors:

<https://www.justiceinspectorates.gov.uk/hmiprisonswp-content/uploads/sites/4/2014/02/2.-GUIDE-FOR-INSPECTORS-2015-01.pdf>