

Security

- Despite increased security risks faced by the centre some security arrangements remain disproportionate to the risks posed by the population.
- The quality of SIRs are good and they are processed efficiently yet the lack of Mercury means they can not be analysed to their full potential to identify threats and objectives.
- Dynamic security is good, with many SIRs based on information volunteered by detainees.
- Visits restrictions are appropriately applied, justified and reviewed.
- The number of strip searches is high and paperwork does not always sufficiently justify all uses.

Rewards scheme

- The two-stage rewards scheme is light touch and many detainees are unaware of it.
- The only difference for detainees on the enhanced level is access to work.

Force

- The number of incidents involving force has increased since our last inspection.
- Paperwork justifying force is completed to a high standard, and all incidents are reviewed by a manager.
- Video footage has shown mixed practice. Briefings prior to planned uses of force are very good, verbal reasoning is used well but some incidents have taken too long to resolve once force has been initiated.
- We are not assured that Tascor overseas escorts use waist restraint belts as a last resort or apply them safely.

Separation

- Fewer detainees are separated than at our last inspection but more are separated than at other centres.
- Good efforts are made to move challenging and complex detainees from separation quickly.
- However, the regime for separated detainees remains poor: detainees held this week did not have TVs, radios, books or anything to distract them. The unit is austere with dirty toilets and cells that require painting.
- Management reviews of separation paper work are thorough.

Complaints

- The number of complaints has reduced since our last inspection from about 15 a month to 12 a month. Nine complaints were substantiated or partially substantiated in the last six months.
- Investigations are very good.
- Replies are ???
- The monthly monitoring report is reasonably good.

- G4S investigate and decide the outcome yet the Home Office can penalise G4S where a complaints is substantiated. This creates a conflict of interest.