

## 19. STAFFING AND VEHICLES

REQUIREMENT	THE CONTRACTOR'S UNDERTAKING/PROPOSAL	CONTRACTOR'S AUDIT PROPOSAL
<b>19.1 STAFFING PROPOSALS</b>		
<p><i>Schedule 19 of this Schedule D shall operate without prejudice to the obligations of the Contractor under Clause 25 (Staff) of the Contract.</i></p> <p><i>Notwithstanding the minimum staffing levels set out in the Contract, the Contractor shall ensure that staffing in the Removal Centre allows at all times for an ordered, controlled, disciplined and safe environment for Detainees, Staff and Visitors and meets the obligations and complies with the provisions of the Contract at all times.</i></p> <p><i>The Contractor shall ensure that:</i></p>	<p>GSL confirm that proposals on DCO and DCO Manager (DCO-M) staff numbers will be minimum staffing levels and will be written into the Contract and made legally binding. GSL will train all DCOs in the full range of duties required to deliver the service stated within this document, allowing for a fully flexible approach to staff deployment.</p>	
<b>19.1.1 It complies, as a minimum, with the staffing levels set out in Documents A and B attached;</b>		
<b>19.1.2 It will retain sufficient numbers of staff with appropriate skills and qualifications and/or experience at the Removal Centre to meet the Contractor's obligations under and comply with the provisions of the contract at any time irrespective of the number of staff required to do so;</b>	<p>GSL will retain sufficient numbers of staff with appropriate skills and qualifications and/or experience to meet the Contractor's obligations to and comply with the provisions of the contract at any time, irrespective of the number of staff required to do so.</p>	<p>Training Records.</p> <p>C&amp;R Log Books.</p> <p>Daily Staff Detail.</p>

<b>19.1.3 A minimum of 1 Advanced Trained C&amp;R unit is available at any time;</b>	GSL will ensure that the number of staff trained will meet the requirement to provide one unit with Advanced Control and Restraint Training at any time.	
<b>19.1.4 A shift pattern for DCOs and Managers is in place that ensures that maximum opportunities for Detainee/Staff contracts are maintained;</b>	<p>GSL will ensure that shift attendance patterns operated by the DCO and management grades are delivered in terms of Document A and B.</p> <p>The on-duty staffing complement will provide adequate staff numbers to ensure that the planned opportunities for Detainees can be delivered.</p> <p>Full-time DCO staff will work an average 48-hour week. The longest shift will be 12 hours</p> <p>The routine and activity programme requires that a greater number of DCO and manager hours will be scheduled between the times of 0900–2100 hours. The core of regime activities, access to social visitors, legal and case-related visitors and lunch/evening meal times fall within this period. GSL will achieve a high quality Detainee/staff contact by operating a daily staffing roster that provides clear shift detail and guidance to all GSL staff regarding their duty assignments.</p> <p>Rostered levels of staffing will be appropriate to ensure a safe environment during 'quiet' hours, between 21:00- 08:00 hours.</p> <p>GSL will ensure that an appropriate level of management is on duty every day of the year to ensure that the Centre is managed adequately, staff are supervised appropriately in the performance of their duties, and that Contract requirements are consistently met.</p> <p>The Duty Manager will ensure that continuous operations are maintained throughout the Centre and that security, admissions and discharges are deliverable throughout the 24hour period.</p> <p>An operational member of the Senior and Middle Management Team will be nominated as Duty Manager on a daily basis and will provide an 'on-call' service when not on site. On-site provision will normally be 0800 - 1700 daily, although these hours may be modified by the GSL Director of Service Delivery (Immigration) or Centre Director, depending on any particular</p>	Daily Staff Detail.

	<p>issues.</p> <p>The senior member of staff on duty when the Duty Manager is not in the Centre will be the Duty Operations Manager, who will provide 24-hour on-site cover. When they are not at the Centre, the Duty Manager and Centre Director will always be contactable, with the exception of planned leave periods.</p> <p>The management team at Brook House will receive on-call support from GSL Central Management, in particular the GSL Offender Management &amp; Immigration Service Managing Director and Directors of Service Delivery. GSL will ensure that Central Management support to Brook House will be available on a 24/7-365 day basis.</p>	
<b><i>19.1.5 It will provide information to the Border and Immigration Agency Manager daily, in a format to be agreed with the Authority, confirming that Staff attended as required in the Contract during the previous 24 hours;</i></b>	GSL confirms that information will be provided daily to the Border and Immigration Agency Manager in a format to be agreed with the Authority, confirming staff attendance as required in the Contract during the previous 24 hours.	
<b><i>19.1.6 It will deploy any additional Staff required for implementation.</i></b>	<p>Experienced staff from GSL's Offender Management &amp; Immigration Services (OMIS) Division will provide support and input from the date of award of contract.</p> <p>GSL's Service Delivery Director (Immigration) will work closely with the Authority from award of contract to offer suggestions on possible amendments to the final internal layout and usage of the centre's design, to fully utilise the resources agreed in the contract.</p> <p>GSL will bring the Agreed Centre Director into post 6 months before the commencement date and will have the remainder of the senior management team in post at this time, to allow liaison between the Authority, local residents and services.</p> <p>The Centre Director and his/her team will be able to call upon the following experienced managers and staff from OMIS during the initial implementation period.</p> <ul style="list-style-type: none"> <li>* Managing Director of OMIS.</li> </ul>	

	<ul style="list-style-type: none"> <li>* OMIS Service Delivery Directors.</li> <li>* Service Delivery Manager.</li> <li>* HR Manager.</li> <li>* HR Advisor.</li> <li>* H&amp;S Manager.</li> <li>* Audits Manager.</li> <li>* Training Managers.</li> <li>* Tutors.</li> <li>* Detached Duty Staff from existing centres.</li> </ul> <p>The above resources would be available to Brook House on an intensive scale for 3 months from commencement of contract date. The central team will continue to deliver required support and advice throughout the term of the contract.</p>	
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19.2 DOCUMENT A1

DAY Mon - Fri

STAFF ON DUTY (NOT INC SMT)

BASED ON 100-91% DETAINEE OCCUPANCY

LOCATION	TITLE	DCO/DCO-M Y/N	0000 0100	0100 0200	0200 0300	0300 0400	0400 0500	0500 0600	0600 0700	0700 0800	0800 0900	0900 1000	1000 1100	1100 1200
TOTAL DCO-Ms			2	2	2	2	2	2	2	2	3*	3*	3*	3*
TOTAL DCOs			11	11	11	11	11	11	11	11	35	35	35	35
TOTAL Non DCOs			0	0	0	0	0	0	0	0	7	8	8	8
TOTAL Staff on duty			13	13	13	13	13	13	13	13	45*	46*	46*	46*
LOCATION	TITLE	DCO/DCO-M Y/N	1200 1300	1300 1400	1400 1500	1500 1600	1600 1700	1700 1800	1800 1900	1900 2000	2000 2100	2100 2200	2200 2300	2300 2400
TOTAL DCO-Ms			3*	3*	3*	3*	3*	3*	3*	3*	3*	2	2	2
TOTAL DCOs			35	35	35	35	35	35	35	35	35	11	11	11
TOTAL Non DCOs			8	9	9	9	9	8	8	8	8	1	0	0
TOTAL Staff on duty			46*	47*	47*	47*	47*	46*	46*	46*	46*	14	13	13

Total number of advance trained C&R staff available within 1 hour	14
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\* Please note: Stand alone DCO-M's listed in Document 'B' will also be on duty and all DCO-M's will be rotated as Day Shift Duty Operations Manager



19.2 DOCUMENT A1

DAY Sat & Sun

STAFF ON DUTY (NOT INC SMT)

BASED ON 100-91% DETAINEE OCCUPANCY

LOCATION	TITLE	DCO/DCO-M Y/N	0000 0100	0100 0200	0200 0300	0300 0400	0400 0500	0500 0600	0600 0700	0700 0800	0800 0900	0900 1000	1000 1100	1100 1200
TOTAL DCO-Ms			2	2	2	2	2	2	2	2	3*	3*	3*	3*
TOTAL DCOs			11	11	11	11	11	11	11	11	34	34	34	34
TOTAL Non DCOs			0	0	0	0	0	0	0	0	7	8	8	8
TOTAL Staff on duty			13	13	13	13	13	13	13	13	44*	45*	45*	45*
LOCATION	TITLE	DCO/DCO-M Y/N	1200 1300	1300 1400	1400 1500	1500 1600	1600 1700	1700 1800	1800 1900	1900 2000	2000 2100	2100 2200	2200 2300	2300 2400
TOTAL DCO-Ms			3*	3*	3*	3*	3*	3*	3*	3*	3*	2	2	2
TOTAL DCOs			34	34	34	34	34	34	34	34	34	11	11	11
TOTAL Non DCOs			8	9	9	9	9	8	8	8	8	1	0	0
TOTAL Staff on duty			45*	46*	46*	46*	46*	45*	45*	45*	45*	14	13	13

Total number of advance trained C&R staff available within 1 hour	14
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\* Please note: Stand alone DCO-M's listed in Document 'B' will also be on duty and all DCO-M's will be rotated as Day Shift Duty Operations Manager

19.2 DOCUMENT A2

DAY Mon - Fri

STAFF ON DUTY (NOT INC SMT)

BASED ON 90-81% DETAINEE OCCUPANCY

LOCATION	TITLE	DCO/DCO-M Y/N	0000 0100	0100 0200	0200 0300	0300 0400	0400 0500	0500 0600	0600 0700	0700 0800	0800 0900	0900 1000	1000 1100	1100 1200
TOTAL DCO-Ms			2	2	2	2	2	2	2	2	3*	3*	3*	3*
TOTAL DCOs			11	11	11	11	11	11	11	11	35	35	35	35
TOTAL Non DCOs			0	0	0	0	0	0	0	0	7	8	8	8
TOTAL Staff on duty			13	13	13	13	13	13	13	13	45*	46*	46*	46*
LOCATION	TITLE	DCO/DCO-M Y/N	1200 1300	1300 1400	1400 1500	1500 1600	1600 1700	1700 1800	1800 1900	1900 2000	2000 2100	2100 2200	2200 2300	2300 2400
TOTAL DCO-Ms			3*	3*	3*	3*	3*	3*	3*	3*	3*	2	2	2
TOTAL DCOs			35	35	35	35	35	35	35	35	35	11	11	11
TOTAL Non DCOs			8	9	9	9	9	8	8	8	8	1	0	0
TOTAL Staff on duty			46*	47*	47*	47*	47*	46*	46*	46*	46*	14	13	13

Total number of advance trained C&R staff available within 1 hour	14
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\* Please note: Stand alone DCO-M's listed in Document 'B' will also be on duty and all DCO-M's will be rotated as Day Shift Duty Operations Manager

19.2 DOCUMENT A2

DAY Sat & Sun

STAFF ON DUTY (NOT INC SMT)

BASED ON 90 -81% DETAINEE OCCUPANCY

LOCATION	TITLE	DCO/DCO-M Y/N	0000 0100	0100 0200	0200 0300	0300 0400	0400 0500	0500 0600	0600 0700	0700 0800	0800 0900	0900 1000	1000 1100	1100 1200
TOTAL DCO-Ms			2	2	2	2	2	2	2	2	3*	3*	3*	3*
TOTAL DCOs			11	11	11	11	11	11	11	11	34	34	34	34
TOTAL Non DCOs			0	0	0	0	0	0	0	0	7	8	8	8
TOTAL Staff on duty			13	13	13	13	13	13	13	13	44*	45*	45*	45*
LOCATION	TITLE	DCO/DCO-M Y/N	1200 1300	1300 1400	1400 1500	1500 1600	1600 1700	1700 1800	1800 1900	1900 2000	2000 2100	2100 2200	2200 2300	2300 2400
TOTAL DCO-Ms			3*	3*	3*	3*	3*	3*	3*	3*	3*	2	2	2
TOTAL DCOs			34	34	34	34	34	34	34	34	34	11	11	11
TOTAL Non DCOs			8	9	9	9	9	8	8	8	8	1	0	0
TOTAL Staff on duty			45*	46*	46*	46*	46*	45*	45*	45*	45*	14	13	13

Total number of advance trained C&R staff available within 1 hour	14
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\* Please note: Stand alone DCO-M's listed in Document 'B' will also be on duty and all DCO-M's will be rotated as Day Shift Duty Operations Manager



Document 19.A3

DAY Mon - Fri

BASED ON 80-61% DETAINEE OCCUPANCY

STAFF ON DUTY (NOT INC SMT)

LOCATION	TITLE	DCO/DCO-M Y/N	0000 0100	0100 0200	0200 0300	0300 0400	0400 0500	0500 0600	0600 0700	0700 0800	0800 0900	0900 1000	1000 1100	1100 1200
TOTAL DCO-Ms			2	2	2	2	2	2	2	2	3*	3*	3*	3*
TOTAL DCOs			10	10	10	10	10	10	10	10	32	32	32	32
TOTAL Non DCOs			0	0	0	0	0	0	0	0	7	8	8	8
TOTAL Staff on duty			12	12	12	12	12	12	12	12	42*	43*	43*	43*
LOCATION	TITLE	DCO/DCO-M Y/N	1200 1300	1300 1400	1400 1500	1500 1600	1600 1700	1700 1800	1800 1900	1900 2000	2000 2100	2100 2200	2200 2300	2300 2400
TOTAL DCO-Ms			3*	3*	3*	3*	3*	3*	3*	3*	3*	2	2	2
TOTAL DCOs			32	32	32	32	32	32	32	32	32	10	10	10
TOTAL Non DCOs			8	9	9	9	9	8	8	8	8	1	0	0
TOTAL Staff on duty			43*	44*	44*	44*	44*	43*	43*	43*	43*	13	12	12

Total number of advance trained C&R staff available within 1 hour	14
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\* Please note: Stand alone DCO-M's listed in Document 'B' will also be on duty and all DCO-M's will be rotated as Day Shift Duty Operations Manager.

Document 19.A3

DAY Sat & Sun

BASED ON 80-61% DETAINEE OCCUPANCY

STAFF ON DUTY (NOT INC SMT)

LOCATION	TITLE	DCO/DCO-M Y/N	0000 0100	0100 0200	0200 0300	0300 0400	0400 0500	0500 0600	0600 0700	0700 0800	0800 0900	0900 1000	1000 1100	1100 1200
TOTAL DCO-Ms			2	2	2	2	2	2	2	2	3*	3*	3*	3*
TOTAL DCOs			10	10	10	10	10	10	10	10	31	31	31	31
TOTAL Non DCOs			0	0	0	0	0	0	0	0	7	8	8	8
TOTAL Staff on duty			12	12	12	12	12	12	12	12	41*	42*	42*	42*
LOCATION	TITLE	DCO/DCO-M Y/N	1200 1300	1300 1400	1400 1500	1500 1600	1600 1700	1700 1800	1800 1900	1900 2000	2000 2100	2100 2200	2200 2300	2300 2400
TOTAL DCO-Ms			3*	3*	3*	3*	3*	3*	3*	3*	3*	2	2	2
TOTAL DCOs			31	31	31	31	31	31	31	31	31	10	10	10
TOTAL Non DCOs			8	9	9	9	9	8	8	8	8	1	0	0
TOTAL Staff on duty			42*	43*	43*	43*	43*	42*	42*	42*	42*	13	12	12

Total number of advance trained C&R staff available within 1 hour	14
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\* Please note: Stand alone DCO-M's listed in Document 'B' will also be on duty and all DCO-M's will be rotated as Day Shift Duty Operations Manager.