

**To:** RAFIQUE, RUKSHANA [DPA]  
**From:** Wyatt Jonathan  
**Sent:** Tue 14/11/2017 10:41:10 AM  
**Subject:** FW: Official-Sensitive G4S - Brook House - [D2953] / helpline use

Hi Rukshana,

I just wanted to ensure that these cases were flagged to the top – and they are.

As I said yesterday, all we can do is assess the evidence that we have. I fear that there won't be a lot from the centre though and it may be that there really is insufficient evidence to arrive at a conclusion. Call any time today if needed but we will have to have a good think about this.

Jon

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**From:** Hartley-King Mark  
**Sent:** 14 November 2017 10:31  
**To:** Wyatt Jonathan; Lennon Anthony  
**Cc:** Tucker Steve  
**Subject:** RE: Official-Sensitive G4S - Brook House - [D2953] / helpline use

Just to add: as you know I flagged this case with Alan -

Needs writing up carefully to reflect events. The way things are being mishandled at Brook is not great. **Steve:** this was the case where the injunction came down.

[re the question y/day on what is the worst that may happen]

Mark

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**From:** Wyatt Jonathan  
**Sent:** 14 November 2017 08:57  
**To:** Lennon Anthony  
**Cc:** Hartley-King Mark  
**Subject:** FW: Official-Sensitive G4S - Brook House - [D2953] / helpline use

Morning Tony,

Following yesterday, another interesting one for Detention at Brook. This will lead to some further questions for Rukshana to ask, especially also as the relevant DCO left on Friday (without the contractor notifying us). Another one that will need flagging up.

Jon

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**From:** RAFIQUE, RUKSHANA  
**Sent:** 13 November 2017 18:53  
**To:** Wyatt Jonathan; Phillips Mark (PSU)  
**Subject:** Official-Sensitive G4S - Brook House [D2953] / helpline use

Official-Sensitive

Jon,

(Mark cc'd to you at Jon's request in light of the mechanism used by Mr [D2953] to make the complaint, please see the background below).

As briefly discussed I spoke to Stephen Cotter about how he ended up investigating Mr [D2953] complaint when we also received a complaint from him about the same incident. He told me G4S operate an Equalities Advisory Support Service helpline based in Rotherham which is independent of their IRCs in Gatwick.

Somehow, possibly from an Officer, Mr [D2953] managed to get hold of the number of the Equalities line, and made a

call to it on 10 June (the date of the first incident). He made further calls, the most prominent one is on 16 June in which he stated he had been assaulted three times which is what I am examining. Thereafter he continued to call the Equalities line. The helpline staff did not know at the time of the calls that G4S ran the Brook House facility? Whilst Mr [D2953] mentioned he was at Brook House he never mentioned G4S in his calls. During one of the calls the Operator asked Mr [D2953] if he wanted her to notify somebody in Brook House about what was happening to him to which Mr [D2953] said yes but this was never followed through.

The helpline company Manager got in touch with a 'Government Customer' and sought advice on what to do with the calls, they said 'do what you need to do?' The matter ended up being recorded as a whistle blowing matter on 24 September and was allocated to Stephen to investigate.

I asked Stephen why the matter was not referred to Detention Services Complaints Team, he stated because they had no evidence that an assault had taken place. It was only when he spoke to Mr [D2953] last Monday and was given Officer Derek's name that G4S decided to refer to the Home Office and the Police not realising that we were already dealing with the matter.

The above developments will need careful handling in light of Mr [D2953] complaint via his Solicitor which PSU are investigating. It raises some real questions including; how and why this matter was not referred to Detention Services and in turn PSU back in June 2017.

Regards,

Rukshana

Rukshana Rafique | Investigating Officer, Professional Standards Unit | Security, Science & Innovation Directorate| Block C, 3rd floor, Soapworks, Ordsall Lane | Salford, Manchester, M5 3LZ

T: [DPA] | M: [DPA]

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**From:** Stephen Cotter [mailto:[DPA]]  
**Sent:** 10 November 2017 11:29  
**To:** RAFIQUE, RUKSHANA  
**Subject:** G4S - Brook House - [D2953] / Derek Murphy - Privileged and Confidential

Dear Rukshana,

It would appear we have been working in parallel on this. Internally within G4S I have been investigating [D2953] alleged assault and I could not find any evidence to substantiate it. My final action was to speak to him and so I saw him at Morton Hall IRC this Monday, obtained from him the 3 dates of the alleged assaults, the name of the officer "Derek" and a description of the officer, who I believed to be Derek Murphy. I checked with the roster manager at Brook House and Derek Murphy was working on the 3 dates.

My report was updated and we had a conference call this morning at 09:30 to decide on the way forward, which was expected to be to inform the Police and the Home Office. Prior to the call Lee Hanford, Director Brook House informed us of your letter to Derek Murphy about the same incidents and that you had already informed the Police.

I have my report ready to share with you, I am confident it will assist you. I would be grateful if you could please contact me so we can speak beforehand. I phoned your office and was told you would be in on Monday.

My contact details are below, should you wish to speak to me today.

Regards,  
Stephen

Stephen Cotter  
Risk and Assurance Manager  
G4S UK & I Region

Mob: [DPA]  
Email: [DPA]



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