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**From:** HO Security - Lessons Learned  
<IMCEAEX-\_O=PHU\_OU=PHU\_CN=RECIPIENTS\_CN=POBULESSONSLEARNED@G  
BRP123.PROD.OUTLOOK.COM>  
**Sent:** 30 May 2018 10:48  
**To:** Detention Ops Lessons Learned  
**Subject:** FW: Re: **D668** Recommendation

Hi Nigel

The first one I have accepted and closed, with regards the next two, could you go back to the centre and get some further information please.

**Accepted and closed - 8.10.6** G4S should ensure that all staff are reminded of their responsibility to respond to and document all complaints that are raised to them by detainees. They are responsible for completing all relevant paperwork and their investigation should be documented, including when they have accessed the CCTV to identify perpetrators.

**Has any action been considered or taken against the officers?** 8.10.7 In particular, G4S should consider what, if any action they intend to take with the particular staff involved especially given that at the time of the incidents DCMs Aldis, Yates and Purnell were managers. DCO Avery should be reminded to complete all forms completely.

**More information is needed on this one as it does not give us any information on what has been put in place - 8.10.13** Engagement Officers have regularly contact with detainees and could be utilised as a means of raising detainees' confidence in using the formal complaints process. They could address any concerns / confidence in the system during their direct contact with the detainees as they are meeting with them in any case. Alternatively, the onsite team could organise an awareness rising campaign.

**Ongoing - 8.10.14** Consideration should be taken about whether the name of the Immigration and Enforcement Complaints box should be changed so it is clear it is for complaints about Brook House IRC and not about their immigration matters. Perhaps Independent Detention Complaints – Home Office.

This recommendation is still on going and is for information:

**8.10.17** The number, type and position of cameras should be reviewed to ensure that there are no blind spots as these pose significant threat to detainees and G4S staff alike. **Ongoing SPCR raised for survey**

Happy to discuss

Regards

**Nikki Glover**

Professional Standards Unit – Operational Support  
Security, Science & Innovation Directorate

**Home Office**

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**T:** **DPA**  
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**From:** Detention Ops Lessons Learned  
**Sent:** 30 May 2018 10:06  
**To:** HO Security - Lessons Learned  
**Subject:** Re: **D668** Recommendation

Hi Nikki,

These have also been closed following the Action Plan:

**8.10.6 G4S should ensure that all staff are reminded of their responsibility to respond to and document all complaints that are raised to them by detainees. They are responsible for completing all relevant paperwork and their investigation should be documented, including when they have accessed the CCTV to identify perpetrators. Complete**

**8.10.7 In particular, G4S should consider what, if any action they intend to take with the particular staff involved especially given that at the time of the incidents DCMs Aldis, Yates and Purnell were managers. DCO Avery should be reminded to complete all forms completely. DCO Spark that she should use negotiation skills. Complete**

**8.10.13 Engagement Officers have regularly contact with detainees and could be utilised as a means of raising detainees' confidence in using the formal complaints process. They could address any concerns / confidence in the system during their direct contact with the detainees as they are meeting with them in any case. Alternatively, the onsite team could organise an awareness rising campaign. Complete**

**8.10.14 Consideration should be taken about whether the name of the Immigration and Enforcement Complaints box should be changed so it is clear it is for complaints about Brook House IRC and not about their immigration matters. Perhaps Independent Detention Complaints – Home Office. Ongoing**

This recommendation is still on going and is for information:

**8.10.17 The number, type and position of cameras should be reviewed to ensure that there are no blind spots as these pose significant threat to detainees and G4S staff alike. Ongoing SPCR raised for survey**

Kind regards

Nigel

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Non-Working Day - Monday