

## **IN THE MATTER OF THE BROOK HOUSE INQUIRY**

### **A LIST OF ALL APPLICATIONS, REQUESTS AND COMPLAINTS BY DETAINEES TO THE IMB IN 2017 THAT RELATE OR COULD POTENTIALLY RELATE TO MISTREATMENT, GIVING THE NAME OF THE DETAINEE; THE DATE IMB WAS CONTACTED; THE ISSUE(S) RAISED AND OUTCOME**

This schedule records the date on which an application, request or complaint was made; the name of the detainee who made the application etc; a summary of the issue raised (as it was identified by the detainee) and a summary of the outcome.

The information in this schedule has been extracted from documents held by the IMB, specifically the application forms, any documents attached to those forms and the IMB's log book of applications.

<b>IMB Ref</b>	<b>Date of application etc<sup>1</sup></b>	<b>Name of detainee</b>	<b>Summary of issue raised</b>	<b>Outcome</b>
814	31.12.16	<b>D3278</b>	Night staff ignored request for painkillers.	Advised detainee to make a formal complaint. Detainee advised of location of complaint forms.
819	14.1.17	<b>D1876</b>	Healthcare were racist by providing inadequate pain relief.	Attempted to speak to detainee twice. Sent a note to say the IMB has no influence over medical decisions.
820	24.1.17	<b>D447</b>	Detainee was falsely accused of pushing an officer and as a result was placed on rule 40.	Spoke to security and Home Office to trace the incident report, then the PSU. Advised G4S to respond by 7.2.17. Wrote to notify detainee of these actions on 24.1.17.
825	13.2.17	<b>D3281</b>	Unspecified request for help.	On 16.2.17 the detainee was spoken to. Primarily immigration concerns and complaint about his solicitor, although he also alleged he was beaten by Tascor escorts on the aeroplane. He was advised how to complain in relation to the solicitor and was given an Ombudsman complaint

<sup>1</sup> The date of the application is the date written, usually by the detainee themselves, on the application form. Application forms are collected by IMB members regularly, but not daily.

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				form. Referred detainee to Migrant Watch for advice.
826	16.2.17	D1592	Wrongly placed on rule 40 on 16.2.17.	Spoke to the detainee. The detainee provided a copy of letter of complaint to the Home Office. The IMB was provided with the copy "for information only." Advised that writing to the Home Office was the correct course of action to take.
827	22.2.17	D1876	Wrongly placed on rule 40 and denied permission to undertake paid work following an altercation with his cellmate in which he was attacked by another detainee.	Application written out by an IMB member on 22.2.17 when they were given the letter of complaint dated 8.2.17. Spoke to security and informed that detainee was now back in paid work following an internal investigation. Police had been informed of the altercation but no further action was taken by them. IMB states no requirement for further action.
834	29.3.17	D1523	Assaulted by an officer. Detainee was concerned that he is not due to receive a response to complaint from the Home Office until 20.4.17 but was due to be removed on 31.3.17.	On 29.3.17 spoke to the Home Office and was advised that the complaint concerned events at Dungavel and Morton Hall IRCs rather than at Brook House. The Home Office advised that the complaint was being dealt with and that the detainee would be informed of the outcome. This information was communicated to the detainee by letter on 29.3.17. On 26.4.17 spoke again to the Home Office who had still not responded. On 3.5.17 spoke again to the Home Office. The Home Office advised that the detainee had been deported on 29.4.17, but that a response would be sent onwards. On the same day informed that the detainee had

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				not been deported and had received a response to his complaint (dated 7.4.17 but not received until 3.5.17).
846	2.5.17	D1368	Subjected to a very long journey despite health condition and a cancellation of a surgical appointment due to take place on 30.3.17. The complaint is given by way of a copy of a letter sent to the Home Office dated 2.5.17.	On 3.5.17 replied by way of letter (the detainee being at another IRC for an interview on that day) having spoken to healthcare. Advised to put in a complaint directly to healthcare.
855	26.5.17	D1486	Blood in urine and abdominal pain but the doctor was not helping. The detainee was not permitted to have his medication in his possession.	Spoke to healthcare, notified detainee by a letter dated 31.5.17 that the IMB cannot question medical decisions but that, of the medications being taken, only one is not allowed in possession because it is a controlled drug. Notes that healthcare said he had not seen a doctor, that a blood test was due to take place, and that the detainee had not attended his appointment on 29.5.17. Advised to ask for a further appointment.
859	15.6.17	D716	Poor ventilation in cells which are uncomfortable in the heat; not allowed to have fans.	On 15.6.17 advised that this was an issue best raised with G4S and that the IMB member would pass the complaint on. On 17.6.17 an email was sent to G4S requesting an explanation for the prohibition of fans and a request that the policy be reconsidered.
862	12.6.17	D1523	Linked to 834 above and allegation of assault by an officer. Previously asked IMB to deal with his concerns.	Spoke to detainee on 15.6.17, took copies of the detainee's documents and pursued the complaint with Michelle Smith and Dungavel IRC. Appear to be two incidents: an allegation that the detainee assaulted an officer at Dungavel IRC and a second

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				<p>allegation that an officer assaulted him at Harmondsworth IRC. These complaints were pursued with Michelle Smith and Simon Levett.</p> <p>On 16.6.17 a response was received from Dungavel IRC stating that they have no record of an assault by the detainee on a member of staff, though the detainee appeared to have been involved in an assault on another detainee.</p> <p>On 20.6.17 the detainee was removed without warning to Spain. Further information was then received indicating that the detainee had a conviction for assault on 18.12.13 although it was unclear whether this was related to the complaint.</p> <p>Response from Harmondsworth IRC regarding the allegation of assault by an officer concluded unsatisfactorily. IMB liaised with Colnbrook IMB to obtain copies of complaints and responses to investigate further. A request for this information was made on 21.6.17 and a response was received on 6.7.17 which noted that the three complaints referred to do not appear to have been allocated to Heathrow IRC.</p> <p>On 23.6.17 the IMB received confirmation by email that the detainee's caseworker will remove any record of the assault on an officer by the detainee at Dungavel IRC.</p>
864	22.6.17	<b>D1798</b>	Excessive use of force by Tascor agents while removing detainee from Brook House IRC.	An immigration enforcement complaint form was provided to the detainee.



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868	14.7.17	D1792	Request for update on request to transfer to Tinsley House IRC because the detainee feels unsafe in their current location.	On 17.7.17 received confirmation from Simon Levett that the transfer request had been forwarded to DETMU a week ago and that he would arrange for it to be chased up. This was communicated to the detainee on the same day.
869	16.7.17	D2252	Healthcare are refusing to help treat an ongoing injury to the detainee's back and leg; request for physiotherapy. Being refused painkillers which detainee used to have at Colnbrook IRC.	On 17.7.17 spoke to healthcare. Healthcare advised that the detainee had been seen by a doctor and prescribed strong painkillers, however, the doctor wanted to assess the use of the painkillers before trying physiotherapy. This was communicated to the detainee in person on 19.7.17.
870	6.7.17	D1423	Detainee injured by Tascor officers on 8.6.17 while at Heathrow for an attempted removal. Alleges excessive force was used when he refused to board an aeroplane.	Advised to put in a formal complaint. The matter was checked again on 19.7.17 and told detainee had left Brook House IRC.
873	21.7.17	D711	Pain in leg and arm and suffering from claustrophobia and anxiety.	Spoke to healthcare who recommended the detainee apply to be transferred to Tinsley House IRC. In the meantime, staff were asked if he could have an upstairs room and they responded that he could as soon as there was space. This was communicated in person to the detainee on 26.7.17.
874	19.7.17	D2294	Sexual assault by another detainee whilst in the library. Detainee does not feel safe and is afraid of abuse.	On 20.7.17 reported that the detainee was to be moved to Tinsley House IRC. This appears to have occurred by the 26.7.17.
877	31.7.17	D1015	Came to Brook House IRC three days ago and has been unable to get an appointment with healthcare to see the doctor.	On 31.7.17 the IMB member spoke to healthcare and two appointments were made for the detainee. This information was communicated to him the same day.

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882	29.8.17	<b>D1810</b>	At Brook House IRC since 16.8.17 and has still not received all of the medication prescribed to him while at Molton Hall IRC.	On 30.8.17 liaised with healthcare and the pharmacist. There appeared to have been a mix-up. The pharmacist stated they would sort it out that day with the doctor. This was communicated in person to the detainee on 30.8.17.
883	29.8.17	<b>D301</b>	Detainee is not eating and had damaged teeth. Requested the results of an x-ray he had undergone previously and a dentist appointment to receive treatment. The detainee is recorded as being on food and fluid refusal.	On 30.8.17 pursued this complaint. Established that the detainee was on an ACDT and had been seen by a F&F nurse. Healthcare confirmed that he has an appointment to see the dentist tomorrow where he will be told the x-ray results. A request for an ultrasound was made to the hospital on 26.8.17, but a response had not yet been received. The detainee is due to be removed on 3.9.17.
887	5.9.17	<b>D167</b>	The detainee complains he is unwell and was kept isolated for three days for fear he was contagious which negatively affected his mental state. He states that doctors are refusing to give him a nasal spray for his condition.	On 5.9.17 spoke to healthcare. Healthcare advised that the nasal spray is not permitted because it is highly flammable but that the detainee should go to healthcare to be seen if he is not well. This information was communicated to the detainee by a note dated 5.9.17.
890	5.9.17	<b>D3282</b>	Assault by Tascor agents. Request for emergency appointment for suspected broken arm.	Spoke to healthcare on 5.9.17 and advised that the detainee was seen by a GP that morning. GP believes that the detainee has suffered a soft tissue injury and prescribed painkillers to be collected in the evening. The detainee should return to healthcare if the swelling worsens, otherwise they intend to wait three days to see if the symptoms subside before attending hospital for an x-

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				ray. This was communicated to the detainee on 5.9.17.
894	9.9.17	D642	Bullying and assault by Home Office and G4S staff.	The IMB member spoke with the Home Office who reported that one complaint was being investigated by the Home Office PSU and another is being investigated by the detainee's case work team. The IMB member communicated this to the detainee on 13.9.17.
912	26.10.17	D3283	Physical and racial abuse by a member of staff.	The detainee was told that he had done the right thing by putting in a formal complaint.
913	22.10.17	D3284	Not given any medication, experiencing withdrawal symptoms for three days.	On 26.10.17 advised by staff that the detainee had now been provided with medication.
914	30.10.17	D3285	Concerns regarding immigration papers and process. Mention is made in the letter to the IMB of being taken by force to a Home Office office and being threatened to sign a document.	On 30.10.17 the IMB member took a written note of what he said.
915	3.11.17	D3286	Medical neglect and racial abuse by an officer. Mistreated. Healthcare stopped his painkillers for no reason. Detainee states he is suicidal.	Comments noted by the IMB member in his ACDT notes.
918	7.11.17	D642	Officers forcefully removed the detainee from his room and placed him on rule 40. Put in CSU at 12pm and did not get food or bedding until 9.30pm. Immigration concerns also raised.	IMB notes dated 8.11.17 state that his immigration appeal has been heard and awaiting decision. His application for section 4 accommodation was also being processed but hindered by his previous convictions. This matter was followed up again on 12.12.17, but detainee had been granted bail on 11.12.17.

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919	6.11.17	D3285	Placed on rule 40 despite ongoing mental health issues.	IMB notes dated 8.11.17 state that detainee is waiting to be assessed by a psychiatrist on 9.11.17.
924	16.11.17	D3287	Diabetic with multiple health problems. Request for opticians appointment, diabetic diet and to complain about healthcare.	Spoke to healthcare who say he can book appointment there. No such thing as a diabetic diet. Informed detainee who will write healthcare complaint in Bulgarian to be translated.
926	21.11.17	D3288	Not had medication since arriving on 6.11.17.	By the time the application was received (24.11.17) the detainee had his medication.
931	29.11.17	D3289	Removal from association as part of collective punishment. No written reasons provided within two hours.	Spoke to the DCO. DCO stated not rule 40. Necessary to remove all third parties from the area because of an incident. Communicated this to detainee on 5.12.17.
937	6.12.17	D3287	Failure to give proper medical care; racism [link to 924, 938, 939, 940, 941].	Application required translation from Bulgarian, this occurred on 14.12.17. The results were lodged as complaints by 15.12.17.
938	6.12.17	D3287	Failure to give proper medical care; racism [link to 924, 937, 939, 940, 941].	As 937 above.
939	6.12.17	D3287	Failure to give proper medical care; racism [link to 924, 937, 938, 940, 941].	These applications were converted into formal complaints and entered into the G4S complaints system by 15.12.17.
940	6.12.17	D3287	Failure to give proper medical care; racism [link to 924, 937, 938, 939, 941].	As 939 above.
941	6.12.17	D3287	Failure to give proper medical care; racism [link to 924, 937, 938, 939, 940].	As 939 above.
942	15.12.17	D356	Use of unlawful force; denied free association. Taken to E-Wing due to impending removal, alleges unlawful restraint. Still on E-Wing two days later but has not been removed.	Spoke to G4S and Home Office on 15.12.17 and 16.12.17. Told that need further Home Office sign off to end restricted association. Has been offered exercise but declined.



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943	17.12.17	D356	Use of rule 40; fire alarm covered during cell refurbishment? [Link to 942].	Spoken to detainee on 19.12.17. Detainee entered formal complaint re G4S.
944	18.12.17	D3290	Need access to IMB; almost 80% of detainees unaware of the importance of IMB [linked to 949].	Detainee submitted complaint, received by Home Office on 19.12.17. Asked officers to ensure forms are available.
945	18.12.17	D3290	Need access to IMB forms [link to 944 above].	As 944 above.
947	15.12.17	D3292	Concern about healthcare.	Detainee spoken to on 19.12.17 and advised to use complaints procedure.
949	20.12.17	D3290	Complaint regarding G4S and healthcare [linked to 944]. Failure to intervene in altercations and to provide medical attention. Does not feel safe.	On 24.12.17 advised to put in a formal complaint so allegations can be fully investigated by PSU. Spoke to Home Office and healthcare.
950	21.12.17	D356	Prevented from having free association; staff collusion in covering up assault on detainee; alleges falsely accused of assault on staff.	Attempted to speak to detainee but was asleep for duration of visit.
957	29.12.17	D3291	Multiple applications: problems with judge not receiving bail hearing correspondence; complaint regarding healthcare: nurse lied regarding not seeing dentist and not taken to hospital re dentist.	Replied by letter dated 4.1.18. Arranged dentist appointment. Home Office cannot locate paperwork but will assist him.