

Louise Gledhill  
**DPA**

Week Commencing 1<sup>st</sup> May 2017  
Rota Visit(s): 3<sup>rd</sup> May 2017

Centre was generally calm and quiet for my visit and for the whole week until Sunday. There was one detainee who got on to the netting but got off before any further action needed to be taken. 1 use of force for a detainee with a history of self harm as an officer believed he may have blades in his pocket but he refused to empty them. He was placed on rule 40 and taken off the next day. Another detainee placed on rule 40 after throwing another detainee down stairs.

By Friday there was no one on rule 40. Quiet on Saturday.

On Sunday I received several calls from Oscar I. Detainee placed on rule 40 at the request of HO pending his removal. 2 men on rule 40 after a fight broke out.

In the evening an incident that the officers managed to deescalate. Some Chinese detainees were in the multi faith room smoking and playing cards. They were found by a seikh detainee and a fight broke out and Mr D3363 and Mr D3419 were taken to CSU. The officers were then faced with 21 seikh detainees sitting down in protest and very angry. They managed to calm the situation and the men dispersed. A Seikh chaplain has been called in to speak to them tomorrow Monday.

Generally the wings seemed clean. I didn't see overflowing bins. There was quite a bit of rubbish on most of the netting but otherwise generally clean.

Elizabeth had asked me to follow up an app from D1523. He was still waiting for a response to his complaint of assault when he was at another centre. I spoke to HO and Karen Goulder who confirmed that he had left on a flight and the response would go straight to him as it was from another centre. I had closed the app but then Mr D1523 approached me on D wing. It transpired he did not go on the flight as the captain had asked if he wanted to go he said "not really" so the captain refused to take him.

He had received a reply to his complaint that day it was odd that it was dated 7/4/17 but he hadn't received it till that day 3/5/17 (an officer confirmed this and I saw the date stamp on the envelope). They hadn't responded to his complaint of assault but just wanted the "unique references" of his previous complaints which he did not have, and also the deadline for response was 14/4/17 3 weeks before he received the letter! He felt very dissatisfied and that there was a deliberate tactic not to deal with the complaint as "they" knew he was going. I wasn't sure how I could assist him further. I have put copies of the letters with the app in the office. HO confirmed they are awaiting further RD's for him.

Quite a few enquiries wanting to know who I was and what the IMB do

## 1. Mandatory Visits

### *Scheduled D Wing)*

<b>ARUN WING</b>	0 Application	0 ACDTs
------------------	---------------	---------

Generally clean no issues. No IMB forms so I added some.

<b>BECK WING</b>	1 Application	2 ACDTs
------------------	---------------	---------

Generally clean. No IMB forms so I added some.

1 App from D1368 re a health care matter and complaint about not getting an interview with the Parkistan High Commission. He wasn't in the centre as he was at another centre for the day for an interview with the High Commision, so I left him a written response (RAPT kindly let me use their copier so there is a copy of my response with the app)

<b>CLYDE WING</b>	0 Application	3 ACDTs
-------------------	---------------	---------

Clean no issues

<b>DOVE WING</b>	0 Application	2 ACDTs
------------------	---------------	---------

I observed lunch time and there was an officer behind the servery as well as out front for the whole time food was being served.  
The wing was fairly clean but quite a lot of rubbish on the netting.  
I noticed at least 2 detainees openly smoking outside their rooms. I asked an officer about this she was aware it was a problem but found that detainees always comply when told not to smoke outside their rooms. There were quite a few cigarette butts on the floor and stairs.

I was approached by [D1194] from room D106 he had concerns that he had an appointment for surgery before he was taken into detention and that he had been waiting a long time for health care to obtain his GP records and he wanted them to start the process of referring him without the delay of waiting for the records. Health care explained that it was quicker for them to get the GP records otherwise they would have to start the whole referral process over again. Also in their experience if the detainee chases the GP practice that sometimes speeds up the surgery sending the records.

[D523] D209 was concerned that the slowness of provision of rule 4 accommodation (which he had been approved for) was meaning that he couldn't apply for bail as he didn't have an address. He Also had a rule 35. I spoke to HO and it seemed he had done everything he could and all the necessary actions had been taken by them but the process is slow.

I was approached by another detainee who said he had been attacked by officers at Brook House but that he was too frightened to make a complaint until he had left the company. He wanted to know if he could make a complaint when he got home. I advised him he could write to the IMB at Brook House and that complaints were treated in confidence, or that he could put in an app. He didn't want to do anything further.

<b>EDEN WING</b>	0 Application	0 ACDTs
------------------	---------------	---------

No issues quiet. I realise I forgot to write in the Rule 40 book as agreed at our last board meeting.

<b>CSU</b>	1 Detainees	1 Rule 40	0 Rule 42
------------	-------------	-----------	-----------

I detainee on rule 40 on the day I visited [D2019] He appeared to have some cognitive difficulties so it wasn't clear if he understood my questions. The officer I was with, dealt with him very sensitively, carefully explaining that he was due to leave on a flight that evening to Albania. The officer commented that he had been in the centre a year ago and his presentation was very different. He wandered if he had some long term side effects from taking Spice. He seemed to be happy to be "going home". Oscar 1 confirmed he was compliant and did leave on the Albanian charter.

## HEALTHCARE

Visited health care and spoke to one of the nurses. They said they have been very busy. They felt that the extra number of detainees now the new beds are filled means they are a lot busier. Last week they had 100 arrivals over 2 days so that it was impossible to carry out all the initial health care interviews within a suitable time scale. I am concerned this may place vulnerable arriving detainees at risk especially as information is not always available for detainees who have been on ACDT's constant watch etc elsewhere.

## KITCHEN

All seemed fine in the kitchen. The manager reported that they have been fine for paid worker cover.

I asked about portion monitoring given Elizabeth's observations last week. Their understanding is it is the responsibility of G4S and that there was a policy for one officer to be behind the servery and one out front for the whole time food is being served.

I spoke to Karen and Jules and they didn't think there was a specific policy on this. Perhaps this could be clarified.

## 2. Optional Visits

---

### ACTIVITIES

---

Not visited

---

### ART ROOM

---

Not visited though I bumped into Sebastian and the art teacher and they said everything was fine

---

### BARBER'S SHOP

---

Busy in use

---

### CHAPLAINCY

---

I saw 2 of the chaplains who were speaking to detainees.

---

### CULTURAL KITCHEN

---

Not visited

---

### CONTROL ROOM

---

<< Report or "-" >>

---

### EDUCATION

---

Not visited

---

### GYM

---

Busy

---

### IT SUITE

---

Busy

---

### LIBRARY

---

Not visited

---

### RECEPTION / DISCHARGE

---

Reception was quiet when I arrived and busy when I left with 10 arrivals that day. I spoke to

---

reception staff and although they mentioned the 2 days last week when there were 100 arrivals they didn't feel they are unusually busy I got the feeling of "business as usual"

---

---

**VISIT CENTRE**

---

Not visited

**RAPT**

I spoke the 2 staff in the RAPT office. They said things are going well but they still don't have a phone and were grateful, for being able to use ours. They were expecting an engineer that week so hopefully the phone situation will be sorted. They are still without a G4S computer.

**3. Meetings Attended**

---

**Paper desk top exercise**

3/5/17

I observed a paper exercise for 2 different scenarios. An incident at height, Loss/damage of keys. There were clear instruction/action sheets for each key role for a particular incident e.g Oscar 1, gate house, etc. The officers made sensible and pragmatic suggestions and alterations to some of the instructions so that they were of more use to the centre and a real scenario. 20 of these exercises are carried out a year.

**4. Upcoming Charter Flights**

---

**Dates**

**Destinations**

3/5/17

Albania

**5. Outstanding matters to be addressed**

- Was the RAPT phone connected as expected?

**6. Points to be discussed at the next IMB meeting**

---

**IMB**

---

- 100 arrivals in 2 days last week Health care unable to complete health interviews to time. Could this leave some detainees at risk.

---

**HOME OFFICE**

---

- numbers of arrivals and difficulty of Health care not being able to process everyone

---

**G4S**

---

- Is there a policy for officer cover at meal times? Are officers trained to know what a portion size should be.
- How is rubbish removed from the netting?
- How rigorously do officers enforce no smoking?
- How is appropriate use of the multi faith room protected?

- 
- 100 arrivals in 2 days how is this managed?

**LOUISE GLEDHILL**  
7 July 20

Previous week's Rota IMB Member:  
Elizabeth

Next Week's Rota IMB Member:  
Dick