

## Brook House IRC Independent Monitoring Board

### Board Meeting Wednesday 20<sup>th</sup> DECEMBER 2017

**Preboard session: Review of Monitoring Guidelines led by Mary Molyneux – notes to be issued.**

<b>IMB</b>	<b>Home Office</b>	<b>G4S</b>
Mary Molyneux ( <b>MM</b> )	Paul Gasson ( <b>PG</b> )	Lee Hanford ( <b>Lee</b> )
Gareth Jones ( <b>GJ</b> )	Alec Holton ( <b>AH</b> ) Minute taker	
Jackie Colbran ( <b>JC</b> )		
Elisabeth Markwick ( <b>EM</b> )		
Dick Weber ( <b>DW</b> )		
Louise Gledhill ( <b>LG</b> )		
Gilly Gajdatsy ( <b>GG</b> )		

<b>1</b>	<b><u>Apologies for Absence/ introductions</u></b> <b>Lui Hui (LH), Joyce Turner (JT)</b>	
<b>2</b>	<b>Review Statutory Visit Reports- Prior to minute takers arrival</b> <b>Corrections to the minutes last meeting: None</b>	
<b>3</b>	<b>Review of Minutes of 15<sup>th</sup> November 2017</b>  <b>Prevent Policy in Brook House? SS</b> advised that any MAPPA/Counter terrorism issue would be referred out to the relevant agency.  <b>What happens when a detainee absolutely refuses to cooperate with HO? PG</b> advised that alternative methods and background links are used to establish country of origin, etc with prosecution as last resort.  <b>Bully books</b> – discussed at Guidelines session before the meeting and to be included in Mary's notes.  <b>Possible IMB email for detainees</b> – discussion on going, no final decision taken. <b>MM</b> to discuss with Secretariat re confidentiality and data protection.  <b>Complaints Monitoring</b>	<b>Closed</b>  <b>Closed</b>  <b>Closed</b>  <b>Ongoing</b>  <b>Ongoing</b>
<b>4</b>	<b><u>Monthly Reports from Home Office and G4S</u></b>  <b>Lee Hanford for G4S</b> Spoke about the continuing absence of Mental Health training. Has plans to introduce a day's awareness training for existing staff but will need feedback of trials. If proves beneficial introduce to ITC. Staffing level affecting all areas including visits with extra pressure from the H/O with their increased engagement. Spoke about the possibility of creating one induction area for G4S. Refurbishment going well with A wing as the last to go live from the 10/01/2018.  <b>DW</b> – Has there been respect from detainees in keeping the graffiti down on newly redecorated wings? <b>LH</b> – so far.  <b>EM</b> – Suggestion re issues with the direction of Mecca could be resolved with arrows on the	<b>LH to</b>

	<p>ceiling near wing serveries.</p> <p><b>LH</b> – Recruitment going well with over 100 new staff employed. In terms of pay/rewards schemes was not a fan of increment payments with a preference to rewarding for extra responsibilities not just for time served. If G4S are successful in the bid he will look at changing the pay/reward scheme.</p> <p><b>JC</b> – Concerns with the amount of new staff training and support.</p> <p><b>LH</b> – Has appointed a new member for mentoring the new staff for the first 12 months. Ex Serco employee. And for a DCM to be on the wings at all times for extra support. Looking at employing / promoting 8-9 DCMs. A new head of safeguarding has been a great asset to the team. Has postponed looking for a new head of residential due to waiting for the outcome of the contract bid. All the new staff to start on the first week of February. Also mentioned WIFI being fitted upstairs.</p> <p>Spoke about a difficult month in regards to transferring some very disruptive detainees including a concerted indiscipline on C Wing and Mr [D1249] who managed to cause severe damage to centre property and assault 3 members of staff whilst on E wing and CSU and for which they are still pursuing police prosecution. This also included a failed transfer to Colnbrook. There was an interchange between G4S and HO re the new working of R40 authorisation. Should Mr [ ] have been taken off R40? <b>PG</b> wanted it clarified that G4S can give full reasons on the paperwork as to why they consider R40 should be extended, though the final decision is in the hands of the HO. It is a judgement that requires experience and consistency in his opinion.</p> <p>Also seven staff members seriously assaulted this month.</p> <p><b>PG</b> – Explained that the issue was with finding bed space to move Mr [D1249]</p> <p><b>DW</b> – Asked if a head to head can be done if the detainee is waiting for a bed for the safety and security of the centre.</p> <p><b>LH</b> - Spoke to Alan Gibson about the pressures of The Verne closure and the increase in population but it looks as though the difficult period is over.</p> <p><b>JC</b> – Complaint from Duncan Lewis about not being able to visit a client. What was the outcome? <b>LH</b> – to chase?</p> <p><b>JC</b> – Spoke about how well the staff handled the recent concerted Indiscipline on C Wing, being able to contain verbally the situation. <b>LH</b> – Agreed by stating the importance of normalising the situation and if officers would have withdrawn they could have lost the wing.</p> <p><b>PG for Home Office</b></p> <p>Spoke about Charter monitoring and how they will continue to be monitored up to March.</p> <p><b>LH</b> – Raised a question about the notice period detainees receive on charters which he thinks is not decent, problems with seeing family and getting last minute luggage. Currently 3 hours notice. <b>JC</b> – the board shares concerns over this topic and might raise again at the Chairs' Forum.</p> <p><b>PG</b> – Explained the reason for charters being no notice eg airports are very sensitive to demos. Detainees get a letter of removal window advising them they are liable to be removed within 3 months. They then get an assertive letter before the flight as well. <b>LH</b> agreed there could be a lot more disruption if told. <b>DW</b> suggested working through a list of detainees who want to go? <b>PG</b> – Explained why charters are so effective in removing difficult detainees. At the end of the day policy is policy.</p> <p><b>PG</b> – Spoke about new staff starting. Jenny Van Den Berg is moving to compliance team on 15/01/18 and Simon Morrell has been appointed Immigration Manager taking over Paul Gasson whose last day is 05/01/2018.</p> <p><b>JC</b> – Spoke about a recent judgement that EU detainees could not be picked up by police and subject to deportation because they are sleeping rough. Are the H/O concerned?</p>	<p>look at</p> <p>?</p> <p>Mary?</p>
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	<p><b>LH</b> – Spoke about a recent Polish detainee who refused to be released from Brook House in the evening due to being homeless and what work went into making sure his welfare was considered. The work included speaking with the Polish embassy who assisted in finding him safe accommodation.</p> <p><b>PG</b> – Covered what the DSO policy states we do when releasing AAR. Also answered questions on the high number of Rule 35s, length of time in detention for some detainees and complaint boxes.</p>	
<b>5</b>	<p><b><u>IMB issues (Statutory Visits)</u></b></p> <p><b>DW w/c 13/11</b> – In reply to the issue of Mr [D3321] wheelchair LH advised that it appeared untrue that HC had supplied Mr [D3321] with a wheelchair on a previous stay. On this occasion he was given a special boot and a taxi to his home address on his release.</p> <p><b>LH w/c 27/11</b> - Absent and nothing to raise.</p> <p><b>EM w/c 4/12</b> – Surprised there were so few late night transfers in Nov between centres. Has also found two doors not locked this month. <b>MM</b> – Also spoke about finding doors not locked.</p> <ul style="list-style-type: none"> <li>– Raised issue with the state of the departure lounge with a renewed plea for some artwork. <b>LH</b> – All rooms are being refurbished and aware the departure lounge feels unloved.</li> </ul> <p><b>MM w/c 11/12</b> – Reduced opening times for the yards? <b>LH</b> confirmed that the need to supervise yards is likely to be permanent because of the escape risk but once the centre is fully staffed this should not be a problem. The same applies to other organised activities and the cultural kitchen. If the bid is successful will look at this. Activities DCM is offering more support. They will also look at a full time PE instructor. There is not enough regime compared to a prison and will look at this.</p> <ul style="list-style-type: none"> <li>– Issues in enforcing the no-smoking policy.</li> <li>- UoF on Mr [D3322] seems to have been an issue with inexperienced officers. <b>LH</b> has asked for a full review. He explained that kitted officers can't wear body cameras due to safety. <b>DW</b> – Asked whether teams are being picked and if some UoF are better than others.</li> <li>- Positive news with only a two day wait for legal aid and a lot of good feedback from the newly refurbished IT room.</li> </ul> <p><b>GG w/c 18/11</b>– Spoke about Kitchen workers and Aramark hampers v G4S Xmas staff hampers.</p> <p><b>PG</b> – Says goodbye as he is leaving Brook House for another position in the H/O.</p>	
<b>6</b>	<p><b><u>Annual Report</u></b></p> <p><b>JC</b> – A reminder that members' contributions are needed by 22/1.</p>	<b>Action</b>
<b>7</b>	<p><b><u>Chairs Letter</u></b></p> <p>Recent serious incidents are a reminder that we need an annual review of our SI procedure. The new cabinet to hold IMB kit for SIs in the Command Suite is on order. How to gain immediate access when there is an incident? Key Magnet stuck to bottom of cabinet, plus spares in the office drawer?</p>	
<b>8</b>	<p><b><u>Complaints</u></b></p> <p><b>JC</b> – Complaint from detainee about access to IMB when unable to get hold of IMB forms.</p>	

	<p><b>LH</b> – the wing DCMs will be looking at daily checks on fax machines and enough forms for IMB requests.</p> <p><b>JC</b> – Complaints about healthcare including a Bulgarian detainee that had written them in Bulgarian and Mary Molyneux had translated for him.</p>																	
9	<p><b>Training</b></p> <p><b>MM</b> has done the leaders course. <b>JC</b> taking over as BDO from 1/1. <b>GJ</b> - to attend a Leadership course in early Feb as new Vice Chair.</p> <p><b>JC</b> – Next meeting Kate Lampard and Ed Marsden to attend BM to discuss review of centre post-Panorama. Other suggestions for sessions - Rule 40 training, Hibiscus, Liz O'Brian, nurse.</p> <p><b>MM</b> – Spoke about good responses to training.</p> <p>ATPR date to be agreed and set up</p>	<b>BDO</b>																
10	<p><b>Membership</b></p> <p><b>DW</b> - Board membership will dip over the coming year and there is a growing need to address recruitment after the lack of applicants last time. Might there have been a political element in the poor response? A new campaign is underway but it was widely agreed that the poster offered by the Secretariat was not appropriate for an IRC. <b>JC</b> asked if an alternative was a/v but Appts clerk said not. <b>MM</b> – Mentioned they could put up posters in local supermarkets. <b>EM</b> has circulated magistrates with one or two signs of interest. <b>JC</b> has passed details to Brook imam. Campaign closes 28/1.</p>																	
11	<p><b>Duties</b></p> <table><tr><td>19/12/17</td><td>Gilly Gajdatsy (<b>GG</b>)</td></tr><tr><td>25/12/17</td><td>Louise Gledhill (<b>LG</b>)</td></tr><tr><td>01/01/18</td><td>Jackie Colbran (<b>JC</b>)</td></tr><tr><td>08/01/2018</td><td>Elisabeth Markwick (<b>EM</b>)</td></tr><tr><td>15/01/2018</td><td>Dick Weber (<b>DW</b>)</td></tr><tr><td>22/01/2018</td><td>Gilly Gajdatsy (<b>GG</b>)</td></tr><tr><td>29/01/2018</td><td>Gareth Jones (<b>GJ</b>)</td></tr><tr><td></td><td></td></tr></table>	19/12/17	Gilly Gajdatsy ( <b>GG</b> )	25/12/17	Louise Gledhill ( <b>LG</b> )	01/01/18	Jackie Colbran ( <b>JC</b> )	08/01/2018	Elisabeth Markwick ( <b>EM</b> )	15/01/2018	Dick Weber ( <b>DW</b> )	22/01/2018	Gilly Gajdatsy ( <b>GG</b> )	29/01/2018	Gareth Jones ( <b>GJ</b> )			
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12	<p><b>AOB</b></p> <p><b>JC</b> drew attention to the fact that at present G4S can't use CJSM.</p>																	

### **CHAIR'S LETTER December 2017**

Dear Board Members

This is my valedictory letter as IMB Chair at Brook House and on January 1<sup>st</sup> I hand over to Mary Molyneux. It has been such a good four years, with so much owing to

the support you, my colleagues on the board, have given me and the excellent relationships with the Home Office and G4S at all levels, which has allowed us to achieve much. I am hugely pleased to be handing over to Mary, who we all agree is the ideal person to take the board forward. At a time when there are lots of changes on the horizon she will be able to take a fresh look at the way the IMB operate. I can unhesitatingly say that she will get every support from the rest of us.

### **Changes**

Paul Gasson will be leaving Brook 5<sup>th</sup> Jan to go to new challenges within the Home Office and Simon has already moved to his new role with the Pre Departure Team. Liz O' is the (new post) Area Manager for the Pre-departure Team and Ian Castle the new Area Manager for the HO Compliance Team to replace Carl. And that is just the Home Office. Within the IMB the new National Chair, Dame Anne Owers, has taken up her post and arrangements to replace the National Council will be underway. The company taking over the transport contract from Tascor will be announced soon, undoubtedly with some changes which we will be more than interested to hear about. Sometime in the next months the successful bidder to run the Centre will be announced which might mean significant changes. As for our board, Louise will be leaving us on a sabbatical from the end of this month and Dick has agreed to hold on till the end of February.

### **Serious Incidents**

There were two since the last board meeting though these were connected. The first was 28/11 with a day of significant unrest on C Wing, refusal to lock up, etc culminating in the evening when the Command Suite was opened and the national team called in. Jackie attended, with Lui on standby and Dick manning the phones. In fact the incident was over soon afterwards and the national team stayed to see the transfer of those identified as ringleaders to CSU. In my judgement it was due to some skilled handling by managers and staff that the situation remained low key and the wing was not lost. The second incident involved one of the leaders from the previous incident managing to gain access from CSU into E wing on 3/12. On that occasion Gareth attended with Lui on standby and Jackie manning the phones and again the incident was resolved soon after the IMB's involvement.

This is a reminder that the board needs its annual run through of the Serious Incident Procedure to be sure we are all ready and confident when that phonecall comes. I have photocopied the "Contingency Plan and Role of the IMB in Serious Incidents" to circulate at the meeting as a reminder.

### **Second Permanent Secretary**

Following Hugh Ind and Michelle's visit to our September meeting Patsy Wilkinson, the Home Office Second Permanent Secretary invited Dick and me to London 21/11, interested in hearing about the IMB role and our working relationships with G4S and the Home Office.

Jane Leech asked to join us to represent the national IMB viewpoint. In fact, the conversation was friendly and followed much the same lines as our previous discussions. Dick may have something to add? Unbeknown to us that same evening

Lee Hanford and G4S upper echelons were also meeting with her and with the Minister to discuss progress with the post-Panorama action plan.

#### **Verita Review**

The G4S/HO sponsored Verita Review is underway in Brook House. Kate Lampard and Ed Marsden will be around the centre for the next months. Dick and I had an initial meeting with them on 8/12 and they propose to attend the January board meeting to meet and get everyone's points of view on the issues they are researching.

#### **Gatwick Detainees Welfare Group**

I was contacted by Loraine Roberts who is an independent consultant reviewing the work and role of GDWG as part of their current lottery funding application. She wanted a telephone session to discuss our views. Gareth kindly offered to set up a conference call but I decided to just go ahead and do it. I trust I reflected the board's views re the excellent work that GDWG does for detainees in the centre and our recent positive get-together at their offices in Crawley.

#### **IMB Publicity in Brook House**

Mary has been doing sterling work liaising with Juls to get the IMB posters round the centre. I am afraid there has been no decisive resolution to the suggested dedicated email address for detainees to use. Dover IMB was unable to help as it turned out, due to the serious illness of the relevant member. Lui and Gareth did some more work on it. I asked the IMB Secretariat ... and that it is where it stopped. The Deputy Head of the Secretariat with responsibility for the IRE became involved, worried about confidentiality, etc and promised to get back to me. I think the cjsm changes and the appointment of the new National Chair may have put the issue on the back burner. Over to Mary! She will be seeing all the relevant people at the January Chairs' Forum.

#### **IMB Annual Report 2016**

This is the next big piece of work for us.

Apologies so far from Lui; and Joyce who was unexpectedly called back [irrelevant sensitive] [irrelevant sensitive] and will not be back until 16/1. Looking forward to seeing the rest of you for a 12.00 kick off. Mary is taking us through Monitoring Guidelines.

Jackie