

Brook House IRC Independent Monitoring Board

MEETING Wednesday 19 July 2017

Pre-meeting session:

Lou Lockhart-Mummery, Team Leader of IMB Flight Monitoring Group

IMB

Mary Molyneux(**MM**)

Lui Hui (**LH**)

Jackie Colbran (**JC**)

Joyce Turner (**JT**)

Elisabeth Markwick, (**EM**)

Dick Weber (**DW**)

Louise Gledhill (**LG**)

Gareth Jones (**GJ**)

Home Office

Paul Gasson (**PG**)

Helen Bennett (**HB**)

G4S

Ben Saunders (**SS**)

Item 1 Apologies for absence / introductions

Gillian Gajdatsy (**GG**)

Item 2 Review Statutory Visit Reports

Prior to minute taker's arrival.

Item 3 Review of minutes of the 21st June 2017 meeting.

Legal Aid - **MM** asked for a correction to the previous minutes regarding the wait time for legal aid. For clarity 9 days average wait time is unacceptable however a 7 day average seems reasonable. - **CLOSED**

Item 4 Monthly Reports from Home Office and G4S

BS for G4S

BS updated that June had been quite difficult operationally with 39 assaults occurring: 12 detainee on detainee and 27 detainee on staff. This is disappointingly higher than the previous month and in an effort to identify any common causes a violence reduction board has been implemented to review cases. **BS** advised additional training to improve awareness eg enough space between the staff member and a detainee could also help. Mr [B87] having now left the centre may have a positive impact on the figures going forward. There are other challenging individuals and G4S are talking to DEPMU to try and manage the risks.

Another factor for June was the implementation of limited / no notice charter removals. **BS** confirmed that not being able to have conversations with detainees before the removal regarding how they feel about removal has had a negative impact on behaviour during charter removals. He also confirmed that this has a damaging affect on the relationships built up between staff and detainee.

JC raised that everyone on the last TCU charter to Germany went out with waist restraints and enquired if there was a risk assessment per individual. **BS** said that Tascor do the risk assessments for the escort rather than G4S. **GJ** enquired why waist restraints were used pre-boarding and then often removed once the aircraft was up in the air. **PG** advised that charter flights have tight time deadlines to meet as they have to meet the departure slots. This could be a factor taken into account with the risk assessments, and once in the air there are two officers for every detainee aboard. Going forward **BS** confirmed that G4S have been involved in conference calls

providing feedback for use in planning future no/ limited notice charter flights so organisation should improve.

LG raised the issue of EDB (excessive disruptive behaviour) conference calls and the worry that Brook House is perceived as a soft touch which will accept anyone. **PG** confirmed that Brook will accept anyone that DEPMU requests as it is a secure site along with Harmondsworth and Colnbrook. **BS** confirmed that Brook should be getting a safer community referral with every detainee received on an open ACDT. This has not always happened: last month out of 20 arrivals on open ACDTs only paperwork for 8 was received. **BS** has asked his colleagues at other centres to ensure correct procedures are followed going forward. As part of the violence reduction strategy Brook is using the weekly calls to establish what other centres have done to manage difficult behaviour before accepting transfers. Part of the reception process is to check on the risks as the detainee arrives.

MM raised ongoing issues with internet access and speed. G4S needs to ensure that all 3 rooms with internet access are open for detainee use to meet contractual obligations. **BS** confirmed that the speed problem has been reported to Virgin and an additional ADSL line and WIFI for Home Office has been requested. **DW** asked board members not to re-forward emails with a huge amount of data attached.

BS updated that a new teacher has been appointed and the position for arts and crafts teacher is to be re advertised. The gate on B wing should be operational by the end of July. PS drugs are still in the centre and he firmly believes that organised crime is responsible for the supply.

MM had noticed a new entry on the joint HO/G4S report and asked what a F123 form was, to report an injury or self harm to a detainee? **BS TO CLARIFY**

[Lorraine advises: F123 forms are sent to Safer Community by Healthcare giving the details of each act of self-harm nurses attend and this is where James gets his figures for the joint report. Healthcare sometimes fails to send SC all reports]

JC raised a lack of phones for detainees on B wing with 7 detainees waiting for one today. **BS** confirmed there are enough a/v and will ensure officers know where.

PG for HO

PG reiterated that going forward all future charters would be no or limited notice removals, and problematic individuals will be highlighted on the charter calls before the removal date and medics are on all flights. **PG** updated the board on the longest detained detainees at Brook. **JC** commented that the average length of stay has gone up from 26 – 43 days. **PG** said this was rather that 26 last month had been unusually low, 43 was more in keeping with the average.

Item 5 IMB Issues (Statutory Visits)

Mary w/c 19/06 – raised the overheating problem on C wing during the recent hot weather. **BS** advised there had been a problem with the system which Facilities had resolved. Some of the air handling units are due to be replaced. In principle he does not have an issue with the use of personal hand held fans being provided. On a positive note, everyone commented that it looked good seeing detainees relaxing on the artificial grass and gave the centre a good atmosphere during the sunny weather. She had noticed cleanliness on C wing very poor on one level but OK elsewhere. She was concerned that Mr **D812** R35 had taken 7 weeks for a caseworker decision. Though thorough when it finally arrived there had been an unacceptable time delay. **ACTION: JC to raise at Chairs' Forum with Alan Gibson.**

MM had attended the religious affairs quarterly meeting: Ramadan was reported to have gone well though there was concern over cross-contamination of Halal and non-Halal food at the serveries. The suggestion was for colour-coded utensils and it was

agreed a DCM will monitor going forward. It was also noted Friday prayers requires 2 services to accommodate the higher numbers.

Joyce w/c 26/06 – Mentioned hearing an officer suggest a blank cheque as a means for a detainee to receive money. She thought some of the new officers are quite inexperienced and if they are unsure of what to do they should ask rather than give out incorrect advice. **BS** advised that some really good new members of staff have started but understands that there is some inexperience. **JT** had also spoken to 2 detainees on D wing who were unaware of the IMB (Louise had noted the same) and had told her they had not had a G4S induction when they were on B wing. **ACTION IMB to monitor Induction process and ensure IMB is included in the talk.**

Elizabeth w/c 03/07 - Reported a lack of plates and bowls on several wings. She had to use a paper plate for her meal which was enjoyable. It took 10 days for additional new plates and bowls to be supplied.

Louise w/c 10/07 – Highlighted that staffing in the kitchen was low causing difficulty in moving food trollies. **BS** said that recruitment is good but retention is difficult. On average 6 staff are lost per month for various reasons. Due to the new Gatwick contract staff can be moved between Brook and Tinsley. **LG** asked about the fax machine not working on C wing. **BS** advised he would check into this.

Item 6 Annual Report

No items raised. Action plan still awaited from HO. **PG** confirmed the report has gone to the new minister Brandon Lewis. **BS** informed the board that the minister came to visit Gatwick estate recently.

Item 7 Chairs Letter - Circulated prior to the meeting

Item 8 Complaints

Discussed in the July Chair's Letter

Item 9 Training

August – Owen (G4S welfare) (TBC)
September - Mary Molyneux on Monitoring Guidelines
Oct – Lui Hui (Legal Aid – Lawrence Lupin) (TBC)

BDO to circulate Personal Protection dates to those who have not done the course and as a refresher for other members.

Heathrow IRCs board members to visit Brook (date TBC) **GJ** confirmed the visit would be conducted in 2 groups of 6 people with 2 members of IMB to act as escorts.

Item 10 Membership

Now purdah is over **DW** to contact the secretariat with regard to a recruitment campaign for 2 new members and wanted to find out if someone can be appointed to 2 boards at the same time? **JC to investigate. [NC rep says definitely NO]**

Item 14 Duty Availability –

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| 17/07/17 | Dick Weber | |
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| 24/07/17 | Gillian Gajdatsy | |
| 31/07/17 | Joyce Turner | |
| 07/08/17 | Gareth Jones | |
| 14/08/17 | Elisabeth Markwick | |
| 21/08/17 | Mary Molyneux | |
| 28/08/17 | Gilly Gajdatsy | |
| 04/09/17 | Dick Weber | |
| 11/09/17 | Louise Gledhill | |
| 18/09/17 | Lui Hui | |
| 25/9/17 | Gareth Jones | |
| 2/10/17 | Jackie Colbran | |
| 9/10/17 | Elisabeth Markwick | |

Item 15 AOB

- **JC** will arrange for a nurse to come and talk at the August meeting, and **GJ** will ask Owen from welfare to attend.
- Discussed also inviting a legal aid lawyer to attend a future meeting.
- **GJ** will monitor next TCU charter
- **Lui** will try to attend the Safer Custody meeting.

CHAIR'S LETTER July 2017

Dear Board Members

This week we have Lou Lockhart-Mummery to address us before the main part of the meeting. After much experience with the IMB and involvement with the AMIMB she has been responsible for setting up the flight monitoring group of IMB-ers who go from the Tascor muster points to the IREs and then all the way to the charter destination with the detainees. You will see from their recently published Annual Report how very detailed their work is. Google: **IMB-Charter-Flights-2016** if you want to see the report. Gareth is organising a tour round the centre for her before our session and then we shall start promptly at noon. So far I have only had apologies from Gilly.

IMB Annual Report 2016

Still no news from the minister on the question of action plans and acceptance/rejection of the board's recommendations. I have noticed a number of annual reports held up by purdah are now being published so I presume the log jam will be easing and we will be hearing in the fullness of time.

Visits

As you know, Heathrow IRCs (Harmondsworth and Colnbrook) have requested a visit to Brook House, partly to see the centre and partly to talk to us about our take on IMB methodology, systems, etc. In principle G4S and the Home Office have agreed the visit may go ahead. The last I heard it was to be discussed at the Heathrow IRCs' board meeting. Gareth may have more recent news.

Mr D1523

To my delight, and as a result of Simon's investigation, it was eventually established that the allegation of an assault on an officer at Dungavel was incorrect and the caseworker has corrected his records accordingly. His complaint against an officer at Harmondsworth is proving stickier to follow up, even though I have now had a reply from the IMB there. Mr [D1523] himself left on an escorted flight for Spain some weeks back now.

Recruitment

Our plans for a dual boarder were turned down by the NC. As always intended, Dick is moving into recruitment mode and planning for a campaign to find new members in the latter part of the year. He will be updating us on that.

IMB Board Officers for 2018

It is that time of year when our thoughts must turn to board officers for the future. Dick and I will not be standing – Dick because he will be leaving us and me because the board really does need a refresh in direction. In their role as IMB clerk, Simon and Heena will be taking us through the election process and it will be an agenda item this month.

Looking forward to seeing you all