

## Brook House IRC Independent Monitoring Board

### Board Meeting Wednesday 18<sup>th</sup> October 2017

Preboard session: Kemi Alao, solicitor with Lupins talking on legal aid in IRCs. Tinsley members Jenny, Jeremy and Nimisha also attended the session.

IMB	Home Office	G4S
Mary Molyneux (MM)	Paul Gasson (PG)	Lee Hanford (Lee)
Gareth Jones (GJ)	Heenaxi Patel (HP) Minute taker	
Jackie Colbran (JC) Lui Hui (LH)		
Elisabeth Markwick (EM) Dick Weber (DW) Louise Gledhill (LG)		
Joyce Turner (JT) Gilly Gajdatsy (GG)		

1	<b>Apologies for Absence/ introductions</b> No apologies. Welcome Lee Hanford back to Brook IMB meetings	
2	<b>Review Statutory Visit Reports- Prior to minute takers arrival</b>	
3	<p><b>Review of Minutes of 20<sup>th</sup> September 2017</b></p> <p>There appeared to be some confusion as to the correct version of the Sept minutes. <b>JC</b> and <b>HP</b> to resolve and circulate.</p> <p>Actions column in minutes suggested by <b>DW</b> <b>HP</b> kindly to organise</p> <p><b>Actions stemming from Panorama programme:</b></p> <p>Rule 40/41/42 paperwork- <b>LG</b> suggested a section for UoF on the rota report template. It was agreed by the board therefore <b>LH</b> to send out a draft. <b>(LH) sent out a new template to pilot.</b></p> <p>Monitoring of UoF footage <b>JC to discuss with Michelle Brown. MB</b> happy for board to request to see cctv footage of UoF in Security.</p> <p>To suggest the Security meeting reintroduces the section on UoF reviews. Already effected by G4S.</p> <p>New UoF scrutiny meeting take place on Fridays 14.00. Attended so far by <b>JC</b> and <b>EM</b>, Discussed the footage, which was not very clear, of the extraction of a detainee for a no notice removal in a double occupied room. <b>GJ</b> suggested monitoring UoF via the Scrutiny Panel might be a way forward. Board agreed to try this initially to see if it is sufficient. <b>ACTION Members attend some UoF Scrutiny Panels on Friday afternoons as part of their rota report</b></p> <p><b>JC</b> having raised the potential litigation cases <b>MM</b> asked how IMB could monitor these, whether numbers could be included in the combined G4S/HO report. <b>PG</b> said this would have to come from higher up. <b>JC will raise at Chairs' Forum.</b></p> <p>To invite Michelle Smith to a BM to discuss ways IMB can monitor HO.</p>	<p><b>Closed</b></p> <p><b>Closed</b></p> <p><b>Closed</b></p> <p><b>Closed</b></p> <p><b>Closed</b></p> <p><b>Action</b></p> <p><b>Action</b></p> <p><b>Action</b></p>

	<p>An IMB email address open to detainee access. <b>JC to follow up at Forum for advice</b></p> <p>IMB Forum suggested by <b>LH</b> to carry forward to January</p>	<p><b>Action</b></p> <p><b>C/F</b></p>
<b>4</b>	<p><b><u>Monthly Reports from Home Office and G4S</u></b></p> <p><b>Lee</b> for G4S  Discussed in detail the staffing issues and the plans that have been agreed to overcome the staff shortfall up to April 2018. G4S to offer overtime and loyalty bonus to staff who sign up for the scheme, where they agree to do extra hours in addition to their rostered shifts. Managers are encouraged to support their staff and colleagues in challenging areas. They are looking to address the core issues surrounding the staffing on wings with plans for 3 DCOs and a DCM on each wing. An aggressive recruitment campaign is in place with full staffing achieved by April, with built in wastage. A new group of staff is starting on Monday, which should ease the pressure with a further ITC immediately afterwards. <b>Lee</b> is inviting an outside agency to support training initiatives. The DCO Award of the Year celebration will be delayed from Jan to April.  Centre requires a refurbishment. Brook House is 9 years old and looks scruffy. Painting is currently taking place. HO commercial team have agreed for one unit to be closed down at a time from the 1 /12 to conduct a deep clean of the rooms including the toilets and sinks and fit water access points on the room doors for fire hoses.  Investigation being conducted by Brian Pollock on the attempted escape. Exercise yards need to be supervised for safety and security and G4S are planning to staff all 4 yards as soon as staffing numbers allow.</p> <p><b>PG</b> for Home Office  <b>PG</b> made all aware that Simon Levett has been promoted to the Pre-departure team (PDT) as an HEO. <b>AH</b> was successful in his expression of interest and will be covering for Simon for the compliance team until a permanent member is appointed. Ian Castle (<b>IC</b>), the new Area Manager replacing Carl, is running the recruitment campaign to appoint more staff The Verne is to be handed back to the Prison service 31/12/17, in line with the new process to reduce/manage time in detention. The PDT have their own panels to review detention. <b>LH</b> wanted to get more information from <b>PG</b> on <b>D3581</b> R35 report on his mental health concerns. <b>MM</b> agreed to follow this up on her rota visit.</p>	<p><b>Action</b></p>
<b>5</b>	<p><b><u>IMB issues (Statutory Visits)</u></b></p> <p><b>LH</b> wc 18/09/17 Asked about the procedure on detainee money arriving in the centre. It stemmed from a complaint received from a Chinese detainee where £100 pounds had not been credited to his account and it had taken an inordinate length of time to resolve. <b>Lee</b> is also concerned about this and Michelle Brown and her team are investigating to put better systems in place.</p> <p><b>GJ</b> wc 25/09/17 - Reported IT issues. <b>Lee</b> advised he is planning an overhaul of the IT facilities. A tech savvy detainee is helping Dave McKie identify problems. 50 new PCs are to be installed once cabinets are built to protect them and the conduits from vandalism. A big new printer is to be supplied. This may reduce Welfare queues as many are requests for printing facilities. An IT officer will be in each IT room to police usage and a warning will flash up on the DCO's screen if it is being misused.</p> <p><b>JC</b> wc 02/10/17 - raised her concerns on <b>D3446</b> asked what support he is getting. <b>Lee</b> assured all that he is given the best care and has started to respond to treatment. Langley Green may now take him.  Healthcare staff do not always feel supported by G4S staff when dispensing controlled meds eg when a nurse had to call in a first response and staff who arrived laughed. DCOs covering this duty do not seem aware of their role. <b>Lee</b> advised this is being followed up and</p>	

	<p>a business case is being prepared for NHS to pay for a member of G4S to be allocated to HC and this will be in the new contract.</p> <p><b>EM</b> wc 09/10/17 - Cultural kitchen is not running which is a shame as it is popular amongst certain nationalities. <b>Lee</b> advised Aramark are no longer covering this. He hopes to provide and officer when staffing numbers allow.</p> <p>Multiple requests from 50 detainees asking for fresh air and open windows. The toilets in the rooms need stronger cleaning products. <b>Lee</b> explained that an industrial clean is required for the material that they are made of and is planned.</p> <p><b>EM</b> witnessed the failed attempt to transfer 2 detainees to Morton Hall, when MH refused to accept them last minute, and then detainees refused to go without each other, causing a lot of delays and in the end TASCOR had run out of time to complete the journey. Should DEPMU play a stronger role? <b>PG</b> advised that MH is run by prison service so slightly different to IRCs.</p>																					
6	<p><b>Annual Report</b></p> <p><b>JC</b> said the minister's response still needs to be discussed. 4 rejects and 2 partials! BH is the only IRC to have received a reply as yet, much to the disgust of the other chairs. <b>MM</b> has been looking at the new AR template. She proposes to transfer data from the last AR into the new format and circulate the respective bits to each member to start focussing our minds on the new evidence-based approach. <b>MM</b> and <b>JC</b> to take forward.</p> <p>All members confirmed their areas of contribution: <b>GG</b>- Education/Purposeful Activity, <b>JT</b> - Religious Affairs, <b>DW</b> - R40/42 and UoF-R41, <b>GJ</b> – Residential, <b>MM</b> – Legal + Rule 35, <b>LG</b> - Mental Health, <b>LH</b>- Diversity, <b>JC</b> - Healthcare</p>	Action																				
7	<p><b><u>Chairs Letter</u></b> As read</p>																					
8	<p><b><u>Complaints</u></b></p> <p><b>JC</b> - Reported that she had become concerned over some of the complaints' responses, especially relating to missing property. To continue to monitor.</p>	Action																				
9	<p><b><u>Training</u></b> Nov – <b>LG</b> arranging MAPPA talk Dec –<b>MM</b> review of Monitoring Guidelines Jan – <b>JC</b> to invite Michelle Smith - ATPR</p>																					
10	<p><b><u>Membership</u></b> <b>DW</b> informed the board there were no responses to the recruitment campaign run by the Secretariat. Discussion on how to advertise the post took place. <b>EM</b> offered to circulate magistrates which was gratefully accepted.</p>	Action																				
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12	<p><b><u>AOB</u></b></p> <p>Last minutes arrangements for Les Miserables outing at HMP High Down</p> <p><b>GJ</b> to raise Longer term detainees at next BM</p>	<b>Action</b>
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### **CHAIR'S LETTER October 2017**

Dear Board Members

Panorama has continued to be our main focus both on our rota visits and in preparing an article for the IMB newsletter. The final piece was a real team effort – I hope you recognised bits that you had each contributed as I had to draw it together. I think it expressed well our dual aims of updating our fellow boards while giving them a bit of a hook of the way we went about dealing with the fallout from the broadcast. Once again my heartfelt thanks to you all for your support. I have already circulated the G4S action plan and G4S and the Home Office will doubtlessly be updating us at the meeting.

#### **Use of Force Monitoring**

In view of our discussions at the September meeting and in particular how the board monitors use of force I draw to your attention the new UoF Scrutiny Committee which meets on Fridays at 14.00 to examine paperwork and review cctv of incidents from the preceding week. I found it very interesting hearing the judgement of the experts on their peers.

I also spoke to Michelle Brown about us monitoring cctv incidents – as I have said elsewhere, she is happy for us to do this in Security though it might be with a couple of weeks arrears as it takes time for them to do the analysis.

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

The Minister's answers to our recommendations were circulated and we need to dedicate a short bit of the meeting to looking at these together.

We also need to look forward to the 2017 report as the end of the 2017 monitoring period is fast approaching. A new template for the AR was issued for the Immigration Estate earlier this year and it will guide the way we must prepare our contributions. Mary and I have been starting to look into it – more at the meeting.

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

The postponed get-together to discuss subjects of mutual interest is currently being pursued. We are back in contact with James trying to find a date convenient to all.

#### **Triennial Reviews**

Thanks to everyone for cooperating with this process. All were completed and sent off before the deadline and in the fullness of time we will receive a confirmation from the Minister of our re-appointment.

#### **Monitoring of Complaints**

In view of the recent review by the HO Inspectorate of the handling of complaints Mary and I were looking at whether our own monitoring of complaints could do with a brush-up. As you know, I currently receive all complaints except those specifically for HC. I keep a record which I use to inform the AR and circulate to the board those I think are of special interest. Just before the Panorama programme deflected further thought I was starting to keep my eye on those concerning property. I was beginning to feel unsure that answers were quite fair. Our proposal is that things continue as they are until the year's end with my ad hoc approach but that in the New Year complaints become the responsibility of one person to monitor and report to the BM.

### **Visit**

Seven members of the Heathrow IMB visited Brook on 22/9 with Elisabeth, Gareth and me in attendance. Steve Skitt kindly did an introductory welcome talk and then the visitors were escorted round the centre. Over lunch there was a fruitful discussion of a) the Panorama programme and proposed improvements to our monitoring and b) a comparison of our different processes. Gareth was to send examples of our templates and they were to respond with theirs.

### **Koestler Awards**

Thanks are due to G4S for kindly inviting the board to attend the private viewing of the Koestler Awards at South Bank. I believe I was the only one who took up the invitation and thought it an interesting exhibition and worth a visit. The pop up shop allows you to buy items which had not made the walls at very moderate prices. Once framed they can look really good. We have two from past years.

### **Recruitment**

Dick to update us on the latest.

### **Security**

There have been a couple of contraventions by board members, me being one of the guilty. Michelle is concerned that there is quite a lot of that going on in the centre and I have invited her to come along to the BM for a little talk to remind of us of some salient points.

### **IRE Workshop**

This is due on 13 October at the MoJ. Has everyone interested in attending booked?

### **Les Miserables at HMP High Down**

Gilly is making arrangements with Zizzi in Banstead for our post-show meal, with a tentative booking for 12. She is planning to pick up some menus so we can phone through our orders in advance and confirm our arrival time.

No apologies as yet so looking forward to seeing you all.

Jackie