

Dick Weber

DPA (Home)
(Mobile)

Week Commencing: 4 September 2017
Rota Visits: 5 and 6 September 2017

1. General Comments

During the ten days or so prior to the start of my rota week, the main focus of attention within the establishment had been on the forthcoming Panorama programme which was due to make serious allegations of abusive and inappropriate behaviour towards detainees on the part of G4S staff. The programme was screened on the Monday evening (4 September) and some of the covertly recorded material was truly awful showed completely unacceptable behaviour on the part of a small number of staff. However, a significant element of the programme looked at Home Office policies in relation to the principle and length of detention, and on a perceived lack of response to legitimate detainee concerns.

Detainees across Brook House were aware of the broad content of the programme in advance, but were able to watch the programme as it went out, after lock up on Monday evening. Although they were aware that G4S had already suspended staff who had been filmed behaving abusively or inappropriately, it was not possible to predict the reaction of detainees at unlock on Tuesday morning. As a result, additional staff were detailed to duty at Brook House and tornado teams were held in reserve nearby in case of serious misbehaviour by large numbers of detainees.

I went into Brook House on Tuesday morning, pleased to be accompanied by Jackie Colbran. We had an initial discussion with Ben Saunders about his own reaction to the programme and the measures that were being put in place both to contain any immediate violent response by detainees and, more important, to mend the staff-detainee relationship which had been undermined by the programme.

Jackie and I then undertook a tour of the residential areas and, to save time, she focussed on A, B and E Wings, while I toured C and D Wings. I also checked the IMB Application Boxes. I was expecting to be inundated with applications complaining about staff behaviour or certainly referring to the Panorama programme. However, across the establishment, there were only three IMB applications, none of them concerned with staff behaviour or the previous night's programme.

Both Jackie and I did have conversations with detainees about the programme, but there was surprisingly little anger directed towards staff and much more attention on what I would call Home Office issues. For example, I had a long conversation with a detainee awaiting deportation to Jamaica who had left that country when he was one year old. He had not translated his indefinite leave to remain into UK citizenship and had been recommended for deportation alongside a prison sentence. He had a wife and children in the UK.

In fact, the establishment was surprisingly quiet on the Tuesday morning, almost subdued. It was as if the detainees were still taking stock of what they had seen, whilst staff felt a sense of embarrassment at the behaviour of some of their colleagues. What I did see was staff – often quite young officers – going about their work in an entirely proper way and interacting positively with detainees. On C Wing, a very loud and aggressive detainee was dealt with particularly well by a young DCO who could not immediately give the former a Canteen print-out with his photo on it. Later, another DCO was extremely helpful towards a difficult French detainee (see below) who required Language Line for communication purposes. I would say that staff were perhaps speaking slightly more quietly to detainees than had previously been the general case and it may well be that a quieter response actually helped to create a calmer atmosphere.

At 2.30pm, Jackie and I attended a review meeting in the Director's office to take stock of the day so far and to identify issues going forward. There was some intelligence of possible threats to staff and also of a refusal on the part of detainees to lock up at 9.00pm. In the event neither of these materialised and all detainees went away quietly and without fuss at the normal time.

I spent the rest of my time in the establishment on normal rota business – of which more below – but it is worth recording that I visited Brook House again on the Wednesday afternoon; this time concentrating on A, B and E Wings, and the Activities corridor. Again, I found the atmosphere as positive as it could be in all the circumstances and it was difficult to believe that such awful scenes had been shown less than 48 hours earlier. In many ways, it seemed to me that both staff and detainees were still in something of a state of shock at the contents of the Panorama programme and that both sides were doing their best to behave normally.

Before leaving Brook House on Wednesday, I spoke to Steve Skitt about the fall-out from the programme. His view was that the establishment had weathered the initial 48 hours pretty well, that staff had responded positively to the situation and so had the vast majority of detainees. It would now be important to build further on the initial response and, jointly, G4S and the Home Office were introducing a series of "Wing Surgeries" at which groups of detainees – no more than 10 at a time – could raise issues of concern with G4S and the Home Office; they were seeking prior notification of the issues to be raised so that, as far as possible, answers could be brought to the meeting.

I now turn to the more straightforward aspects of the report. At unlock on Monday morning, there were three detainees on Rule 40: Messrs **D1915** and **D1923** in the CSU and Mr **D1024** in E Wing. However, Mr **D1915** came off Rule 40 at 1.15pm in order to facilitate a transfer to Colnbrook. The detainee left his room in the CSU, but refused to move further and he was restrained by Brook House staff who were assisted by Tascor staff. The latter placed Mr **D1915** in a restraining belt and leg restraints in order that he could be carried to the vehicle. There was a considerable struggle to effect Mr **D1915**'s removal and the detainee received a small cut on his temple. In addition, one Brook House DCO was bitten on the thigh and a second DCO suffered a swollen wrist. Later in the afternoon, Mr **D1024** was taken off Rule 40, but remaining on E Wing. However, at 5.15pm, Mr **D1373** was placed on Rule 40 in the CSU after walking across the netting on C Wing.

On Tuesday morning, Mr **D1024** was back on Rule 40 after trying to start a fight with another detainee on E Wing; guiding holds were used to relocate him, this time in the CSU. However, Mr **D1373** was taken off Rule 40 and moved to E Wing where, shortly afterwards he was found under the influence of Spice. However, he remained on E Wing. On Tuesday evening, shortly before 7.00pm, Mr **D1024** had calmed down sufficiently to be taken off Rule 40, returning to E Wing.

On Wednesday morning, Mr **D1373** seriously misbehaved on E Wing, damaging property and making threats to staff. As a result, he was returned to the CSU on Rule 40. Late in the afternoon, Mr **D1923** was taken off Rule 40 and relocated on E Wing.

On Thursday morning, Mr **D1373** was taken off Rule 40 and moved to E Wing; he was told that he could move on to A or D Wings if he behaved and, in particular, did not take Spice. At this point, the CSU was again empty. However, this state of affairs was not destined to last because, just before 5.00pm, Mr **D1373** was again placed on Rule 40 in the CSU for refusing to share a room on ordinary location.

On Friday morning, two detainees were placed on Rule 40: Mr **D1445** for throwing a cup of warm water (from a tap) over an officer and Mr **D2177** who was restrained, using minimum force, to prevent self-harm after he placed a cable around his neck on E Wing. He remained on E Wing on both C/W and Rule 40. However, I am somewhat concerned that a detainee who had been attempting to self-harm should be placed on Rule 40 because he had resisted the attempts of staff

to restrain him. Later on Friday, just after 3.00pm, Mr **D1373** was taken off Rule 40 and moved to A Wing after agreeing to share a room.

On Saturday morning, both Messrs **D1445** and **D2177** were removed from Rule 40, although the latter remained on E Wing on C/W. This left the CSU empty again and it remained so for the rest of the weekend and into Monday morning.

There were three formal applications for the IMB, all from C Wing detainees, and one informal application from a B Wing detainee. I dealt with the C Wing applications on the Wednesday. First, Mr **D788** complained that the Home Office was trying to deport him on his cousin's passport. I checked with Heena who was able to establish that Mr **D788** had raised this matter on numerous previous occasions, but the Home Office did not accept his case. However, they would reply to his most recent complaint on this subject. I relayed this information to Mr **D788**. Second, I received an application, entirely in French, from Mr **D3224**. Jackie Colbran did a quick translation and was able to establish that the key issues of concern for us were Mr **D3224**'s request for help with additional clothing and the provision of some financial help. I caught up with Mr **D3224** in the Wing office where a DCO was using Language Line to help the detainee who was asking for help with clothing. I was able to use Language Line to tell Mr **D3224** that I would refer him to GDWG for possible assistance. On the following day, I spoke to Terisha in the Welfare Office to ask her to contact GDWG. She told me that she had spent considerable time trying to help Mr **D3224** and had been roundly racially abused for her pains. She was clearly very upset, but said that she would liaise with GDWG. However, she then discovered that Mr **D3224** had been transferred to Morton Hall shortly after lunch. The third application came from Mr **D2576** who was concerned that the Home Office would not return his ID Card and at the impossibility of getting access to helpful internet sites in respect of issues such as housing or employment. Heena confirmed that the Home Office had retained Mr **D2576**'s ID Card, but he would get it back on leaving the UK; however, they were not prepared to return to Mr **D2576** a document which could be used to facilitate travel. The detainee told me that he would take legal advice on this matter. I spoke to Juls Williams about the internet matter and the latter assured me that the problem had been resolved. However, Mr **D2576** was adamant that this was not the case. I saw Juls Williams on the Wednesday and he promised to liaise directly with Mr **D2576** to try to get this sorted out.

On the Wednesday, I took an ad hoc application from Mr **D750** an Algerian detainee, who told me that the Healthcare Department had told him that he could not receive PTSD treatment on the NHS and would have to pay for it. I raised this with Sandra Calver who told me that Brook House was not funded for this treatment by the NHS Commissioners because there was no guarantee that the treatment would be completed before a detainee left Brook House. It would be worse (more dangerous to the detainee) to start such treatment and leave it unfinished than not to start it in the first place. I relayed this information to Mr **D750**.

During a conversation with a detainee on the Activities Corridor, he complained about on-going problems with the internet and, in particular, the excessive time that it regularly took to send or receive an email; he said that 15 – 20 minutes was not uncommon. I was aware of other detainees raising this issue with IMB colleagues and I did not therefore treat this as an application, formal or informal, but I promised to raise this matter again with senior management.

More generally, as I have described above, the atmosphere within Brook House was, for understandable reasons, quite subdued on both days of my visits. I did not manage to taste the food on either day, but the Wednesday menu looked particularly appetising. There were no IMB application forms on C and D Wings, so I replenished the stock. The Activities Corridor was especially busy on the Wednesday afternoon, with a long orderly queue for the Shop and most activities pretty busy. Finally, the Residential areas were generally very clean, although most of the offices still left something to be desired.

2. Mandatory Visits

Scheduled Wing: D

ARUN WING	0 Applications	3 ACDTs
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I visited A Wing on Wednesday afternoon and spent some time in the office, checking the ACDT books. The atmosphere in the wing seemed good and there were plenty of staff. Detainees were coming in and out of the office with various queries and two detainees were given helpful advice about sharing a room.

BECK WING	0 Applications	3 ACDTs
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Again, I visited B Wing on Wednesday afternoon. There was more bustle here, but an orderly bustle, primarily because staff were engaged in relocating a group of detainees to other wings at the end of induction. However, once again, there were plenty of staff and I had a good chance to observe what was happening whilst sitting at one of the tables to speak with Mr **D750**

CLYDE WING	3 Applications	3 ACDTs
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I visited C Wing on Tuesday and spent some time there, dealing with the three applications. The Wing was pretty quiet – I have already referred on Page 1 of this report to the very noisy and aggressive detainee who was well-managed by a young DCO – and there were certainly plenty of staff around. I wandered around all three landings immediately after lunch and was happy with the general cleanliness. Interestingly, I was not approached about the Panorama programme by any of the detainees to whom I spoke. Towards the end of my time on C Wing, I observed a detainee returning to the Wing, swaying from side to side and barely able to make it up the stairs to the first floor. I alerted Wing staff who called for Healthcare staff to attend, which they did immediately. Unfortunately, it then proved impossible to identify and find the detainee in question.

DOVE WING	0 Applications	2 ACDTs
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I visited D Wing immediately after C Wing and it was similarly quiet. Indeed, I was somewhat surprised by how few detainees were out and about on the Wing. However, the atmosphere was entirely reasonable.

EDEN WING	0 Applications	0 ACDTs + 1 C/W
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On Wednesday, I spent a considerable amount of time in E Wing and the CSU. E Wing was quiet, with plenty of staff available most of the time. At one point, a detainee transferring to The Verne, came into the office to say goodbye to staff with whom he clearly had a good rapport. He was happy to be going because it would make visits from his wife considerably easier, something which E Wing staff had drawn to his attention. I spent some time talking to Mr **D1967** a Roumanian detainee on C/W. He had been on an extended food and liquid refusal, but told me that he was now taking small amounts. He was now reconciled to returning to Roumania and wished to return as soon as possible. As I understood him, Mr **D1967** was not being allowed to remain in the UK because of a serious criminal offence committed previously in his home country. Mr **D1967** told me that he would prefer to stay in his current location in order to avoid the temptations of Spice elsewhere in the establishment.

CSU	2 Detainees on Wednesday
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I spoke to both the detainees in the CSU. Mr **D1923** seemed very confused, but was calm and content with his treatment. However, Mr **D1373** (see several times above) was a different matter altogether. He has real problems with Spice and had suffered a severe reaction on the previous Friday night. He was very

vocal and kept demanding a cigarette. However, he had no funds in his Canteen account and the CSU did not keep a stock of cigarettes which might be used as a control measure in cases such as this. As a result, he was now refusing to eat or drink, although he did ask for a cup of coffee (which was provided) while I was there. I was particularly impressed by the way that DCM Nathan Harris dealt with this very difficult detainee.

HEALTHCARE

I visited Healthcare on the Wednesday afternoon and spoke to Sandra Calver who was spending more time in Brook House in the wake of the Panorama programme. The suspension of a nurse in the wake of the Panorama programme had impacted on the department, but Sandra Calver told me that they were trying to look for positives.

She told me that Spice continued to be a significant problem within Brook House; different batches tended

to impact differently in terms of side effects and the current batch appeared to cause serious respiratory problems. There had been 24 medical interventions for Spice during the first five days of September and this inevitably interfered with the other work of the department. On the previous Friday, Mr **D1373** had been rushed to outside hospital with respiratory arrest after taking Spice; so, there there was also a cost to public resources.

Finally, Sandra Calver gave me a very detailed response in respect of Mr **D750** concerns about the lack of counselling for PTSD trauma.

KITCHEN

I visited the Kitchen on Wednesday afternoon and had a long discussion with John Vezza. He reported that the Kitchen had, so far, been unaffected by the fall-out from the Panorama programme.

3. Optional Visits

ACTIVITIES

As usual, it was pretty busy on both the Tuesday and Wednesday afternoons of my visits, with activities going on in most areas.

ART ROOM

I looked in, but didn't visit the Art and Education Rooms. However, I spoke to the Art teacher along with Sebastian in E Wing when they came to visit Mr **D1967** who was on C/W.

BARBER'S SHOP

I had a chat to the barber who had one customer and complimented him on his haircut. However, I declined the offer of something similar for myself. In a previous report, one of my colleagues referred to a "pop-up" barber outside the Gym and this was again in evidence. Given that it is so public, I assume that it must have official sanction, but it seems somewhat strange, given the time and resources put into creating the official barbershop.

CHAPLAINCY

I did not visit the Chaplaincy Department.

CULTURAL KITCHEN

Not visited.

CONTROL ROOM

Not visited.

EDUCATION

Not visited, but see comments under Art Room, above.

GYM

The Gym was very busy on both days that I visited.

IT SUITE

As usual, the IT Rooms were pretty much fully utilised.

LIBRARY

I visited the Library on Tuesday, but it was relatively quiet.

RECEPTION / DISCHARGE

I went through the Discharge area on several occasions over the two days and it was never especially busy. I left the establishment through Reception on the Wednesday afternoon and observed five detainees sitting quietly waiting to see someone from Healthcare or to be located. At that time, no-one was being processed.

SECURITY

Not visited.

SHOP

Not visited, but pretty busy on the Wednesday afternoon.

**G4S AND IMMIGRATION
OFFICES**

Nothing significant to report. However, I had a lot of help from Heena in relation to a number of applications.

VISITS CENTRE

Not visited.

VISITS HALL

Not visited.

WELFARE

Not visited, but I spoke to Terisha on the phone and was concerned at the racist abuse that she had received from a detainee, Mr D3224

4. Upcoming Charter Flights

Dates	Destinations
I'm sorry, but I didn't record the dates of the next few charter flights.	

5. Outstanding matters to be addressed

- Nil

6. Points to be discussed at the next IMB meeting

IMB
<ul style="list-style-type: none">• Nil
HOME OFFICE
<ul style="list-style-type: none">• What has been the impact of the "Wing Surgeries"? (Page 2)
G4S

- What has been the impact of the "Wing Surgeries"? (Page 2)
- Each case needs to be judged on its merits, but would it normally be considered appropriate to place a detainee who had self-harmed on Rule 40, even if he had himself been violent towards staff during the incident? (Page 2)
- What steps are taken when a detainee racially abuses a member of staff; in particular, how is the member of staff supported? (Pages 3 and 6)
- What is the current state of internet provision and what can be done to improve its speed and also access to acceptable websites? (Page 3)
- Can we have an up-date on the present situation involving Spice and what further steps can be taken to prevent its entry into the establishment? (Page 5)
- Is the "pop-up" barber outside the Gym officially sanctioned? (Page 5)

DICK WEBER
11 September 2017

Previous week's Rota IMB Member:
Gilly Gajdatsy

Next Week's Rota IMB Member:
Louise Gledhill