

	<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 for G4S</b>  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 for Home Office</b>  <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>D643</b> R35 report on his mental health concerns. <b>MM agreed to follow this up on her rota visit.</b></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>Dx</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>	