

BROOK HOUSE IMMIGRATION REMOVAL CENTRE

HOUSE RULES



serco

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Welcome to Brook House

This booklet has been created by Serco to help you during your time in Brook House.

Being detained can be a confusing and stressful time so it is important to remember that all staff are here to assist you throughout your stay.

What is Brook House?

Brook House Immigration Removal Centre is a privately managed removal centre, run by Serco on behalf of the Home Office. It opened in 2009 and is next to Gatwick Airport. The accommodation is for men detained under immigration legislation.

Where is Brook House?

Brook House IRC
Perimeter Road South
Gatwick Airport
West Sussex
RH6 0PQ
United Kingdom



What we can do for you.

People staying at Brook House are detained for different reasons and have different needs. We will offer everyone individual support. We supply a large variety of services, education and activities. This booklet will tell you what to expect on your first day in Brook House, explain the regime here and provide you with information on the services available to you whilst you are here and what will happen when you leave Brook House.

What you can expect from us

Serco staff at Brook House are here 24 hours a day and will always do their best to answer your questions and help you with any problems you may have.

During your stay here you can expect to:

- Always be treated with dignity and respect.

- Have a bedroom to sleep in with a toilet and wash basin. It will be clean, hygienic and have lockable storage for your items.
- Have access to medical treatment whenever you may need it.
- Be provided 3 healthy meals a day considering your dietary needs.
- Have the option to take part in activities within the Centre.
- Be provided the means to contact your friends, family and legal representatives.
- Be provided the means to practice your chosen religion.

If at any point you have any concerns about your treatment or the living accommodation, please speak to an Officer. We will do our best to fix any problems you may be experiencing during your time here. If you've spoken to an officer, and still feel unhappy about your treatment, there is a complaints process which is explained fully at the end of this document. We investigate all complaints fully and will always provide a written response.

What we expect from you

We will try our best to understand your situation and make your time at Brook House as stress free as possible. In return we ask that you show the same consideration to both staff and residents. Brook House has a set of rules that we ask you follow as detailed below.

During your stay here please:

- Always treat others with respect and dignity.
- Respect others' religious beliefs, sexual orientation, and social circumstance.
- Do not bully, threaten, intimidate, provoke, or insult others.
- Maintain a decent level of hygiene and wear appropriate clothing outside of your room.
- Only smoke outside in the courtyard. Do not smoke inside Brook House.
- Do not raise your voice, shout, or play loud music as this is rude and disturbs others around you.
- Co-operate with all staff. Do not disregard or ignore any officers' instructions.
- Do not engage in any type of criminal behaviour or use alcohol or drugs. Please speak with an officer if you see or suspect anybody to be involved in any illegal activity.
- Do not enter other people's rooms unless invited.
- Keep your room clean and your valuable property locked in your locker. Do not take any property that does not belong to you.
- Do not display any material that could be offensive to other

We are committed to providing a safe and secure environment by dealing with any antisocial behaviour whenever it arises. On occasion when this cannot be resolved, those refusing to comply may be moved from their normal location to our Care and Separation Unit (CSU).

Your first day at Brook House

Reception

Our staff will introduce themselves, ensure you have any items you will need and a copy of this booklet before asking you to sit in the waiting room. If you are hungry, thirsty or have any needs, issues or concerns while you are waiting to be booked in please make sure you let our reception staff know. When you are called, the reception staff will ask questions about your health and wellbeing as well as check your height and weight before taking your photograph and fingerprints. You and your property will then be searched for security purposes. You will need to provide details of an emergency next of kin contact, this can be a parent, a family member or even a friend. We will contact your next of kin in case of an emergency so you will need to supply their name, their contact number and what your relationship to them is.



You can take some personal property into the Brook House with you. If you do not have basic items of clothing, we will provide these for you. There are some items that are prohibited from taking into the centre. The officer will explain this to you. You can take a SIM card into Brook House but you are not allowed a mobile phone with internet access or a camera (even if they are deactivated or broken), so you will be asked to write down any important contact's phone numbers saved in your phone before it is safely sealed into your property. If you have money with you, the Reception Officers will count it out in front of you, seal it in a bag and keep it in our safe as you will not be able to use any coins or notes inside Brook House. You will be provided with a personal account where any cash you may have can be credited to. You can spend at our shop inside the centre. If you have cash that is not in Great British Pounds sterling (GBP - £) we can exchange this for you add it onto your account. Please speak to the reception officers if you would like this to be done.

You will then be given an ID card, a mobile phone, toiletries and asked to sign a receipt that confirms all your money and property that you arrived with. You must always keep your ID card with you. It is required for access to areas of Brook House and spend your money at the shop. Finally, your biometrics (fingerprints) will be taken. These are needed for you to use the shop, when ordering food and to access the kiosks.

After the initial booking process is complete, you will be asked to return to the waiting room as you are now ready to be seen by Healthcare.

Healthcare

A healthcare nurse will now ask you multiple questions about your health. This includes physical, mental and emotional health as well as any past and present health issues and any medication you may be taking or require. Remember that any information shared with healthcare is confidential so please be honest with them. Your health is important to us, and the nurse needs to know exactly how you are feeling to provide the best level of care to you. If for any reason you feel uncomfortable with the nurse carrying out your health check, let them know so that suitable adjustments can be made. After this initial check, you will be seen by a doctor within 48 hours of your arrival.

Accommodation

You are now ready to go to your room. An officer will take you to Beck Wing (B Wing). Everybody who has recently arrived at Brook House is assigned a room on B Wing so it is a great place to meet other people in similar situations to yourself. You'll be staying on this wing for between 24 and 48 hours to help with the transition of being in detention. All our rooms on B wing have 2 beds so you may have a roommate. If possible, our Reception staff will do their best to put people from similar cultures in rooms together to make living with each other easier and less stressful. Our rooms have a television with a remote control, a toilet with a privacy screen, a sink, a locker, a bin and a set of curtains for your privacy. There is also a call button connected to a speaker inside your room. This button will connect you with the office on the wing so you will always have a way to contact an officer at any time of the day. You will have been provided a clean set of bedding for your bed in reception. It is important for you and your roommate to keep your room clean, your clothes clean and yourself clean. We provide showers and washing machines for you to use on all our wings which you are free to use during the day. Washing powder for the washing machines can be collected from the wing office as well as many other things you will need during your stay, such as toothbrushes, razors, toilet paper, shampoo etc.



Induction

Within the first 24 hours of your stay, you will be provided with a tour of the centre. This will be conducted by a member of Serco staff and possibly another resident. They will show you around the centre and explain to you in detail what happens at Brook House. If English is not your first language, make sure you ask the Officer to provide you with an interpreter. During your time at Brook House you will become familiar with the wing officers as well as staff from other areas of Brook House so please try to create a positive relationship. Please understand that although the Serco officers are responsible for your welfare while you reside at Brook House, they do not know about or deal with the circumstances as to why you have been detained or the details of your case. These matters are dealt with by your case worker and the Home Office. Engagement officers from the Home Office work at Brook House and will be in contact with your case worker about your case and will relay information to you. You can request to speak to an engagement officer to discuss your case with them. If you have any questions or forget anything explained to you during the induction, remember the Wing Officers are there to help you at all hours of the day.

Questions, problems or concerns

Our Officers will do their best to make your stay at Brook House as easy and stress free as possible. If you are ever worried about something or have concerns about staying at Brook House, then please do not hesitate to raise this with a member of the team. Depending on the time of day, our officers may not be able to fix an issue right away, but we will try to do so as quickly as possible and keep you updated. There may be an issue that we can fix immediately, but we can only do this if you let us know. If you do not feel comfortable talking to staff in person, if your issue is of a sensitive nature or relates to staff at Brook House, you can contact our Safer Community Team, 24 hours a day, 7 days a week by phone on [DPA] or email at [DPA] you should receive a response within 24 hours.

Rules, requirements and responsibilities

While staying at Brook House we ask you to become familiar with the rules you must follow, the requirements we expect you to meet and your responsibilities. It can sometimes be confusing to understand so please ask the wing staff if you are ever unsure and they will do their best to explain.

Searching

It is our duty and responsibility to ensure all our residents feel safe and secure while residing at Brook House. One way we support this is by regularly carrying out searches to make sure no prohibited items are being brought into or kept anywhere inside Brook House. All our officers are trained and are authorised to carry out searches of individuals and rooms at any time. You will always be made aware when a search of your room is happening, and we will make sure you are present. If you have an issue with a search being carried out or feel at all uncomfortable with the officer conducting the search, please let the officers know so we can make the necessary adjustments to make you feel more comfortable throughout the search. Whilst we will try to make you as comfortable as possible throughout any search, the searching of residents within the centre is lawful and will be carried out if we feel there is a justified need.

Your property

Brook House is happy to keep many of your belongings in our property store. It is our responsibility to keep all items in the property store safe and make sure every item kept in the store is returned to you when you leave Brook House. The weight limit of all property, including that held in the property store and property you have in your room will normally be 25kg but please speak with an officer for exact weight limits. If at any time your property exceeds the limit, you will be asked to remove property. Property removed will need to be disposed of or collected by a friend or family member.



If, during your stay, you require access to any of your belongings that are being held in property store, talk to a wing officer and we will assist. Please be advised this process may take up to 24 hours. All belongings that you take into Brook House are your responsibility and must be kept in your locker, your room or on your person. Brook House has no obligation to replace or refund any property inside Brook House that has been lost, damaged or stolen as a result of your own negligence. If items are lost or stolen, please let a member of staff know who will ensure the matter is investigated.

Times

We strive to keep the regime at Brook House running smoothly and on time. This includes mealtimes, activities, interviews, appointments, visits and unlock times. For the smooth running of the centre, it is essential that you follow Brook House's regime by leaving activities once they have ended and returning to your room when asked. Wing facilities such as showers and microwaves cannot be used after association has ended, please make yourself aware of the closing times which are clearly advertised around the Centre.

Behaviour

Remember that each person at Brook House is an individual, coming from a different background to yourself. Every officer here will do their best to understand and tolerate all varieties of civil behaviour and we ask that you do the same, it is never acceptable to deliberately act in a way that is harmful, insulting, mocking, or degrading to others. Brook House will not tolerate threatening behaviour, bullying, theft, extortion, invasion of personal space, acts of violence or any racist statements or comments. If you ever see negative behaviour taking place at Brook House, tell an Officer immediately so

the matter can be dealt with as soon as possible. We may also ask you to supply a statement for what you saw and heard.

Body Worn Cameras

Officers wear a body worn CCTV camera and will activate it if they feel it is right to do so. You will be made aware whenever an Officer has started recording.



Fire Alarms

In case of a fire alarm sounding you should remain where you are. Should there be a need to evacuate you will be instructed by staff. Please follow and comply with any instructions given by staff. If you discover a fire inform staff at once. A fire alarm test occurs weekly (the time this test will occur will be available on your wing), you do not need to worry about this unless told by an Officer.

Kiosks

You will be shown how to use the self-service Kiosk machines situated on the wings and around the Centre that provide access to ordering food. You will need to order your food 3 days in advance. You will also be able to see your finance account, book your visits and make shop order requests.



Hygiene and cleanliness

Everybody is responsible for keeping Brook House clean. All rubbish and old food should be placed in bins. Any spills and mess on the Wing must be wiped clean or reported to an Officer or Cleaner to be cleaned appropriately. Your cutlery should be properly washed both before and after your meals and kept in your room or locker when not in use. It is also important for you and others that you do not neglect your own personal hygiene. Take showers regularly and wash your clothes in the washing machines provided on the Wing. When leaving your room, walking on the Wing or around Brook House, make sure you are dressed to an acceptable standard. Do not walk around in just your underwear, your pyjamas, dressing gown, towel, topless or without clothes and please make sure you always wear footwear. We will make sure when you arrive that you have a hygiene pack and at least one extra set of clothing for you to wear while you wash the other set, however if you need extra while at Brook House then speak with a Wing Officer so we can provide you with some more.



Money

Brook House operates as a cashless centre. We do not use any form of notes or coins in our shop and transactions are made using your I.D card instead. Under no circumstances should currency of any form be brought in or kept inside Brook House.

Your I.D Card and Cash Account

When you arrived at Brook House you were given an I.D card which should be carried with you at all times. You need your I.D to access most areas at Brook House, attend any visits you have, to see the Home Office and to buy things from our shop. Any Great British Pounds (GBP) you have upon arriving at Brook House are added to your I.D card's cash account and money you spend at the Brook House Shop will be deducted from your account's balance. You cannot spend more than the amount of your account's balance. If you misplace your I.D card, speak with a Wing Officer at once so a replacement can be arranged.

Your Money

More funds can be added to your I.D card account in a variety of ways, if you have GBP in your property you can make a request with a Wing Officer to arrange for an amount to be removed and added to your I.D card account. If you have any other currency, our Finance Department can collect and exchange it into GBP to then be added to your I.D card account. The amount added will depend on the current conversion rate. You can also have money sent in or brought in for you. When you leave Brook House, all the money still left in your account will be given to you in GBP coins and notes.

Money under investigation

It is possible that you had a generous sum of money when you arrived at Brook House but only a small amount has been added to your I.D card. Our Reception staff are instructed to keep I.D balances at a sensible level to keep any lost money amounts low. In cases where people arrive with a considerable amount money, it may be held back intentionally while authorities investigate as to how or why you had so much money with you. For more information, speak with the Welfare Department

Weekly Allowance

Brook House pays a daily allowance into your account every day. This is currently 74p for the first day, followed by 71p for the next six days. This adds up to £5 a week.

Brook House Regime

Brook House operates 24 hours a day, every day of the year and runs on a daily regime that we ask that you follow. The purpose of this regime is to avoid confusion about when meals are served, when activities are available and to help keep areas calm and quiet throughout the night.

Evening lockdown and throughout the night (22:00 – 7:00): You are required to return to your room at 22.00 and remain there until 07.00 (If you need aid during this time, press the call button in your room).

Morning unlock (7:00) Doors to all the rooms will be opened and you will have access to the Wing as well as all its features and activities. Breakfast will also be served from 07.45 -8:30 in the servery on the ground floor.

Morning open activities (8:30 – 11:45): Breakfast finishes and activities off the Wing will become available. Via the biometric doors, you can leave the Wing to other areas of Brook such as the gym, classrooms, IT suite and places of worship. These activities may have different opening times so please check the activity timetable on your Wing to plan your day. Please remember you can only enter the wing that your room is on and no others.

Lunchtime roll count (12:00 – 12:30): You must return to your Wing by 12:00 and remain in your room for a short amount of time while Wing Officers complete the roll count and prepare the Wing for lunch.

Lunchtime unlock (12:30 – 13:30): Wing Officers will open one level of the Wing at a time and lunch will be served on the ground floor in the servery. The Wing is opened in this way as lunch and dinner are much more popular than breakfast.

Afternoon open activities (13:30 – 16:45): Lunch finishes and activities off the Wing will become available once again. Check the activity timetable to see what's available for you!

Dinnertime roll count (17:00 – 17:30): You need to return to your Wing and remain in your room for a short amount of time, whilst the roll count is completed.

Dinnertime unlock (17:30 – 18:30): The room doors are opened one level at a time and dinner is served on each Wing.

Evening open activities (18:30 – 22:00): Dinner finishes and activities off the Wing will become available one last time until 21:00, when you must return to your wing. Activities on your wing will be open until 22:00 when you must return to your room.

Evening lockdown (22:00 – 07:00): You must to return to your Wing at 2100hrs and you will need to be in your room for a final roll count by 2200hrs. You will not have access to the Wing and rest of Brook House for the rest of the night, unless your performing your paid activity duties which may occur after 22:00.

Exceptions to this regime are only made during special times of the year (Religious holidays) or if areas require maintenance. If there is a change to the regime on a certain day, we will make announcements as far ahead of time as possible to not disrupt you day.

In a building with many residents, staff members and visitors it is inevitable that there will be times the regime at Brook House run late and areas will not be open on time for reasons beyond our control. We apologise in advance and do our best to ensure this does not happen on a regular basis.

Meals at Brook House

It is the responsibility of Brook House to provide you with 3 meals a day as well as opportunity to buy extra. We offer breakfast in the morning, lunch in the afternoon and dinner in the evening. The precise times these meals take place are: 07:45, 12:30 and 17:30 respectively, these times are also listed in the Wing Office. Food will not be served outside mealtimes. If you arrive to the Centre outside of these times, you will be provided with a meal at Reception.



Food Ordering and Dietary Requirements

To make sure the meals we supply are suitable for you we ask that you order the meals in advance using the kiosks on the wings. Meals must be ordered at least **3 days in advance**. If a meal is ordered less than 3 days in advance you will be given a standard vegetarian meal for that day. If you are having difficulty using the kiosks or have special dietary requirements contact a Wing Officer.

Cutlery

You will have been given a clean set of cutlery when you first entered Brook House, the full set includes a **knife, fork, spoon, cup, plate** and **bowl**. To help keep an appropriate level of hygiene please do not share or swap cutlery with other people. Keep the set you were given clean and in your room between meals. If you lose or damage your cutlery, you may incur a replacement charge. Please speak to a Wing Officer to arrange this.





Microwave

Every wing at Brook House has a microwave for your convenience which are available during association times. Please ensure they are clean both before and after use. Nothing should be placed inside the microwave other than food and whatever container the food is in.

Shop

If you would like something to eat between mealtimes, Brook House has a shop available during association times, 7 days a week (Please refer to the timetable by the shop for exact opening times). The shop sells a variety of food, snacks, and drink as well as toiletries, cigarettes, and phone credit.



Cultural kitchen

Want the chance to cook lunch or dinner for yourself and your friends? Book to use our Cultural kitchen and gain access to several ovens, hobs, grills, and many cooking utensils. Cooking ingredients include a range of raw meat, fish, vegetables, grains, beans and many more. Speak to the Officer in the Resource Centre for more information.

Food in your room

You can keep food and eat in your room whenever is suitable for you. You should not keep cooked and reheated food in your room for lengthy periods of time as it will start to smell unpleasant and eating it will make you ill. Please dispose of unwanted food in bins outside your room as the bins inside your room are not emptied during the night.

Activities

Brook House has a dedicated team of Activities staff on site to promote wellbeing and help fill your time. A published timetable will be produced to advertise daily activities that are available at Brook House to help keep you occupied, entertained, and educated.

Wing Activities

During closed activity hours there are still activities available on your Wing such as pool, console gaming, and table tennis. Speak to the Wing Officers for access to these activities. Your I.D Card will be taken while you are using the activity and is returned when you have finished and returned the items to the Wing Office.



Courtyards and Gardens

The perfect place to get some fresh air, the courtyards and garden provides outdoor access and are the only areas in Brook House where you are permitted to smoke. The A-Wing courtyard is the only outside designated **non-smoking** area, you are permitted to smoke in any other courtyard in the centre. The garden has seating, benches, and exercise equipment while the courtyards contain a suitable area to play football, basketball, cricket or volleyball. Speak to the supervising Officer if you wish to participate and please remember to wear suitable footwear. When smoking, dispose of cigarettes butts in the bins.

Gym

Get in shape or stay in shape, a fully functioning gym is available during all our open activity hours. You will first need to be seen by Healthcare to ensure you are physically fit to use the gym equipment, followed by a brief induction from one of our Activities Officers. Please wear appropriate clothing. Footwear can be borrowed from the gym and is cleaned after each use.



I.T Room



The internet is a powerful tool, our I.T room gives you access to your email, local/international news sites plus legal services and advice. We can also print off documents for you if needed. Before using our I.T room an Officer will explain briefly how to use our computers and ask that you read and sign our Terms and Conditions agreement. Courses can also be completed online via the Virtual College. Viewing inappropriate content will result in having your internet access restricted.

Resource Centre

One of the more quiet and relaxing places in Brook House. The Resource Centre has a wide range of books and magazines available for you to read as well as daily newspapers both national and international. Educational DVDs and movies can also be booked out to watch in your room. Kindles are also available to borrow, where books can be downloaded in any language for no additional cost. The staff in this area will be able to assist with this.



Cinema

Watch a movie on the big screen with friends at the Brook House cinema. Posters are displayed around Brook House showing what movies will be playing during the day and at what time. Feel free to request a movie from a selection of DVDs in the resource centre to be played in the cinema later.

Barbers

During open activities, each Wing has a time slot to use the facilities and equipment available in our Barbers, check outside the Barbers for the timetable (each wing has a different schedule). You can bring a friend or use the Barbers equipment alone. There is no cost for having your haircut.



Religious Prayer Rooms

Religion is an important part of people's life and here at Brook House and we will ensure you can practise and observe it. We have a Mosque; a Chapel and a Multi-Faith Room open during all activity hours as well as a dedicated Chaplaincy Team. You may speak with a minister of your faith and request clothing or worship aids such as religious texts, prayer beads, prayer mats and a Qur'an. Speak to a member of the Chaplaincy Team for prayer times and other daily religious activities plus religious holidays.

Arts and Crafts

If you want to make something for yourself or a loved one, the Arts and Crafts room has a wide variety of ways to be creative. The Arts and Crafts teacher will teach you if you are new or provide you with all the necessary tools if you are experienced. Classroom activities include: Painting, Card and Paper Design, Knitting, Clothes making, Sewing, Stitching and much more. Speak to the Arts and Crafts Teacher for more information



Classrooms

Staying at Brook House provides an opportunity to improve your education and even gain qualifications in one of our two Classrooms. A timetable outside the classroom will be updated on a weekly basis and display all the different classes that will be available throughout the week. These classes include but are not limited to; English, Spanish, literacy, and mathematics. Courses can be completed online through the virtual college. Our Teachers will be happy to answer any questions about our classrooms.

Music Room

A room made for those talented with musical instruments or for those who enjoy listening to those that do. Currently the Music Room has guitars, keyboards, drums, and tambourines along with amps to plug electric instruments into. The music room is found on the 2nd floor and is open during regular association time.



Paid Activities

Another option to pass the time at Brook House is to apply for Paid Activity and help contribute to the quality of the centre. Paid activities include; Wing Cleaner, Diversity Orderly, Interpreter, Barber, Classroom Assistant, Kitchen Assistant, Gym Assistant and many more. For more information, speak to the Resource Centre Officer.

Paid activities not only allow you to earn money but also allows you to contribute to the quality of life for all at Brook House. You could earn up to a maximum of £30 a week, at £1.00 per hour, and you are paid daily.

Visits

Visitors can see you during your time at Brook House. We have a dedicated Visits room available for you to enjoy spending time with your friends and family. Any visitor will require 2 forms of ID to be permitted into the centre, with at least one of these being photographic. The Visits room has tables and chairs, a drinks station for tea and coffee, vending machines, and a children's play area. You can have a group of up to 3 adults and 3 children in a single visit at any one time. Legal visits can be arranged, these do not take place in the Visits room and instead take place in a smaller more private room.



Parking

We provide free parking for visitors driving to Brook House. Visitors driving to see you may have some difficulty finding Brook House when using a satellite navigation device because Brook House is private

property. To make getting here easier, visitors should navigate to “Perimeter Road South, Gatwick” and from there follow the signs to Brook House. People still having difficulty can call the Brook House Visits centre on DPA

Public Transport & Minibus

Visitors using public transport may utilize our free minibus service. Our minibus leaves from Atlantic House at Gatwick Airport South Terminal and will take you straight to Brook House, see timetable for exact times. The minibus will also take visitors back to Atlantic House after they have finished their visit. Atlantic House is found just outside of Gatwick Airport and is easy to walk to from either the Train Station or Bus Stops.



Bringing belongings to Brook House

Your visitors can bring you any of your personal belongings from outside the centre, provided they are not prohibited items. Great British Pounds (GBP) brought in by your visitors will be added to your I.D and ready for you to spend at our shop the following morning. We also except cheques, but please make sure they are made out to Serco rather than yourself, otherwise we won't be able to add the money to your account. Other currency is accepted but cannot be added to your I.D card and is instead put into your property, ready for you to collect when you leave Brook House. Clothes, jewellery, gifts and other belongings not on the prohibited items list will be added to your property in Reception, these items can be collected later and taken into Brook House with you by submitting a request from the Wing Office. Prohibited items like Tobacco, body care products (*aftershave, shampoo, moisturizer*) and electronic equipment (*Mobile phones, laptops*) will be added to your property in Reception and you will take them with you when you leave, however you are not allowed to take them into Brook House. Under no circumstances will Brook House accept or add food, drink, or unknown substances to your property.

Booking a Visit

The booking line to arrange visits is DPA or alternatively email us at: DPA. Social visits take place every day, speak with a Wing Officer or check the kiosks for official opening times. All social visits must be booked 24 hours in advance. If you do not wish to attend a visit when you are called, please inform a member of staff as soon as possible. Once a visitor has attended the Centre you can book future visits on the Kiosk.

Welfare Department and Legal Aid

No matter what your circumstances are or how you came to be detained, our Welfare department is here to help you. We deal with a wide range of issues from both inside and outside of Brook House. This booklet will cover only a few of the services the Welfare Department offer to you, but even if the help you need is out of their capabilities, there's a good chance they will be able to offer advice, provide you with other options you may have or obtain the contact details of somebody who can help you. The Welfare Department have interpreting facilities available and will give you as much of their time as you need.



Legal Aid

If you wish to challenge your removal from the UK, then it is important you seek legal advice as soon as possible. Private legal representation can be expensive so the welfare department can make you

an appointment for you to get free legal advice from legal representatives that visit Brook House every week. The dates and times of sessions are advertised around the Centre or available from the welfare office. Legal aid can help meet the costs of legal advice and representation in a court or tribunal.

Depending on your case and your entitlement to legal aid, a solicitor will contact you and may be able to assist with your case.

Voluntary Departure

Sometimes people prefer to leave the UK voluntarily, reducing the time spent in detention. The Home Office can help in obtaining your passport and with the cost of your ticket in some cases. Contact the Voluntary Departures Team on [DPA] if you would like more information please speak with a member of the Welfare Department or your Engagement Officer. If you would like to consider paying for your own ticket and returning home voluntarily, please complete the "Purchase your Own Ticket" form which is available from the Welfare Department or on your Wing. This will reduce time spent in detention and speed up the return to your home country. Foreign National Offenders who have spent time in prison may be eligible for the Facilitated Returns Scheme. Please speak to the Welfare Department for more information.

Missing or Lost Property

Transferring to Brook House from a port, police station, hotel, prison, or another Centre can sometimes unfortunately lead to individual property, mobile phones, money and other valuables being misplaced or left behind. Tracking down missing items is something the Welfare Department can help you with by contacting the place you last had the property. In many cases your items can be sent here and added to your property list, ready for you to collect when you leave Brook House.

Locate Missing Family

It can be difficult contacting family members while in detention, especially when they live in another country and if you have not heard from them in a long time. If you would like help finding your relatives living abroad, the Welfare Department can contact the British Red Cross Charity and use their services to get you all the help they can offer.

Visiting Support Groups

For those who are looking for extra support while in detention, several external support groups are available for you. These support groups work can offer emotional, financial, and mental support and should be contacted if you ever feel their services could help you.

IMB - Independent Monitoring Board

A group of members of the public that are independent, unpaid and visit Brook House regularly. Their role is to check the day-to-day life in their local removal centres and ensure that proper standards of care and decency are maintained. IMB will inform the Secretary of State of any matters causing them concern. The IMB can raise concerns about the processes and procedures which surround your immigration status, such as time delays in reaching a decision, but cannot concern themselves directly with your immigration status. IMB forms can be found on every Wing, alternatively, speak with a Wing Officer or Welfare Officer if you would like to contact the IMB.



Commented [Simon Mur1]: Can you add days and sessions available?

Commented [Demian, M2]:

Commented [Demian, M3]: Rather than put the times I have said it is advertised in the centre so that the document is future proof if the sessions change in future.

Gatwick Detainee Welfare Group

Gatwick Detainee Welfare Group are a charity dedicated to looking after the welfare of people in detention and are frequent visitors to Brook House. They are there for you if you ever need someone to talk with about your feelings, life experiences or anything else. They can even provide you with extra clothes and a small amount of phone credit. Contact them from the Welfare Department or call [redacted] DPA between 09.00 – 17.00.



The British Red Cross

The British Red Cross society was formed in 1870 and is a registered charity with more than 32,500 volunteers and 3,500 staff. The Red Cross attend Brook House once a month and can offer you assistance in tracing and contacting relatives or friends living abroad. The Welfare Department will contact the British Red Cross and use their services to get you all the help they can offer.



Detainee Speak Out

Staff at Brook House are here to help you. If you have concerns about the centre, your safety, bullying or anything else, you can speak to a member of staff in person at any time. If you do not feel comfortable talking to staff in person, your issue is of a sensitive nature or relates to staff at Brook House, you can contact our Safer Community Team any time of the day by phone, text [redacted] DPA or email [redacted] DPA. A member of the team will respond within 24 hours.



Commented [Simon Mur4]: Please add response times

Samaritans

A registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom. They occasionally visit Brook House. If you're struggling with your mental health contact the Samaritans via call on 116 123 or email them at jo@samaritans.org if you feel writing down your thoughts and feelings may help you understand them better.



BID – Bail for Immigration Detainees

An independent charity that exists to challenge immigration detention in the UK. Their vision is of a world free of immigration detention, where people are not deprived of their liberty for immigration purposes. They challenge immigration detention by supplying free legal advice, information and representation to thousands of people held in detention across the UK. BID conduct workshops in aiding residents applying for Bail through the court even if you do not have a legal representative or sureties. Contact our Welfare Department for more information about BID.



UK Modern Slavery Helpline

Provides victims access to information and support on a 24/7 basis. Potential victims can speak to fully trained Helpline Advisors who can help them access relevant services, including Government-funded support through the National Referral Mechanism. Contact them online at www.modernslaveryhelpline.org or call 08000 121 700. The number is free to call and is available 24 hours a day, 7 days a week.



Substance Misuse Services

If you have a dependency on drugs, alcohol, or tobacco, please ask to be referred to Forward Trust who work within Brook House. They are independent of Serco and the Home Office and have several techniques and methods for helping you manage and overcome your addictions whilst you are with us.



Immediate support

Support groups are there for you but if your stress and internal pain is too much, and you need to be seen quickly then please let an Officer or a friend know. Your welfare is among our highest priorities and we will always be available to listen to you and give you all the support we can. If you would prefer to speak to a specific officer then let us know, we will ask them to come and meet with you at the earliest convenient time.



Healthcare

Medical staff from our healthcare team are on-site 24 hours a day, 7 days a week and are available to aid you. A walk-in clinic is available daily if you would like to be seen by a nurse (*see the timetable at healthcare for opening times of the walk-in clinic*).

Doctor's appointments

Arrangements can be made for you to see a Doctor at Brook House. These appointments will need to be booked in advance with the Healthcare Department during the walk-in clinic. If you want, you may request to be seen by a Doctor of the same sex, however this may mean waiting longer for your appointment to take place. You also have the choice to request a visit from your own Doctor (*if they want to accept such a request*) be advised your own doctor may request a fee to attend you at Brook House.

Hospital appointments

It is important for your health that you attend hospital appointments. Brook House Officers will escort you if you ever need to attend a hospital. Please speak with Healthcare if you had any hospital appointments before you came to Brook House.

Medication

Healthcare will do their best to provide you with basic pain reducing medication whenever you may need it. If you are dependent on medication or have any that you regularly take, prescriptions can be made for you to collect from Healthcare during medication times (*Check with Healthcare for medication times*) and in some cases you will be allowed to keep medication in your room so you can take it whenever you need to.



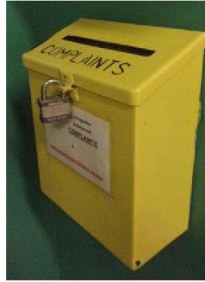
In case of emergency

If you ever believe that you or anyone at Brook House urgently needs emergency healthcare, please alert an Officer at once. They will be able to take control on the situation and contact Healthcare if necessary.

Complaints

Serco strive to resolve any problems within Brook House swiftly and constructively. Complaints can be made about anything, detention related or not.

If you would like to make a complaint you will find complaint forms on the ground floor of every wing near to the wing office. The forms are located in racking on the wall and available in a number of languages. The forms are also available in the resource centre and the welfare office. If you are unable to find a form in your own language, please ask an officer who will print one off for you. The forms fully explain the complaint process. You may make your complaint in English or any other language but any responses will be provided in English. Once you have completed your complaints form it needs to be placed in the yellow metal mailbox (as shown) which you will find on the wall next to the wing office door. The boxes are emptied daily by the Home Office and assigned to Serco to investigate and provide a response. We will acknowledge receipt of your complaint within 7 days and provide a written response, following a thorough investigation, within 28 days. If you are dissatisfied with the response provided you may refer your complaint to the Prisons and Probation Ombudsman and details on how to do this will always be provided with your complaint response from Serco.



Commented [Simon Mur5]: Please add a photo of the yellow complaints box with 'Immigration Enforcement Complaints' written on it.



Home Office
Detention Engagement Team

Having arrived in the Immigration Removal Centre (IRC) you will be seen by a member of Immigration staff from the on-site Detention Engagement Team (DET). This interview will, normally, take place within 48 hours of your arrival. At this interview you will be updated on your case and given the opportunity to ask any questions about your case or stay in the centre that you may have. You will be given the contact details of an Engagement Officer who will be your primary point of contact within the Immigration Office in the centre. They can escalate any information or concerns to your case owner.

The DET staff are contactable by various means such as face to face engagement, written correspondence, phone, email or drop-in sessions. Posters within the centre provide details of the different methods of contact.

You will be seen at least once a month to be given your monthly report provided by your case owner. This report will provide you with details on the progression of your case. You can submit a written request to the Detention Engagement Team at any time and they will respond within 24 hours. You can also expect to be called for an interview at any time.

Voluntary departure / Reducing time in detention

If you would like to consider leaving under the voluntary reimbursement scheme or paying for your own ticket to return home voluntarily, please speak to your Engagement officer in the immigration team. If you meet the required criteria for voluntary return this can reduce time spent in detention leading to a quicker return to your home country.

If you are a Foreign National Offender (FNO) who has spent time in prison you may be eligible for the Facilitated Returns Scheme (FRS), your Engagement officer can provide you with more information.

There are welfare staff in the Centre who can assist and advise you of the potential options to return voluntarily.

Home Office Compliance Team

The role of the Compliance Team is to ensure that you are treated with respect, dignity and care. This is done by regularly monitoring all areas of the centre including the range of activities available to you and the quality of the catering and cleaning provided. We also ensure that your queries and complaints are given the correct level of attention and are investigated promptly.

The Compliance Team do not manage any aspects of your immigration case.

You can speak with us about improving standards of the centre or give suggestions about the services available whilst you are here. There are regular meetings where you are invited to voice any concerns or give suggestions to the Compliance Team and to Serco management about day to day life in the centre and services available to you. There are also food forums and safer community meetings which are all advertised within the centre. Our team regularly walk around the centre, so please feel free to approach us with any concerns you have or even just to say hello.

Leaving Brook House

People depart Brook House for many different reasons; to be released, to be removed or deported from the UK, or to be transferred to another removal centre. Your shop account will be closed shortly before you leave so you will not be able to buy anything from the shop. We ask that your room is left in a clean and tidy state, so it is ready to be used by whoever stays there after you. This includes taking the sheets off your quilt, pillow and bed ready to take them to Discharge along with your cutlery, I.D card and, if you were given one, your loan phone. You will be informed about your departure and where you are going before you are due to leave Brook House which should give you plenty of time to pack your belongings, tidy your room, say goodbye to your friends and take contact details of anybody you would like to stay in touch with. If you are lacking clothing or funds for your journey, then speak to our Welfare Department so we can provide you with what you need.

Escorted from Brook House

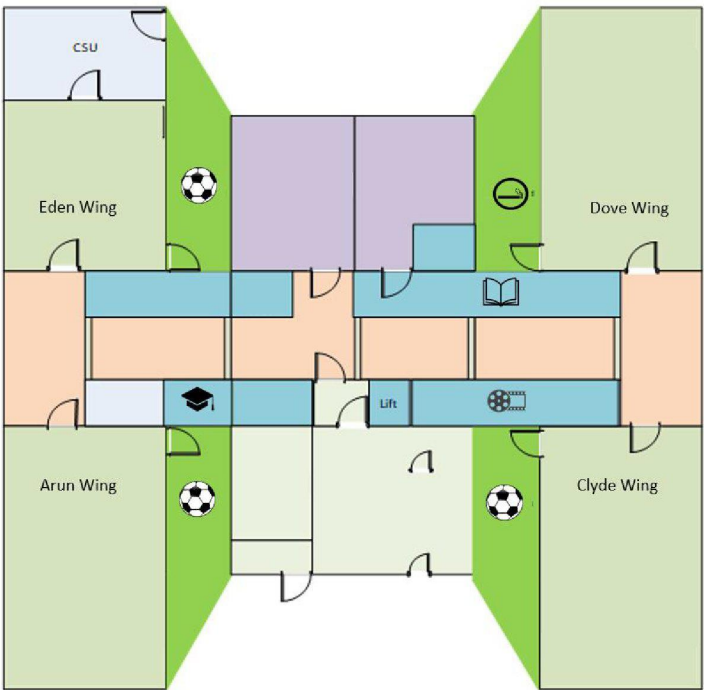
If you are being transported to another location, you will be told where you are going and given a minimum hour of notice before the escort vehicle is due to arrive at Brook House to pick you up. If you do not wish to leave Brook House or are unhappy with the destination arranged for you, speak with a Wing Officer, and seek advice from your Solicitor as quickly as possible as it is not under your authority to refuse to leave Brook House. When the escort vehicle arrives, you will be asked to come to Discharge to meet the escorting Officers as well as collect and sign to say you have successfully collected all your money and property from the Reception Store and returned any of our property you were given. Your custody and care are then officially handed over to the escorting agency and the escorting Officers, who will confirm that you understand where you are going and for what reason. Please speak with the escorting Officers if you have any issues or concerns with your travel and it will be addressed.






Released from Brook House

If you have been released from detention, the Home Office will fax a copy of your release paperwork to our Reception Team where they will begin processing your release. This process should not take longer than 4 hours to complete. If you have any concerns about being released from Brook House, speak with either a Wing Officer or the Welfare Department as soon as possible because once we have received a copy of your release paperwork, we are not allowed to keep you here for longer than necessary. When our Discharge Team is ready, you will be asked to come to Discharge to collect and sign to say you have successfully collected all your money, your property from the Reception Store,

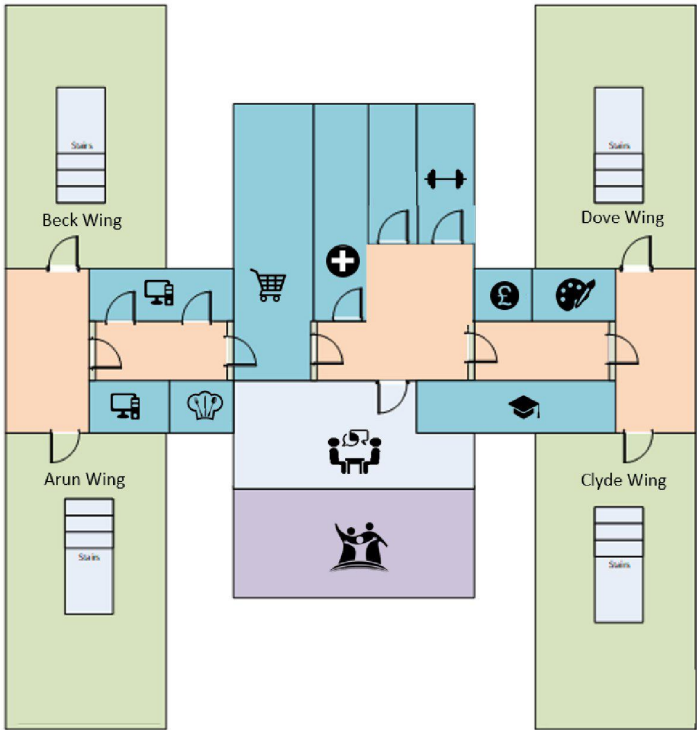
and returned any of our property you were given. You will be offered a travel warrant to help you reach your destination by train and the service of our minibus to take you to Atlantic House, a small site at Gatwick Airport that is very close to Gatwick Train Station. If you do not have a permanent address, accommodation will be provided by the Home Office, with transport to your new accommodation provided by a charity. Finally, you will be escorted out of Brook House and are no longer detained. If you have arranged to be picked up by a friend, a taxi service or would like to use our minibus, you may wait in our Visits centre until they arrive.

Ground Floor







	Exercise Yard
	Garden / Smoking area
	Resource Centre
	Classroom
	Cinema

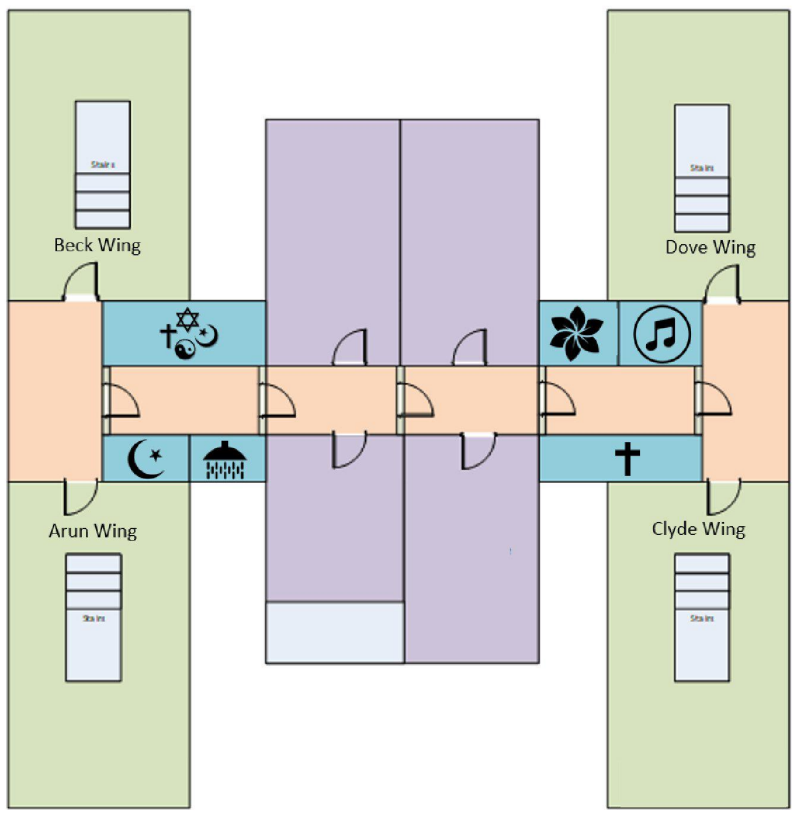
1st Floor



	Social Visits		Art Room
	Interview Corridor & Welfare		Activities Office
	Cultural Kitchen		Shop

	Classroom		Healthcare
	Computer Room		Gym

2nd Floor



	Multi-faith room		Chaplaincy drop-in
	Mosque		Music room
	Washroom		Christian Chapel