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**From:** Emiah Brown <[REDACTED]@DPA>  
**Sent:** 27 June 2016 15:45  
**To:** Stacie Dean  
**Cc:** Edwards, Sara; Michelle Fernandes  
**Subject:** Exit Interview Feedback

Hi Stacie/Sara,

I have meet with Tony Stretch on 22/06/16, this is his feedback:

- contracts & working days: the new roster/regime is not working. Employees in set posts for 6 hours e.g. in the library monitoring the computer screen or sitting on immigration on gate 26. It is very boring and doesn't break the day up, very tiring doing the same thing over a long period of time. This has been tried before and then had to be changed back to the old way which meant that staff were in posts for 2 - 3 hours then swapped roles which Tony believes is a lot better. This is the 4<sup>th</sup> leaver that has mentioned this. He also mentioned that when staff are in these fixed posts for long time there's no flexibility for escorts and the roster ends up being completely changed so they can assist on the escort.
- constantly being asked to go to brook even though he asked to move to Tinsley due to [REDACTED] problems : Tony feels that there is no safe guarding of staff with [REDACTED] reasons who have asked to move to Tinsley. There was also threats of disciplinary action from SMT/DCM if he did not go up to Brook. But this was never carried out.
- He feels that DCMS are supportive or care and say it's tough it's happening get on and do it.
- Lack of staff that nobody seems to acknowledge or SMT acknowledging those that are leaving.
- One rule for one, another rule for someone else – if DCO is late nothing is said to certain staff, no discipline. The DCM seem to have no power to discipline or show presence on the floor. Not sure if this due to their workload or the other extreme that they do as little as possible.
- New starters are now on posts like control room or detainee reception with only 2-3 weeks shadowing and then on their own to do the job. When I first started new DCO would be on the floor for at least 1 year to gain experience of the centre before even being considered taking on the responsibility. Tony feels the centre is unsafe compared to the early years of being there due to lack of time the new starters are shadowing for and due to them not spending time on the floor first.
- Lack of communication when a process or procedure changes, just a NTS displayed and no DCM takes the time to talk about it with their staff and check if they have any questions around it.
- Uniform – the DCO on activities get a shoe allowance twice a year £75 but they don't join in with the sports, they just stand observing. Well as I do a lot of walking on shift and I'm not entitled to any shoe allowance.
- Morale is low – there's no thanks or acknowledgement for the work we do.
- EOM – Tony and other staff were annoyed that the facilities employee won the EOM year for recycling over M Trott who prevented a detainee from harming themselves.

Kind Regards

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