

**Brook House / Tinsley House IRC Speak Outs from April 2016 to April 2018:**

<b><u>Speak Out Case Reference</u></b>	<b><u>Concerns / Allegations Raised</u></b>	<b><u>Outcome</u></b>
166-342016	Anonymous employee reported that Brook House IRC has a lack of staff, not in compliance with contract requirements and this is jeopardizing employees' safety and that management are misleading the Home Office that all shifts are being covered and that all is safe.	The investigation found no evidence that staffing fell below the required levels in the period around when the concern was raised, and felt that there was a culture to report appropriately. There is no record of any specific concern being raised in connection with a threat to an employee. Recommendation made in relation to updating of rosters.
344-1392016	Grievance by a Detainee Custody Officer, Chris Malden, against Deputy Director Steve Skitt	This case was progressed under the Grievance policy and as such was not a valid Speak Out
425-5122016	Anonymous employee alleged that an employee has been bullying another and is being protected by managers, and that a recent investigation was not conducted in a fair and proper manner, and there should be an external investigation into that.	The investigation concluded that the initial complaint of bullying was not disregarded. There is no evidence that the employee was being protected by Managers and no evidence that the investigation into the grievance was not conducted in a fair and proper manner. The investigator did not feel a further independent investigation is warranted into this matter.
428-8122016	Stacie Dean (Head of Care at Brook House IRC) raised various concerns in the course of her grievance hearing including under-reporting of incidents, LBBS (fabric checks) not completed, R40 visits and EDR declarations for the purposes of bonus payments to staff.	There were no under-reporting concerns discovered regarding incident reports or any intention to avoid financial penalties. There were no under-reporting concerns identified regarding internal reporting, which follows the C&DS model. Completion of 2015 EDRs at Gatwick IRCs was completed diligently and it was a system glitch that generated, in error, a large list of names with EDRs outstanding as at 20.1.16. There were no concerns on the integrity of the EDR process.
443-26122016	Linked to 344 above; Speak Out submitted by Chris Malden stating his grievance has still had no outcome and the person who he raised the	The business attempted to progress a grievance hearing but Chris Malden did not respond to correspondence and he was written to again to say in view of lack of response the matter would be closed. He left the business at the end of January 2017. He was specifically asked if he wanted to raise any outstanding issues around the grievance and the disciplinary investigations and he said not.

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	<p>grievance against Top of Form is now investigating him.</p> <hr/> <p>Bottom of Form</p>	
478-922017	<p>Top of Form David Waldock, DCO at Brook House called to say that he has been reported by another employee and does not know what for, but the Deputy Director told him "if you make any more trouble you will be terminated".</p> <hr/> <p>Bottom of Form</p>	<p>David Waldock subsequently wrote to Ashley Almanza, G4S CEO, raising a wide range of concerns both related and not related to his grievance. These were all investigated and the report concluded that:</p> <ul style="list-style-type: none"> <li>the complaint received from the Home Office in respect of David Waldock was handled clumsily and his grievance was substantiated to the extent that actions had been taken against him that would normally have only resulted from a formal investigation.</li> <li>There was no evidence of systemic bullying by management against staff at Gatwick IRCs.</li> <li>There were credence to many of the concerns that David Waldock articulated about a fellow employee Guyatri Mehraa and that she has, to a degree, been protected by Management.</li> <li>There is no evidence of any intent to deceive the Home Office and / or fraudulently avoid penalties.</li> </ul> <p>An Action Plan was the outcome to address recommendations. Subsequently all matters were dealt with.</p>
482-1422017	<p>Anonymous employee reported that a detainee at Brook House who had scabies was removed from the wing to the CSU and his room was locked and put out of use pending a deep clean. Overnight, an unknown manager authorised the use of the room to place two new detainees into, using the same bedding as the previous occupant.</p>	<p>Investigated and found no case to answer. Follow up sent to whistleblower and case closed</p>
491-2322017	<p>Detainees partner reported that he is in distress and very vulnerable, that he has previously been assaulted by</p>	<p>Centre Director confirmed there was no assault but force was used (and reported) by an officer when the detainee attempted to punch the officer. The detainee was seen by a nurse, and he was engaging well with Big Word Interpreting Service. He was on ACDT at one point</p>

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	security guards who took his SIM card away, and that the lack of a Russian interpreter and support from staff and management is preventing him getting the support he needs.	but this was closed and the detainee said he was ok and coping and had no further thoughts of self-harm or suicide. His case situation was raised with the Home Office.
652-192017	A detainee at Brook House IRC (D2953) called an Equalities Advisory Support Service helpline (coincidentally run by G4S) on 40 occasions between 10 June and 17 July 2017 to complain about breaches of his human rights and that he was treated badly at Brook House IRC. This was not logged as a Speak Out until 1 September 2017 when an All staff communication was sent out internally to G4S about the Panorama programme. At the time the call were made EASS staff did not recognise the link to G4S (G4S was not mentioned in the calls and is not referenced anywhere on the EASS website.)	<p>The investigation concluded:</p> <ul style="list-style-type: none"> <li>It is highly likely there was some sort of incident involving the Detainee and an officer and it is possible the Detainee suffered some kind of assault at the hands of the officer. No evidence has been found to support this assault allegation.</li> <li>It is possible the Detainee changed the assault allegation of 16th June 2017 into a biting assault allegation for effect and then added the demand for compensation to it.</li> <li>the Detainee was an angry individual, racist, disruptive, unpopular with fellow detainees and threatening to staff on the wings and in welfare. He was on medication and prone to erratic behaviour. Against this background and his poor English language skills, the Detainee chose to call the EASS Helpline repeatedly and had some success in getting heard. He had the opportunity to make complaints to other parties such as the Home Office, Police and his Solicitor about his time at Brook House, but there is no evidence that he did so. He was given the number of the Detainee Support Group at Gatwick, but there is no record that he contacted them or that they took up his case.</li> </ul> <p>At interview the Detainee provided three dates for the alleged assaults on him at the hands of "Derek". He gave a description of "Derek", which in the opinion of the Investigator matched that of Derek Murphy. (The Investigator interviewed Derek Murphy in connection with the BBC Panorama allegations and so is familiar with his appearance.) Derek Murphy was working at Brook House on all of the three dates and it was recommended he be interviewed about the allegations.</p> <p>Home Office Professional Standards Unit investigated this case in parallel. They were provided with the Investigation Report.</p>
658-792017	Note: logged on Speak out for transparency by G4S Legal Team. This relates to allegations made by former Head of Tinsley House, Nathan Ward, on BBC Panorama, by follow up email and to the House of Commons	Investigation completed. See Report on File. Nathan Ward, at his exit interview did not raise specific concerns about named detainees.

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	Home Affairs Select Committee on Brook House.	
715-23102017	Anonymous employee reported that an officer who found a detainee had attempted suicide was very upset but was not subsequently contacted by the senior management team to check on her mental health or offered any form of counselling or some time off. A concern was raised that detainee custody officers are under pressure to remain at work after a traumatic event with little to no support due and with the risk of losing pay if they take time off.	The case was referred locally for investigation. The reporter also made contact with the Staff Association Lead to raise concerns and revealed it was her who was the officer concerned. It was clear that significant offers of support were made to her after the incident but that the officer remained dissatisfied. Referred to HR to support further and case closed from a Speak Out perspective.
742-19112017	Anonymous employee raised concern that there is evidence of gross misconduct by an employee (Instagram messages suggesting a relationship with a detainee) but nothing has been done despite senior managers being fully aware, and that several detainees have complained about her behavior and nothing is done about it.	Local management confirmed that due to a previous Speak Out naming her the employee was being monitored by the Local Corruption Prevention Team. There was no evidence of any inappropriate behaviour.
764-7122017	Anonymous employee raised concerns about pattern of bullying by a Detainee Custody Manager, Dave Roffey.	The Investigation found no evidence to support the allegations of bullying, inappropriate language, racist jokes, victimisation, or that detainees or staff, made complaints all the time about Dave Roffey.
791-612018	Brook House IRC employee Lauren Morris reported that she was unhappy with management concerning the way they dealt with an incident of sexual assault against here that happened at 4:23 pm today.	Local management provided evidence of support following the alleged incident (Lauren reported that a detainee kissed her on the cheek. CCTV confirmed there was no contact. Lauren disputed this. Unrelated, she was dismissed on 5 February 2018 due to failing her probationary period for a wide range of reasons, which include included a range of concerns relating to her interactions with, and behaviour towards, detainees.
841-1222018	Note: logged on Speak out for transparency by G4S Legal Team.	Investigated locally by reviewing Security Intelligence Reports. It was confirmed the individual who was the concern (Luke Instone-Brewer) is no longer employed. Luke also worked in the

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	Home Office Professional Standards Unit informed G4S of allegations from various detainees about drug use and supply within Brook House, involving both detainees and staff.	library as a member of the Activities group. The other members of staff in that area were Callum Tulley and Daniel Small. Callum is no longer employed and Daniel also resigned. There is now a whole new group of staff working in this area – since the departures of the previous team members there has been no security intelligence from this function (Library and Activities) of such activity.