



# Investigation Report

Detainee Custody Officer  
Ben Opoku

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Investigator Tony Hayes / Chris McGuire Authorised by Paul Kempster

**Section 1: Matter to be investigated**

BBC raised allegations which may constitute misconduct in a letter on 24<sup>th</sup> August 2017 to G4S following an incident on the 4<sup>th</sup> July 2017

On the 4<sup>th</sup> of July after detainee D865 tried to hang himself in his room and was unconscious, you failed to attempt to remove the ligature around his neck as First on Scene and waited for DCM Connolly remove the ligature around his neck until approximately two minutes after the medical emergency was announced.

Date due for completion 15/09/2017

**Section 2: Scope of Investigation**

To investigate the allegations made by the BBC against G4S staff working at Gatwick Immigration Removal Centre, Brook House.

Interview individual members of staff where allegations have been made  
Interview witnesses  
Review local documentary evidence and other records  
Examine CCTV and Body Worn Video Camera footage  
Review Panorama footage

To report findings and conclusions to the Commissioning Authority

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## Section 3: Summary of interview with the alleged wrong doer (where applicable)

**Allegation:**

*On the 4th of July after detainee [D865] tried to hang himself in his room and was unconscious, you failed to attempt to remove the ligature around his neck as First on Scene and waited for DCM Connelly remove the ligature around his neck until approximately two minutes after the medical emergency was announced.*

DCM Connelly stated that he responded to a 1<sup>st</sup> response call on A-Wing. He stated he made his way from B-Wing to the emergency and commented that it took him about a minute to arrive.

On his arrival DCM Connelly stated he observed PCO Opoku in room A110 and the detainee was lying on his side with a television beneath his head.

DCM Connelly stated that on his arrival he could see the detainee ([D865]) was breathing, semi-conscious and groaning

DCM Connelly stated he was joined by other staff members responding to the incident

DCM Connelly recalled someone asking him in the room if something was tied around his neck. On closer inspection DCM Connelly noticed a thin cord tied loosely around the detainee's neck.

DCM Connelly stated that the cord was loose enough for him to get his fingers underneath and cut the ligature off with his fish-knife. He described the ligature as a blue shoelace and not a black TV cable, commenting that a black TV cable would be more difficult to cut with a fish knife and the shoelace cut easily and was removed quickly.

When asked about the delay, DCM Connelly acknowledged that on arrival at the scene in the room he "missed" the ligature. DCM Connelly acknowledged when questioned about his training regarding first on scene that preservation of life is his priority which should have included checking for ligatures.

DCM Connelly stated that he assumed wrongly that DCO Opoku who raised the original alarm and was first on scene had removed the ligature.

DCM Connelly acknowledged there was a delay in removing the ligature and the allegation made by the BBC may be accurate. He was very clear that there was no

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intent on his part to cause D865 any further harm or distress and he genuinely did not see the ligature when he arrived. DCM Connolly stated that all the relevant documentation was completed.

DCO Opoku confirmed he raised the alarm on discovery of detainee D865 lying on the floor in his room A110.

DCO Opoku initially stated that he saw D865 lying on the floor with a ligature tied around his neck and TV bracket had come away from the wall

When challenged DCO Opoku stated that he waited at the door until first responders arrived and did not render first aid or remove the ligature

DCO Opoku stated when enough people arrived he left the unit and took no further part in the management of the incident

DCO Opoku was asked about his understanding and responsibilities as first on scene. He acknowledged that his role was to provide emergency aid and preserve life.

DCO Opoku requested a break from interview and to consult with work-place colleague. On his return he changed his version of events and stated *he did not see any ligature when he observed the detainee lying on the floor.*

DCO Opoku stated he was in shock and froze and this is why he took no action.

DCO Opoku stated that when DCM Connolly arrived he provided no hand-over.

#### Section 4: Relevant evidence examined

Panorama programme 04/09/2017  
Local documentation:  
F213, Incident report, ACDT, Staff roster

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## Section 6: Findings

### Allegation   Substantiated

This incident was captured and featured on the BBC Panorama programme aired on Monday 4<sup>th</sup> September 2017 at 21:00.

DCO Opoku raised the alarm and observed [D865] lying on the floor in his room (A110) and failed to render immediate first aid and remove the ligature

DCO Opoku waited for the first response to arrive then entered the room

DCM Connolly arrived approximately 1 minute later and entered the room and did not initially observe a ligature tied around the neck of [D865]

DCM Connolly was prompted by DCO Tulley who arrived in the room that there may be a ligature tied around [D865]'s neck. On further inspection of the neck DCM Connolly observed a ligature around [D865]'s neck and immediately used his fish-knife to cut the ligature away.

The ligature removed was a blue shoe-lace and not a TV cable as stated in the allegations by the BBC. This ligature was seized as evidence and recorded appropriately.

[D865] received medical treatment swiftly at the scene by a nurse and the F213 noted that [D865] was breathing, swallowing, able to talk normally and smoking a cigarette.

All relevant documentation was completed and contained relevant information this included F213, ACDT update, incident report, SIR

Following the incident [D865] was relocated to Eden Wing on a constant supervision, an ACDT review was completed.

## Section 7: Conclusions

DCO Opoku was interviewed and admitted that he failed to administer emergency aid and remove the ligature from the detainee. This was the cause for the two-minute delay identified by the BBC. The investigation team believe that there is sufficient evidence in relation to this failure to act appropriately for the Commissioning Authority to consider.

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