

SERVICE IMPROVEMENT PLAN

BROOK HOUSE ANNOUNCED INSPECTION 15-19 March 2010

Ref	Recommendation	Accept/ reject	Comments/action	Progress
10.112	The centre should offer structured training in using the internet and emailing to detainees unfamiliar with computers and ensure sufficient printing capacity to meet detainees' reasonable needs. (6.28)	Accept in principle	G4S is reviewing ways to provide cost effective IT training. One method being investigated is the use of CD/DVD based self learning to cover a range of subjects. The current printing arrangements are considered satisfactory.	
10.113	The centre should reduce the length of time detainees are confined to their rooms each day, institute later lock up and increase the time detainees are allowed in communal areas. (6.29)	Reject	Regime timings are determined by the operational contract in place between UKBA and G4S. Under this contract, detainees have access outside of their rooms 13 hours a day and are confined to their wings during this period only at meal times. This is considered adequate time to engage with other detainees and access facilities within the centre.	
10.114	The centre should increase the volume of paid work available to detainees, accompanied by appropriate training for all work roles leading to internal or external accreditation. (6.30)	Reject	Paid work can only be increased subject to funding from UKBA and this is not currently available. The centre currently provides way in excess of current contractual obligations. Training is provided as required.	
10.115	Appropriate arrangements should be made to ensure that detainees understand information about work roles, including any agreements they have to sign before starting work. (6.32)	Accept	Work compacts that are easy to understand will be introduced for all work roles. G4S will ensure that all detainees fully understand the requirements of their role before commencement. The use of telephone interpretation and/or other translation methods will be used when appropriate.	
10.116	Detainees should have the opportunity to follow short units of study leading to internal or external accreditation. (6.33)	Reject	Current education provision is limited to basic instruction in core subjects, mainly ESOL, and does not provide for such learning opportunities. The uncertainty of length of stay within the centre for detainees would also make this both ineffective and cost prohibitive.	
10.117	Cover for planned or unplanned education staff absence should be routine and appropriate. (6.34)	Accept in part	Arrangements will be made to cover planned absences. The education department is not big enough to provide cover for unplanned absences.	

SERVICE IMPROVEMENT PLAN**BROOK HOUSE UNANNOUNCED FULL FOLLOW-UP INSPECTION
12-23 SEPTEMBER 2011**

Ref	Recommendation	Accept/ reject	Comments/action	Progress For completion by Detention Services
10.77	The centre should reduce the length of time detainees are confined to their rooms each day, institute later lock up and increase the time detainees are allowed in communal areas. (6.3)	Reject	Regime timings are determined by the operational contract in place between UKBA and G4S. Under this contract, detainees have access outside of their rooms 13 hours a day and are confined to their wings during this period only at meal times. This is considered adequate time to engage with other detainees and access facilities within the centre.	
10.78	The centre should increase the volume of paid work available to detainees, accompanied by appropriate training for all work roles leading to internal or external accreditation. (6.4)	Accept in part	The centre currently provides more paid work than it is contracted to do. The centre review whether any roles can be accredited in some way.	
10.79	Information about work roles should be available in a range of languages and promoted throughout the centre. (6.7)	Accept in principle	A range of documents is currently provided in a variety of languages. To translate every single document would be cost prohibitive. As an alternative the centre relies on pictorial information as well as detainees and/or staff being able to translate less important information. These methods are currently used to promote the availability of workplaces.	
10.80	Detainees should have the opportunity to follow short units of study leading to internal or external accreditation. (6.8)	Accept in principle	The centre will review education provision to see whether such learning can be accommodated within the current resources and detainee profile.	