



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**BROOK HOUSE IRC**

**for reporting Year 2017**

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*Monitoring fairness and respect for people in custody*

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## **1 STATUTORY ROLE OF THE IMB**

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The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre (IRC) to be monitored by an independent Board (IMB) appointed by the Secretary of State from members of the community in which the establishment or IRC is situated. IMB members are unpaid volunteers. This IMB monitored Brook House IRC near Gatwick Airport.

The Board for an IRC is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in detention in the centre and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom s/he has delegated authority as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how well the IRC has met the standards and requirements placed on it and what impact these have on those held in the centre.

IMB members have right of access to every detainee and every part of the centre and also to the centre's records.

### **IMB Diversity Statement**

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Brook House IMB is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of different backgrounds including; race, religion, gender, nationality, sexuality, marital status, disability and age. We also recognise that this fully inclusive approach to diversity must respond to differences that cut across social and cultural categories.

The Board respects this approach to diversity within its own recruitment and board development practices. All members of Brook House IMB endeavour to undertake their duties in a manner that is acceptable to everyone in the Centre regardless of their background or situation.

All figures quoted throughout this report are based on the IMB's analysis of statistics supplied by the Contractor, G4S, and the Board's own records. These do not always match exactly so where necessary we have opted for averages.

## 2 EXECUTIVE SUMMARY

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Brook House has had a tough year. 2017 started with the logistics of Tinsley House closing for a major refurbishment with all detainees and staff transferred to Brook. Tinsley reopened in May at which point a planned population expansion with 60 extra beds was implemented at Brook. Although expected, and staff recruitment underway in readiness, Tinsley staff moving back just as Brook's population increased left a decided feeling of pressure. There was a spike of violence - detainee on detainee and detainee on staff - and challenging individuals, common across the immigration detention estate in the Spring. There were serious incidents, protests associated with imminent removals; some where the national C&R teams had to be called in, though others where G4S skilfully de-escalated incidents. An attempted escape meant yards were closed again unless an officer was present. There were also some very unwell men, major challenges for any immigration centre to care for, who were being kept safe.

The HMIP report from their November 2016 inspection visit and the 2016 IMB Annual Report were published in March/April; both recognised the continuing efforts to improve the Centre by the Home Office and G4S. Through the first half of the year, the Board judges that progress was gradually being made on a number of fronts in line with the recommendations made in the Shaw Review. To name some: the revised DSO on Food and Fluid Refusal and the new Adults at Risk Policy, the Home Office Gatekeeper Role to reduce unnecessarily long detention and the successful piloting of the pre-departure team project- all discussed below.

The prevalence of violence and challenging behaviour in the estate was being addressed by the introduction of a procedure for Excessive Disruptive Behaviour: IRC directors and the Home Office Enforcement Director discussed problematic individuals by weekly conference call to ensure cooperation between the centres. G4S was working to improve internet delivery and running recruitment and training programmes. A lot of management time, it must be said, was necessarily being devoted to preparing the re-tendering bid for the Gatwick contract.

The BBC's Panorama programme was broadcast on 4 September. This was a watershed moment for Brook House. The programme showed disturbing scenes of ill-treatment of detainees by some staff and focussed on drug use, violence, the large presence of time-served foreign national offenders (FNOs) and detainee frustrations with the immigration process. Most Centre staff were in total shock. G4S managers moved fast to keep the Centre steady, detainees calm and staff encouraged at what was a hugely difficult moment.

The IMB was horrified at the completely unacceptable behaviour of the small group of staff shown in the footage. We have never witnessed instances of ill-treatment of this kind, nor have we had any indications that it might be happening. If we had, we feel confident that we could have taken our concerns immediately to the top management of G4S and the Home Office at the Centre. The Board has regularly reported on, or discussed with management, the other issues focussed on in the programme.

In the aftermath of the programme, investigations were undertaken and a number of staff were dismissed and there was also an impact on staff morale leading to departures. This has led to a drop in G4S staff numbers which exacerbated existing staff shortages and has had a material impact on the running of the Centre, as reflected in the following pages.

G4S has since commenced actions aimed at strengthening its whistleblowing processes and driving cultural change. A recruiting programme looks to increase total staff numbers and there has been investment made in redecoration of the Centre and improvements in IT for detainees.

## **Main Areas for Improvement**

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### **TO THE MINISTER**

- **The Board asks the Minister to reconsider the provision of Skype or some other form of social networking for detainees to maintain contact with their loved ones once she is satisfied with security arrangements.**

### **TO THE HOME OFFICE**

- **Require increase in staffing levels in future contracts to ensure greater presence of operational staff and managers on detainee wings.**
- **Further consideration should be given to the “short notice charters” with their lack of adequate notice before a removal to allow a detainee a decent time to make his farewells here and arrangements in the new country.**
- **More forethought needs to be given to the making of satisfactory arrangements in advance of the release of a vulnerable adult.**
- **In conjunction with NHS, to provide a dental suite at Brook House.**
- **(With G4S and Healthcare) to sharpen the operation of multi- disciplinary decisions on Adults at Risk.**

### **TO THE DIRECTOR**

**The Board is aware that G4S already has plans to cover many of the recommendations below but think it incumbent upon us to reiterate the concerns.**

- **Staff recruitment and retention to be kept as a priority**
- **Re-introduce and improve the Induction process**
- **More use of detainee orderlies in Reception**
- **Re-opening of the Cultural Kitchen and re-commencing organised activities as soon as staffing allows**
- **Advanced mental health training for staff who interact with vulnerable detainees**
- **(Working with NHS) to provide officer supervision of Healthcare queues**
- **Introduction of a system to record all detainee property.**

### **3 DESCRIPTION OF THE CENTRE**

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Brook House opened in 2009 as a purpose-built Immigration Removal Centre for adult males. It is located about 200 metres from the main runway at Gatwick Airport and was built to Prison Category B standard.

The maximum operating capacity was increased in May from 448 to 508, with the addition of 60 extra beds in existing rooms. Occupancy has fluctuated according to operational conditions but the Centre has rarely been full.

Accommodation is in five wings with connecting communal corridors. There are four small outside courtyards, one of which has been made into a garden with artificial turf and the others are tarmac covered and used mainly for sports.

The main contractor, G4S, provides the service for Home Office Immigration and Enforcement. Much of the year the question of re-tendering the contract has hung over the Centre and at the end of the reporting period was not yet resolved.

The small Healthcare Centre provides 24-hour cover, though not in-patient treatment. Under the aegis of NHS England, G4S Health (formerly G4S Medical Services Ltd), a separate company, has provided medical services, with seconded services to Sussex Partnership the mental health trust for secondary mental health care. Forward (formerly RAPt -Rehabilitation for Addiction Prisoners' Trust) provided psychosocial substance misuse services.

The contract to provide catering, cleaning and a shop for detainees is held by Aramark. Aramark had run a cultural kitchen for supervised use by detainees, but this was not operating by the end of 2017.

Gatwick Detainee Welfare Group, the Samaritans, the Red Cross, Migrant Welfare and BID (the Bail for Immigration Detainees charity) visit the Centre to give support to detainees.

The Home Office has two teams on site covering the monitoring of contract compliance and liaising between detainees and their caseworkers on their immigration status.

## 4 SAFETY

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Safety of detainees in its care while in detention is seen as the paramount aim for the Centre and much effort is directed to achieving this, with a dedicated Safer Community manager, monthly multi-disciplinary meetings including detainee representatives and much analysis of the extremely comprehensive data relating to the use of force, self-harm, etc to identify trends. In its own monitoring, the Board observes many examples of managers and staff doing their best to protect the individual and provide a safe environment. There was no permanent Head of Safeguarding for a few months in the latter part of 2017 but the usual processes continued uninterrupted and the new Head started in mid-December.

Does the IMB consider Brook House keeps detainees as safe as it can? Largely the answer to that is “yes”, although the Panorama programme uncovered instances of unacceptable treatment of detainees by a small number of staff, as well as highlighting problems coming from drug usage, violence and the presence of some FNOs.

### 4.1 Arrival

New arrivals at Brook House are processed through Reception which covers documentation, checking property, especially valuables, photographs, risk assessment, issuing ID cards and an initial healthcare assessment with a nurse. Depending on time of arrival, eg at times of regular clinics for nurses, the overall wait to complete the process can be quite long. Detainees will, however, be offered a hot meal and drink. The waiting area has been much improved this year and now offers comfortable seating, TV and magazines.

Men who are brought into detention for the first time must find the atmosphere very strange and restricting. A major difficulty is that they have no idea when, or if, they will be released or removed, and this uncertainty can be very unsettling. Safer Community or Diversity orderlies are available to go to Reception if requested by staff during normal hours, though not outside these, but they are rarely called. The Board’s view is that this is an underutilised resource, and more could be made of it in helping new arrivals adjust and cope.

A significant cause of IMB concern in past years has been overnight transfers, so it has been pleased to note a reduction of detainee transfers between centres at very unsocial hours over recent months.

The Board has observed good interactions between Reception officers and detainees and in general judges the process adequate.

### 4.2 Induction

B Wing is the designated induction wing. New arrivals are housed in two-man rooms and officers give an introduction to the Centre, with an orientation tour, a video explaining various aspects of the regime and opportunities to meet with the Chaplaincy, nurse, Forward and Safer Community teams.

However, for much of the year, this function has been disturbed due to operational pressures and to redecoration work on other wings. New arrivals have been mixed with longer standing detainees. Much information is imparted in a short space of time and, as the introduction is not compulsory, some choose not to attend. The IMB often hears detainees saying they were not aware of certain facilities. And although the video is available in a number of different languages, we have noticed that, on occasion, staff were unaware when detainees failed to understand the offered English version.

Promised reforms have not yet been implemented in a consistent manner. The Board hopes to see improvement on the induction process in the coming year.

#### 4.3 Foreign National Offenders (FNOS)

The Panorama programme highlighted the mix of time-served FNOs with other detainees. Through most of 2017 FNOs represented between 30-40% of the total population at Brook House. The IMB are told that the risk assessment done at Reception covers the FNO element among other factors in determining if it is safe for two men to share a room. The IMB has been told that analysis done by the Security team after September does not show a direct relationship between a higher presence of FNOs and a corresponding increase in violence. Nevertheless, the Board has raised the issue of the impact of large numbers of FNOs with senior management and continues to monitor the situation.

#### 4.4 Safer Community

An ACDT (Assessment, Care in Detention, and Teamwork) document is opened if it is believed that a man may be likely to harm himself. The level of observation varies, with regular reviews dependent on the perceived threat, and documents are inspected daily by the Duty Director and Safer Community manager. There were an average of 42 opened each month, similar to last year. Despite care and oversight, some men still self-harm. Of 161 reported instances of self-harming, 18 were recorded as requiring hospital attention. In extreme cases while the risk is considered particularly high men are kept on constant observation, day and night. Numbers were broadly similar to last year's.

A further safeguard, where a detainee is perceived to be in need of support, is the use of a Supported Living Plan (SLP) document. This raises officers' awareness to special needs - which might be a disability or a medical condition such as epilepsy, a need for assistance in case of an emergency, a 'buddy' to help with fetching meals, a need to access another wing for easier access to showers or susceptibility to bullying. It may be opened by the reception nurse or officers and in fact the IMB can also do so when concerned about someone. A fairly recent initiative, the Board was pleased to note their use has doubled since 2016.

Finally, a separate document can be created where bullying is reported or suspected. Both victim and alleged bully are monitored, and action taken to transfer men to other wings or centres as becomes appropriate. Only seven "victim" and six "perpetrator" reports were recorded for 2017 which might indicate their underuse.

ACDTs, SLPs and anti-bullying documents are regularly reviewed by the IMB member on rota visits and the quality of staff comments and reviews noted.

During the year a new DSO on Food and Fluid Refusal was published, partly to address the concern, raised also by the IMB last year, that existing processes needlessly included men choosing to eat from their own purchased food supplies rather than Centre meals. We shall continue to monitor this.

Another initiative in response to the Shaw Review is the Adults at Risk policy guidance. This states that in principle vulnerable adults should not be kept in detention. Detainees considered at risk are classified according to three levels of urgency and monitored by Healthcare, the Home Office and G4S management. Over the year there have been cases of extremely vulnerable detainees classified as Level 3 who have either been transferred to secure mental health units or eventually been released. The final decision rests with the Home Office Enforcement team outside the Centre. The Board would comment that while the end result has been the right one, it has not always been a smooth process with all departments working together. We understand that management is aware and working for better outcomes.

#### 4.5 Drugs

Drugs and alcohol continued to be a source of issues in the Centre. Since the Panorama programme, the Security Department has significantly increased its searches, including on staff, and G4S has also created a multi-disciplinary drug and alcohol strategy aimed at reducing both access and use by detainees. Early statistics are encouraging and suggest a decline in both drug finds and medical first response calls – although the overall number of detainees in the Centre has been lower than usual in this period.

#### 4.6 Use of Force

The table below shows the number of occasions on which force was used to control detainees, using Control and Restraint (C&R) techniques under Rule 41. In some cases this may be planned eg where it is known that a detainee intends to resist removal. In the majority of cases, but by no means all, the use of force was followed by the detainee's relocation to the Care and Separation Unit (CSU) under Rule 40 (Removal from Association).

Year	2017	2016	2015	2014
Use of Force (C&R) Rule 41	334	161	128	134
Facilitate Transfer	70	33		
Prevent Self Harm	48	55		
Self Defence	65	73*		
Maintain GOAD	151	*		

\*In 2016, the figure of 73 applies both to officers acting in self defence or in defence of other officers **and** to the use of force to maintain good order and discipline (GOAD). The breakdown of the overall figure into the four sub-categories included in the above table is not available for previous years.

The IMB rota member is notified about any use of force, normally via a telephone call from the duty Oscar 1: failure to notify is rare and inadvertent. The IMB can review the related paperwork. After the Panorama programme, G4S set up a weekly multi-disciplinary Scrutiny Panel at which use of force in the preceding week is reviewed, both paperwork and camera footage. The IMB has a standing invitation to attend and the Board finds Brook House management to be extremely open on the subject.

#### 4.7 Increase in Use of Force

There has been a dramatic increase in the use of force in 2017, more than double the previous year. It is difficult to explain this, but there are indications that it may be as a response to an increase in the number of difficult and more volatile detainees in the Centre.

For example, in January, six detainees accounted for 19 uses of force (54% of the total for the month); in July, four detainees accounted for nine uses of force (45%); in October, eight detainees accounted for 32 uses of force (58%); and in December, five detainees accounted for 16 uses of force (50%). Across the year as a whole, 135 uses of force (40% of the total) can be attributed to just 46 detainees.

When a detainee makes a formal complaint about the use of force, either by G4S or the Tascor escort staff, it will be investigated, at least initially, by the Home Office Professional Standards Unit (PSU) rather than in-house. All of these complaints and most of the responses are seen by the IMB. Of the three or four detainee complaints about force used on them by G4S officers and that were investigated by the PSU, we are aware of only one instance in which the use of force was criticised as being unreasonable – the PSU found that alternative measures should have been attempted before force was used. This PSU finding is currently under challenge.

On the basis of its own monitoring of incidents and removals through the year, the IMB remains satisfied that on those occasions G4S staff sought to secure compliance by means of discussion in the first instance and force was used to control detainees as a last resort.

#### 4.8 Reasons for Use of Force

Looking at the different categories in more detail, there was a doubling of the use of force to secure the transfer of non-compliant detainees. In most cases this involved the detainee's removal from the UK, but a small number involved the use of force in connection with a detainee's transfer to another Immigration Centre or their return to prison.

At 48, the number of occasions on which force was used to prevent self-harm was down very slightly on the figure for 2016. The descriptions of some of these events actually demonstrate the care and professionalism of the staff involved in incidents which included detainees repeatedly banging their head on a wall, attempting to use ligatures and cutting themselves. In one instance, staff saved a detainee who had set fire to his room.

There was a very significant increase in the use of force reported by staff as in self-defence or to maintain good order and discipline (GOAD). The combined figure for these two categories is 216, compared to a figure of 73 in the previous year. There is some potential for overlap between these two categories. Reports of the incidents state that all of the use of force in the self-defence category occurred either because a detainee had assaulted a member of staff or the detainee's physical behaviour and/or language gave the officers involved cause to believe that he would do so. Also in the GOAD category are many incidents reported as involving minor use of force. Board members often observe staff attempts to de-escalate situations, but which may result in minor use of force such as pushing back a detainee trying to leave a wing after having been told not to.

In last year's Report, we highlighted a growing concern about the impact of psychoactive substances (PS) as a trigger for detainee disruption and the consequent use of force. In 2016, there were 14 recorded uses of PS in this context but this dropped to only five in 2017, although the consistency of reporting here might need review.

#### 4.9 Length of Time in Detention

Detention at Brook House is intended to be short-term. As noted in last year's Report, trying to establish figures reflecting an average length of stay in the Centre has not proved helpful. A snap shot from monthly reports provided to the Board by G4S follows:

	Jan 2017	July 2017	Dec 2017
Less than 1 week	95	108	24
1 week -1 month	138	181	119
1 - 2 months	68	74	64
2 - 6 months	70	83	70
6 - 12 months	21	12	9
1 - 2 years	7	5	2
Over 2 years	0	0	0

This indicates how numbers fluctuate month on month. At the end of December 2017 there were nine detainees who had been held in Brook House for between six and 12 months and two for over one year, compared with 12 and three in 2016 – hardly a significant difference. What has cheered the Board enormously is news of the new Gatekeeper role put in place by the Home Office as a result of the Shaw Review. This is designed to challenge the premature detention of an individual before there is a realistic likelihood of their removal and should operate to cut down on excessive stays.

## 5 EQUALITY AND FAIRNESS

Detainees in Brook House come from all over the world across different age groups and covering a range of religions, with typically over 60 different nationalities residing in the Centre at any one time. Based on IMB rota visits and the Board's observations, the Centre continues to demonstrate interest in and respect for the widely diverse cultures and religions among its population.

There were 15 diversity-related formal complaints (14 in 2016). None was upheld on equality-related grounds on investigation under the complaints process described in Section 5.5. The Board has not so far identified any incident or general pattern or received direct feedback from detainees that would indicate any form of discrimination against certain nationalities or disadvantaged residents. The Board is aware of one reported incident involving a G4S staff member being the victim of racial discrimination by a detainee.

### 5.1 Disability

The majority of the detainees arriving at the Centre are aged below 35 and with no physical disability, but there is an established SLP system for those individuals declared or identified to have a disability. The Centre is not ideally suitable for detainees with significant mobility disability, for example those requiring the use of crutches or a wheelchair, especially as there is no lift access for such individuals. The Board observed this year that on two separate occasions the decision to provide residents, who had declared a mobility disability, with wheelchairs was put on hold due to delays in obtaining medical records.

### 5.2 Nationalities and Languages

The Board remains impressed by the range of programmes for national, cultural and religious celebrations that runs throughout the year, with the Aramark-run kitchen supporting major festivals, such as Ramadan and Christmas, by producing suitable menus. There are on average 30 different languages spoken in the Centre and IMB members see the use of the Big Word telephone interpretation service during Rule 40 and ACDT reviews. Statistics suggest that the majority of the 150-300 language line calls made each month were used by Healthcare, Reception and Welfare. Important immigration documents are available in all major languages required by the Home Office, though not minority languages.

### 5.3 Management and Staff

The Board finds the monthly equality and diversity meetings run by G4S to be informative and helpful, and they give detainee representatives and orderlies an opportunity to raise specific concerns directly with management in a more structured and formal way. The Diversity Manager publishes a monthly report, which contains comprehensive statistics and breakdown summary information on all aspects of race relations and equality.

Diversity training is included in the programme for new staff. There was no equality and diversity refresher training for existing staff in 2017. The Board is told that G4S is looking to rectify this with a revamped training programme.

### 5.4 Religious Affairs

The IMB acknowledges the important role the Chaplaincy team plays in the Centre, offering detainees emotional and spiritual support at a very difficult time in their lives. The team is led by an imam and includes chaplains of the major faiths. The Board feels that it could be to the advantage of the Centre to encourage leaders of the smaller religious groups both to visit and attend religious meetings more often. The team is pro-active and highly visible around the Centre, attending reviews and present at incidents.

Muslims remain the largest single faith group, with the number fluctuating around 40-50% of the Centre's population. This year, the kitchen provided in the region of 140 insulated boxes each evening for those fasting during Ramadan and a celebratory Eid at its culmination, to

which all on duty were also invited. The IMB continues to be impressed by how well the Chaplaincy and the Centre manage through Ramadan.

There is a mosque and a chapel, but due to numbers the Visits' Hall is used as the venue for Friday prayers for the Muslim community and Christian services on Sundays. While the Board feels that this is not an ideal solution, there is no suitable alternative venue large enough to accommodate these services. Daily prayers are conducted in the mosque, when space is again an issue but the imams currently have arranged to conduct two services concurrently as a solution.

### 5.5 Complaints System

All detainee complaints, except medical ones, are processed by Home Office staff who forward them in the first instance to the Detention Services Complaints Team. Those which concern the contractors are then returned to Brook House and dealt with locally. As described above, more serious complaints are investigated by the PSU. The IMB is given access to all complaints (other than medical ones) and receives copies of the formal replies from those involving G4S and the PSU, but not those involving immigration. Although the IMB does not see Home Office responses to immigration complaints, we feel able to address affected detainees' queries to us about these complaints with the Home Office staff based at the Centre.

A total of 218 complaints were received in 2017 and were generally dealt with in timely manner, and where this has not proved possible an interim reply is sent to the detainee concerned. Complaints related to the specific areas of use of force, accommodation and detainee property and healthcare are mentioned in more detail in Sections 4, 7 and 8, respectively.

### 5.6 Access to Legal Services

Publicly funded Legal Aid Agency surgeries are provided by two law firms. The surgeries are run four days a week, with up to ten 30-minute sessions a day, with some flexibility for Welfare to add emergency cases. An appointment is made by a simple request in the Library. The wait time for an appointment fluctuates, but typically was between seven to ten days. This is a slight improvement on the ten days wait reported last year.

If not eligible for legal aid, detainees need to source and pay for their own lawyers. The latest BID survey for Autumn 2017 showed that only 44% of detainees held in the wider immigration estate had a lawyer – and only 55% of those were with legal aid. The Board has no reason to doubt that this reflects the situation for detainees at Brook House. BID runs fortnightly workshops with legal advice and focus on self-help bail applications. These continue to be popular with detainees. BID sessions are held in the Welfare office, which requires a G4S staff member to give detainees access. In late 2017, staff shortages resulted in some reduction in the number of detainees being able to attend.

### 5.7 Welfare

The Welfare team has a total of four staff helping detainees. They also liaise with, and organise access to, the outside agencies which visit the Centre, mentioned elsewhere. The Welfare team offer 24 appointments in each of three sessions on week-days. 2,081 sessions were recorded in the last three months of 2017, which indicates how useful detainees find the service. At a number of times in 2017, there were long queues for Welfare appointments, raising a concern for access to help, but this has lessened recently.

In the Board's view, the Welfare team are diligent and professional in their approach to a wide range of queries raised by detainees and are a valued resource for detainees.

## 6 SEGREGATION/CARE AND SEPARATION UNIT

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### 6.1 CSU

The Care and Separation Unit (CSU) is a small unit of six rooms at the end of E Wing, itself a small unit used to hold some detainees immediately prior to their departure from Brook House, but also to hold on normal location detainees who find it difficult to cope with the noise and bustle of the four larger wings. As a result, E Wing can provide a useful stepping stone for some detainees between the CSU and normal location elsewhere in the Centre.

The Board is routinely informed, usually by telephone shortly after the event, when a detainee is located in or leaves the CSU. We are able to speak directly to detainees in the CSU on Rule 40/42 and detainees usually remain able to contact their families and friends, and to maintain contact with their legal advisers.

The CSU is staffed from within the E Wing staffing complement. Our regular visits to the CSU have demonstrated that the unit is well administered and that relevant paperwork is kept up-to-date.

### 6.2 Use of Rules 40 and 42

The table below shows the number of occasions on which detainees were located in the CSU under Rule 40 (Removal from Association) or, far less frequently, Rule 42 (Temporary Confinement).

	2017	2016	2015	2014
<b>Removal from Association (Rule 40)</b>	<b>503</b>	<b>358</b>	<b>293</b>	<b>281</b>
<b>Temporary Confinement (Rule 42)</b>	<b>2</b>	<b>14</b>	<b>37</b>	<b>25</b>
<b>Average time on Rule 40</b>	<b>32 hours</b>	<b>34.8</b>	<b>36</b>	

In practical terms, the differences between Rules 40 and 42 are small. In principle Rule 42 allows greater control and would normally reflect more serious and sustained disruptive behaviour on the part of the detainee. In fact, the two detainees on Rule 42 in the whole year were kept for a total of just five hours.

### 6.3 Increase in Use of Rule 40

The figures for Rule 40 are significantly higher than for 2016 (an increase of 40%) and the 503 occasions on which detainees were removed from association equates to a total of 16,059 hours or an average of 32.0 hours for each use of Rule 40, itself a decline in time from prior years. The increase in the use of Rule 40 is potentially worrying, but we have no evidence that this rule has been used indiscriminately or inappropriately. From the reasons recorded for the use of Rule 40, reporting suggests that its use has been reserved for occasions on which detainees have behaved in a clearly unacceptable way. Other aspects of our monitoring, such as conversations with detainees and officers involved, support this finding.

### 6.4 Time Spent on Rule 40

Once a detainee has been placed on Rule 40, the figures suggest that most return to normal location within about 24 hours. However, the average length of stay is significantly increased by that minority of detainees whose behaviour makes them especially difficult to manage within an open regime. For example, looking at the detainees held on Rule 40 for extended periods during December, we can see the serious nature of their behaviour and the difficulty this can create in returning them to normal location. As an example, for the month of December, the ten detainees who remained in CSU for the greatest time were held on Rule 40 for the following reasons:

<u>Detainee</u>	<u>Reason for Rule 40</u>	<u>No of Hours on Rule 40</u>
i.	Refuse to share room + damage property	241
ii.	Damage property	165
iii.	Assault staff	162
iv.	Threats to staff + damage property	98
v.	Sexual assault on female officer	96
vi.	Assault staff + damage property	91
vii.	Assault staff	90
viii.	Assault detainee	63
ix.	Assault detainee	61
x.	Assault detainee	61

If we remove these ten detainees from the December figures, we are left with a total of 19 detainees on Rule 40 for an average of 21 hours. This is the typical experience for most detainees. Some will enter and leave the CSU within a single day, but the majority will spend a night in the CSU before returning to normal location the following day.

Looking in more detail at detainees who spent extended periods on Rule 40 during 2017, only 12 spent more than a week in the CSU. And of these, only two remained on Rule 40 for 14 days or more. One detainee spent 14 days on Rule 40 after making serious threats towards staff and for his own protection because of the reaction to him of other detainees. A second detainee spent 16 days on Rule 40 after assaulting staff and making threats to kill staff. Three detainees spent 8, 10 and 12 days respectively on Rule 40 as their choice after refusing to share a room.

On a small number of occasions detainees are placed on Rule 40 to facilitate their removal from the UK. We are satisfied that this does not occur as a matter of routine and that it is based on a detainee's past behaviour in terms of seeking to disrupt or prevent their removal, either by means of violence directed towards staff or by harming themselves. In all such cases such decisions are in consultation with Home Office managers.

Finally, on the basis of our observation of Rule 40 reviews, it is clear that the management and staff involved deal with this subject in a professional way which is focussed on the behaviour and needs of each individual detainee.

#### 6.5 Use of CSU for Detainees with Mental Health Issues

In last year's report we raised concerns about the use of the CSU for detainees with mental health issues. Those concerns remain and it is clear that some detainees with mental health issues are held in the CSU on Rule 40 when the nature of their behaviour and its impact on staff and fellow detainees makes it impossible for them to remain on normal location. The CSU is not an appropriate location for detainees with mental health problems and, as we said last year, in the Brook House context, it simply represents the least worst available option, providing a temporary place of last resort and safety which helps to protect the individual and the general detainee population.

More positively, the CSU continues to form a discrete unit within E Wing and, as a result, many detainees with mental health issues can be relocated from the CSU to normal location on the relatively quiet E Wing, generally a far more suitable location where they continue to receive appropriate support from the same officers and nurses who had cared for them in the CSU. This arrangement continued to operate in 2017 and we are satisfied that the availability of "sheltered accommodation" on E Wing significantly reduced the amount of time that some detainees with mental health issues spent in the CSU.

## **7 ACCOMMODATION (including communication)**

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### **7.1 The Accommodation**

Accommodation at Brook House is in five wings with connecting communal corridors where facilities such as Healthcare, Visits, Welfare and educational and recreation activities are located.

Arun (A), Clyde (C) and Dove (D) Wings are each on three levels, while Beck (B) is on two and Eden (E) is single level. There are showers on the upper levels. The CSU is single occupancy but the rooms in the rest of the wings were designed to hold two beds, desks and shelving, a wall-mounted television, washbasin and curtained-off lavatory for double occupancy. The Home Office determined that three wings were to be expanded by an extra 20 beds each in May 2017, so that a total of 60 rooms originally designed for two men can now accommodate three men: two in bunk beds plus one in a single bed. Nevertheless, at any one time a number of rooms will be in single occupancy where risk factors indicate it is advisable.

There are table tennis and pool tables in the communal areas on each wing, plus fixed tables and chairs where men may take their meals. Recently each wing has been provided with a microwave and fridge.

### **7.2 Increase in Numbers Sharing Rooms**

At the time of the expansion, the Board was concerned that three men to a room would be a detrimental move. In the event, notwithstanding adverse comments from some detainees in relation to ventilation during warm weather, the increase in capacity has not produced any significant complaints from detainees. However, the overall increase in numbers, without the corresponding increase in capacity of other areas eg education, exercise yards and gym, has in our view created additional pressure points in an already pressurised environment. A recent Judicial Review raised a decency and equality issue with regard to the three-man rooms with only a curtain screen round the WC area and limited space for Muslim prayers.

### **7.3 Cleanliness**

In previous years the Board has not found it necessary to comment on the cleanliness of the Centre as there have not been significant problems. However, over the past 12 months cleanliness of the wings has at times become more of an issue eg tables not wiped of food after meals, bins not emptied and stairways not swept properly. For a small payment, wing orderlies are employed for these purposes but it comes down to poor supervision by wing officers if standards slip. When raised with management action has always been taken. There is an ongoing issue with the WC bowls which always look unclean. We are told this is mineral staining which can only be removed with products which cannot be made available to detainees. The recent redecoration of all wings included a deep clean of all sanitary ware. This made a significant improvement, although the problem will likely recur.

### **7.4 Smoking**

Men have only been allowed to smoke in their rooms and in external yards. Except in exceptional circumstances, smokers do not share rooms with non-smokers. There have been a number of occasions during the year where the IMB has commented on smoking taking place elsewhere in the Centre and non-smoking detainees have also complained. We believe this matter needs constant vigilance by staff and management. As a result of the recent Judicial Review, the Home Office has reconsidered the issue of smoking within the immigration detention estate and changes will be made at Brook House in 2018.

### **7.5 Communication**

On arrival, each man is supplied with a basic mobile telephone with no internet access or camera. Credit can be bought from the shop. There have been occasions during the year where there have been shortages of mobile phones, but this has usually been rectified by

management quite quickly. A detainee also has access to a fax machine on his wing. There are often occasions where one or more fax machines are “out of use” which causes frustrations to detainees, who rely on faxes to correspond with their case workers and their legal representatives.

Although our recommendation was rejected by the Minister last year the Board continues to advocate the introduction of Skype as a means of keeping family and other contacts. The provision of IT was a source of much complaint through the year. Damage to the machines, sometimes deliberate, access to useful websites and slowness of broadband were among issues raised. Attempts to patch the system proved less than successful but the decision in late 2017 to go for a “belt and braces” overhaul, with an extra BT line and new machines in-built for protection appears to have solved the problem. G4S is presently working on giving detainees access to more websites.

#### 7.6 Access to Wings

Detainees are locked in their rooms from 21.00 until 08.00 and for two short periods during the day for a roll count. There are approximately nine hours per day for free movement for detainees to access regime activities, healthcare and other facilities off their wings. There is no access to other wings. Detainees requiring access to their own wings when returning from association have to get a member of staff to unlock the wing door. This can take time especially during busy periods, creating additional pressure on detainees and staff alike. A proposal to install “turnstiles” at wing entrances is on hold, until the outcome of the tender process for running the Centre is known. The Board considers a better arrangement for ingress and egress to and from the wings will be beneficial to detainees and free up staff time.

#### 7.7 Staffing and Shortages

It is the view of the IMB that where wings are appropriately staffed and officers have time to interact with detainees, the frustrations which detainees experience can often be reduced. Staff shortages in 2017 also led to reduced detainee activities noted in Sections 5.6, 9.5 and 9.6. However, recruiting and retention of staff has been and continues to be a challenge and is of concern to the IMB because of the impact on detainees. Over the years we have noted a repeating pattern of staff shortage followed by recruitment campaigns. There was certainly a shortage early in the year, alleviated by the temporary closure of Tinsley House for major refurbishment; and this became more noticeable immediately pre- and post-Panorama.

We are aware G4S have been attempting a major recruitment programme over the latter part of the year, with back-to-back courses for new recruits. The Board particularly welcomes the G4S admission that the minimum contractual requirement of two DCOs per wing and a shared DCM is inadequate and is delighted with their proposal to increase this to three DCOs and one DCM on each wing as soon as staffing reaches capacity. Retention is a separate and as yet unsolved issue: the haemorrhaging of good and experienced staff continues.

#### 7.8 Detainee Voice

The Detainees Consultative Committee is held monthly, giving representatives from the wings and staff from different departments a chance to discuss issues. This is not often well supported by detainees. After the Panorama programme, these were augmented by walkabouts and wing forums attended by Home Office and G4S managers to hear concerns directly from detainees and these have continued into 2018 albeit in a different format.

#### 7.9 Food

Food continues to be an on-going source of detainee comments. Food Forums are held by the Catering Manager on the wings on a monthly basis to obtain feedback from detainees, but few take up this opportunity to express their opinions and complaints. A satisfaction survey was conducted before Christmas 2017 where responses from 36% of the residents were received.

Of these just over 62% of detainees were satisfied or very satisfied with the variety and taste of the food.

Board members recognise the difficulty in providing an appropriate diet for some 60-70 nationalities. We make a point of eating with the men on the wings and overall consider Aramark do a reasonably good job in providing a range of food to detainees of differing religious and cultural backgrounds and preferences.

The shop is popular and well-stocked. The survey of detainees found just over 60% thought the products sold in the shop were good or satisfactory. There are sometimes difficulties with queuing, but this is a product of over enthusiastic customers rather than a flaw in the management of the shop.

#### 7.10 Complaints

Care of Detainees' Property: detainee property is a significant cause for complaints. Figures for 2017 show that G4S received 47 complaints about lost property, all duly investigated, with 17 of these being upheld. In some cases, property was successfully located and in nine cases G4S compensation was paid to the detainee. The remainder were found to be without merit. In the Board's view the system still does not make it easy for a detainee as there is no card system to record items and the onus is on the detainee to prove his loss.

Conditions: The Centre received around 21 complaints from detainees pertaining to their living conditions, 13 of which concerned their access to communications: mobile phones, fax machines and computers. Four complained of the ventilation in the rooms and three of detainees smoking where they should not. The remainder were all one offs.

## **8 HEALTHCARE (including mental health and social care)**

Healthcare is supplied by G4S Health, a separate company commissioned by NHS England. It provides 24-hour 7-day a week medical services, though there is no in-patient facility.

Delivering healthcare is always going to be challenging in the environment of IRCs with their vulnerable populations. Many arrive with poor health and/or with mental health issues. Some have been tortured or witnessed atrocities. The act of being detained, separation from friends and family, loss of control over one's future, poor communication or delays in Home Office decisions can exacerbate the situation. Self-harming and the threat of self-harm are frequent. Do detainees at Brook House receive equivalent treatment to those in the community? The Board considers this criterion largely satisfied.

### 8.1 Initial Assessment

As far as the Board can determine, all detainees see a nurse in Reception on arrival for an initial health screen and this is usually within the stipulated two hours of arrival. It has been suggested to the IMB that smoother process would result if Reception officers were to get into the habit of giving advance warning that a nurse would be needed in reception when they started to book in a new arrival. Detainees are then offered an appointment to see a GP within the first 24-hours; not all choose to do so. Where appropriate and with consent, a Supported Living Plan document may be opened by the Reception nurse to alert officers to specific problems (see Section 4 above).

### 8.2 Ongoing Access

Thereafter, detainees can either apply in writing to see a nurse or attend the morning triage clinic where a nurse will offer advice or refer to the doctor where they judge necessary. At the morning clinic, for safety reasons, only six detainees are allowed into the waiting room at one time. Since detainees have been able to see how many are waiting through the now uncovered

window there have been fewer cases of angry men banging to gain access. At periods through the year the Board has heard reports of nurses feeling threatened by aggressive behaviour. Currently, an officer is only in attendance while controlled drugs (methadone) are being dispensed. The Board understands there are discussions for NHS to fund an officer to give nurses more support.

### 8.3 Dental Service

The dental clinic is held fortnightly but only offers triage; those needing dental treatment are referred to the local hospital. Usually the four reserved hospital spaces for Brook House detainees at weekends are sufficient to meet the need. At the end of the year, there was one unfortunate incident of a man waiting several weeks with severe dental pain but this seemed due to a series of misfortunes rather than an endemic problem. We are told there is a new arrangement with Crawley Emergency Dental Unit for cases of real urgency who can be seen up to 21.30 pm. A total of 172 visits for dental purposes, including X-rays were made to outside hospital in 2017. This will have tied up three officers for several hours on each occasion. Some detainees cancelled at the last moment when they realised they would have to wear handcuffs. For these reasons it is a real shame that Brook cannot, like many prisons, have its own dedicated dental suite thus avoiding the above.

### 8.4 Other Services

The optician attends monthly but nurses can issue reading glasses without prescription in the interim. There is also a smoking cessation clinic and a Sleep Group to promote non-drug strategies. We understand that there are no significant waiting list issues in any of the services.

### 8.5 Off-site Treatment

Care which cannot be provided at the Centre will involve transfer to the local hospital, either for an appointment or in-patient treatment. This will always involve G4S staff acting as escorts and can be a significant pressure on staffing. One only needs think of the seven men on constant watch at one time in July or spikes in reaction to PS use to understand this. Emergency admissions naturally take priority and there have been instances during the year when detainees have missed a clinic appointment either because there have not been enough staff or because staff have failed to reach the appointment in time. October was the worst month with five failed appointments but in most months there was only one or none.

### 8.6 Staffing

Nursing post vacancies are a chronic problem. Despite recruitment efforts made by managers positions are very hard to fill and nursing staff are constantly leaving. The healthcare team covers both Gatwick sites and so the re-opening of Tinsley House in May after its closure for refurbishment, plus the expansion of 60 extra beds at Brook put pressure on the service. The Panorama programme, and in particular the dismissal of one nurse as a direct result, undoubtedly had its effect on the nursing team morale for a time. We are told that services on the floor are not affected because gaps are filled with agency nurses, many of whom have a long working relationship with Brook House.

### 8.7 Staff Attitudes

Last year the Board raised the issue of detainees complaining of some nurses having a dismissive attitude to their concerns. We think it true to say that with work by nurse managers and the use of forums where particular grievances can be raised this has been less noticeable in 2017. Certainly in our own conversations with detainees this has been the case.

### 8.8 Substance Misuse Services

The Substance Misuse Service is now well embedded. The programme is run by Forward. After a somewhat rocky start it became fully staffed and equipped over the year and is working well with the other departments. There are two designated rooms on E Wing for detainees needing stabilisation on arrival. Those who are abusers of substances, including alcohol, are assisted through a stepped treatment of psychosocial support aiming for a detainee's detoxification and using one-to-one and group activities. The Board applauds the pro-active methods used by the team to involve men who might be helped.

The use of PS (sometimes known as "Spice") is on-going, despite much activity by the Security Department in making finds. When a bad batch is smuggled in, causing adverse reaction, there is a serious hazard to detainees' wellbeing. The worst episode in 2017 was in September – in the first 13 days of the month there were 38 PS-related medical interventions. One was an emergency but thanks to swift action he survived.

### 8.9 Healthcare-related Complaints and Applications

While the IMB cannot see confidential medical records, detainees often raise their medical issues on our visits and members find healthcare staff helpful in answering queries. Healthcare received 52 formal complaints in 2017, up from 11 in 2016 but we are told that this is attributable to a newly pro-active attitude to complaints. 28 of these relate to the four months since the Panorama programme: the majority concern detainees who are unhappy or disagree with the medical treatment they received and only one to staff attitude. None was upheld on investigation by the Healthcare Manager.

The IMB received 20 applications relating to healthcare issues over the reporting year. Analysing these, seven related to medication: disagreeing with what the GP had been prepared to prescribe or wanting to have their own in possession; four related to appointments at outside clinics, including the dental unit, and one to seeing the Centre GP (when the detainee had in fact failed to turn up twice); three asked for a special diet or single room on health grounds. IMB records were requested in one instance for a legal challenge as to why one highly vulnerable detainee had been kept so long in detention. The IMB were usually satisfied with Healthcare answers to its queries and were able to relay information to the detainee as to the treatment being given or in a few cases were able to raise issues that had not come to its attention.

### 8.10 Detainee Voice

Although the Minister rejected its recommendation last year the Board has continued to advocate a "hot desk" where the individual detainee can voice and ideally resolve his medical complaint at an early stage. To some extent the wing forums conducted weekly since September and referred to in Section 7 might fulfil this role were a member of Healthcare to be included. However, there is excellent news that Healthcare intends to launch its own initiative soon. In our experience most detainees prefer to voice problems face to face rather than use written forms.

### 8.11 Mental Health

On arrival all new detainees are assessed as to whether they need to see one of the on-site mental health nurses (RMNs). The wait time is five to seven days. As with all nursing staff, there have been constant vacancies for permanent posts through the year, though gaps are covered by agency nurses. A psychiatrist visits the centre weekly and sees one new patient and two existing ones per visit. We understand there is no significant backlog. The team report that Brook House is being asked to take more detainees with mental health problems. One suggested reason for this is the closure of The Verne as an IRC, which provided single rooms and therefore tended to take a higher proportion of vulnerable detainees.

Healthcare managers report that they have had more detainees placed under Section 48 of the Mental Health Act: a total of 12 in 2017, up from only two in 2016. Of these, six men were transferred in under 14 days, and five were transferred between 14-28 days. The close links with the local psychiatric unit at Langley Green Hospital facilitates a speedy transfer where necessary and when this has not been immediately possible the Langley team have visited Brook to attend the patient.

Government funding has been given to MIND to set up a PTSD support group at the Centre. The current two RMNs have completed the training from MIND, but two more people need to be trained in order to run the groups. Target start date is March 2018.

Recognising that their needs are significantly different to those detained for shorter periods, in last year's report we suggested a further emotional health group to be run by Sussex Partnership and funded by NHS England to meet the needs of detainees who have been in detention longer term. This was rejected by the Minister and we have recently heard that Sussex Partnership is pulling out of the contract to provide mental health services to the Gatwick IRCs. We await to see what this will mean for the Centre.

In the past the Board has strongly advocated enhanced mental health training for staff who frequently have to deal with detainees suffering such problems. While appreciating it has always been part of the initial basic training for new officers, the IMB is aware that DCOs often feel under skilled when dealing with acutely ill men. We understand that there are plans to tackle this and very much hope that this time plans reach fruition.

#### **8.12 Rule 35 Assessments**

Monthly reports to the IMB showed that the Home Office received an average of 26 Rule 35 reports per month in 2017 (up significantly from an average of 14 in 2016). As at December 2017, the wait time for a rule 35 GP appointment was three days, although this might be additional to time for some pre-assessment appointments. This is a slight improvement on 2016.

In 2017, 96 men were released after rule 35 assessments (30% of total assessments). Of those kept on in detention there are no publicly available statistics which show how many were assessed as 'at risk' by the Home Office, but still detained due to the weight of immigration control considerations.

In 2017, the Home Office and NHS provided only a single day of specialist rule 35 training for GPs and other healthcare staff. The result is that most staff have to learn on the job or be self-taught.

The IMB cannot effectively monitor the application of rule 35 due to medical confidentiality rules. This prevents monitoring on both the content or quality of GP reports and the Home Office responses to them. As to process: spot-checking with the Home Office staff at the Centre showed that for the most part reports were processed within the prescribed timeframe. However, there was a noticeable exception mid-year, when the Home Office decision-making took seven weeks. The relevant Detention Services Order prescribes three to five days.

## **9 EDUCATION AND OTHER ACTIVITIES**

At the time of construction, Brook House was intended only as short-term accommodation for detainees pending their removal. There is a noticeable shortage of space for activities both in and outside the Centre buildings, but the footprint of the building does not allow expansion.

### **9.1 Facilities**

Facilities include a small well-used gym, IT rooms with controlled internet access and a music room. A new basic cinema room was opened in November. It can accommodate up to 35 men with a supervising officer. G4S has purchased a range of DVDs suggested by detainees. It proved a popular activity over the Christmas period.

Suggestions made by the Board and the occasional criticism, such as defective gym equipment, are always considered by management.

### **9.2 Library**

The Library is organised and well-stocked with a range of books in different languages. It is also an information place for immigration and other forms and the place to book welfare and other sessions.

### **9.3 Education Room**

The short stay nature of the establishment makes it difficult to provide extensive education or qualification courses. The main course offered in the Education Room is instruction in basic English (ESOL), accounting for two-thirds of courses attended. There are also courses in Spanish and Italian, plus a wide range of other topics, including life in the UK, anger management, CV writing, numeracy and IT skills. There were special events to mark Ramadan, Black History Month, Chinese New Year and All Nations Week.

A second instructor was added to the education team in 2017, though no extra space. The popularity of the classroom is shown by the numbers, averaging 1,690 attendances per month. The Board remains of the view that this is in part due to the flexibility of the teaching method. It has much to recommend it for a short-term population, allowing students to come and go as they need and engaging their interest rather than focusing on traditional methods and qualifications.

### **9.4 Arts and Crafts Room**

The Arts and Crafts Room averaged 530 attendances per month. It is similarly a productive environment where the teachers choose themes and act as facilitators for their students. Brook House had seven prize winners in the 2017 Koestler Awards show – a significant achievement.

The Centre's Education and Art instructors are hugely committed and enthusiastic. The rooms are cramped, but, when visited, the atmosphere is always of intense concentration and commitment among the students who are unanimous about feeling safe and relaxed there.

### **9.5 Cultural Kitchen**

This facility had been staffed by Aramark, providing ingredients for detainees to prepare dishes from their own culture and invite friends to enjoy the meal. Aramark withdrew on safety grounds in October, since when G4S has been unable to provide officers to man the kitchen on a regular basis. The Board very much hopes this will be rectified as soon as staffing improves.

## 9.6 Outside Access and Organised Activities

An area of considerable frustration has been the partial closure of the four courtyards following an escape in 2016 and an attempted escape in 2017. New security protocols require an officer to be present when a courtyard is open, but staff shortages have meant that the four yards were open on a rotating basis, usually with a maximum of two open at one time. It is less of an issue in the colder months, although the limited indoor spaces do not offer much alternative for activities or socialising.

Staff shortages have also meant the decline and eventual end of organised sports such as cricket and football competitions.

The Board's view is that by year end the range of sport and organised activities did not meet the needs of detainees for the relief of boredom and purposeful engagement.

## **10 WORK, VOCATIONAL TRAINING and EMPLOYMENT**

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Paid work statistics tend to fluctuate over the year due to the large turnover in numbers of detainees in the Centre, but they generally show around 180-200 detainees involved in some period of work each month. There was a downward trend towards the end of the year. This may have been due to the reduced numbers in the Centre as a result of wing closures for redecoration as well as the shortage of G4S staff to facilitate work activities.

Roles available for paid work include various orderlies, kitchen and servery workers, barbers and wing cleaners. These paid jobs are generally well represented across the different resident nationalities. While paying only the £1 per hour permitted under Home Office rules, demand tends to be high and it has the benefit of providing purposeful activity. The Board observes that there has been no increase in the number of roles available in spite of the population increase.

Due to the indeterminate length of stays at Brook House it is difficult to offer vocational training or work of a more skilled nature.

## **11 RESETTLEMENT PREPARATION**

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Issues directly relating to the immigration status of detainees is outside the IMB's remit. Nevertheless, 38% of the applications received by us in 2017 related to immigration status. It is also a rare rota visit where we don't get informal requests for help on the topic or its impact on detainees, and we listen and assist where we can. The local Home Office team are unfailingly helpful with information.

In many cases, it seems that there has been a lack of regular communication between detainee and Home Office – particularly caseworkers based elsewhere in the UK. It is hoped that the new Pre-Departure Team will make a difference.

### 11.1 Pre-Departure Team

The pre-departure team piloted by the Home Office at Brook House from late in 2016 has been made permanent and is being rolled out to other centres in the immigration estate. Recruiting and bedding down of the permanent team at the Centre is ongoing. The team's remit is to interact directly with detainees, explaining options and realistic outcomes with a view to shortening time in detention and encourage more voluntary departures.

### 11.2 Short Notice Charters

This has been an area of difficulty in 2017. In response to public protests at Stansted Airport which blocked a charter flight to Nigeria and Ghana in March, the Home Office revised its practice for giving advance notice of charter flights to detainees. Detainees due for removal will have received notice specifying a three-month window in which removal could be effected. Since June the practice has been that those set to leave on charters would receive no further notice, but would be taken for removal on the charter date with almost no warning. A minor adjustment of allowing three hours' notice was made in late 2017.

The Board is of the view that these so called "no notice charters" can lead to inhumane treatment. They leave detainees in a limbo of uncertainty with the psychological stresses that brings. There is not proper time to allow for farewells to family, and others in the UK, the return of property or to make firm arrangements in the returning country – which might be completely new to some detainees. It will also reduce the chances of final contact with a lawyer – although only an injunction could stop a charter.

### 11.3 Release Arrangements

As a general rule, the Board does not see or hear of significant problems around arrangements for transport or accommodation for detainees being released on bail or temporary admission. The most common issue has been around delays in obtaining section 4 accommodation for detainees granted bail.

However, there were several cases in 2017 which raised concerns about the adequacy of preparation and whether there was an established and robust multi-disciplinary process in place for clarity on responsibilities as between the Home Office, G4S and Healthcare in some release situations.

One example from December involved a Polish man who was eligible for immediate release following the High Court decision that the Home Office policy on deporting rough sleepers from countries in the European Economic Area was unlawful. Understandably, he did not want to leave the Centre in winter with no home to return to nor could he be forcibly removed. Eventually it was resolved by direct action by the G4S Centre Director working with the Polish Embassy to arrange an outcome with which the man was satisfied.

Another example was of a man with mental health issues deemed unfit for detention but who would have to make his own way from Gatwick to Liverpool where he lived. G4S stepped in and paid for two officers to accompany him north, rather than just see him released on his own with a bus or train ticket.

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## A Section – Work of the IMB

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<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	12
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	9
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	0
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	205
Date of Annual Team Performance Review for 2017 year	21/2/18

Board numbers have held steady through the year though changes are expected in 2018 and plans for recruitment are underway. One rota member covers each week, carrying out monitoring visits, attending meetings, dealing with applications from detainees and taking out of hours' calls, including the initial response to serious incidents, of which there have been several through the year.

Monthly board meetings have begun with training sessions; guests have been welcomed from the Samaritans, the IMB Flight Monitoring Group, the Home Office Pre-departure Project team, a G4S manager to talk about Adults at Risk, Lupins - one of the solicitors' firms who provide legal aid at Brook House, and the Principal Social Worker with Sussex Partnership talking to us about MAPPA. We are grateful to them all for giving up their time to enlighten us. We have also used sessions to review our own working practices. In our turn, the Board has been involved with several of the courses for new officers. We hosted a visit from the Heathrow IRCs' board. In turn, our board paid a visit to the GDWG offices in Horsham and had an outing to HMP High Down to see Opera Pimlico's work with prisoners presenting "Les Miserables". Both the IMB Annual Conference and the Immigration Workshop were worthwhile events which our delegates attended. Involvement in these activities is designed to make us better monitors by increasing our understanding of the special world we move in. Each year we hold a Team

Performance Review to examine critically our performance and produce an action plan for the year ahead.

As a result of the Panorama programme the Board has been involved in much soul searching and analysis of its own procedures, the writing of reports and the Board officers, in particular, have been involved in a number of meetings and investigations with senior managers of the Home Office and G4S and bodies conducting reviews.

## Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	9	N/A
B	Discipline including adjudications, IEP, sanctions	8	N/A
C	Equality	0	0
D	Purposeful Activity including education, work, training, library, regime, time out of room	1	4
E 1	Letters, visits, phones, public protection restrictions	8	N/A
E 2	Finance including pay, private monies, spends	4	N/A
F	Food and kitchens	1	3
G	Health including physical, mental, social care	20	16
H 1	Property within this establishment	5	N/A
H 2	Property during transfer or in another establishment or location	6	N/A
H 3	Canteen, facility list, catalogue(s)		N/A
I	Immigration and Probation concerns	47	22
J	Staff/detainee concerns including bullying	9	9
K	Transfers	5	2
	<b>Total number of IMB applications</b>	123	87

The categories for applications have changed to better reflect the sort of issues raised but this does mean that last year's applications do not dovetail neatly in and it would give a wrong impression if we tried to include them this year.