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G4S progress update and future plans for Brook House Immigration Removal Centre

G4S today publishes the findings of an independent investigation by Kate Lampard into behavioural and operational practices at G4S-managed Brook House Immigration Removal Centre (IRC).

Substantial progress has already been made as a result of an action plan developed by G4S in late 2017. G4S is building on this progress through the implementation of Ms Lampard's recommendations. To date, actions to address the majority of the 52 recommendations have been completed, or are in the process of being implemented, with 12 recommendations requiring further development or agreement with the Home Office.

At Brook House we provide an environment in which the men detained can feel safe and are well cared for, and where:

- There is a programme of recreational activity every day
- Employees feel confident about their role and are well supported
- The buildings and facilities are well ordered and clean
- Employees and the men detained behave in a respectful manner towards each other

Centre management

G4S appointed a new Centre Director for Brook House, Phil Wragg, who joined in September 2018 from Her Majesty's Prison and Probation Service. He has significant operational experience leading change projects and his previous appointments include various governor roles at public sector prisons. He was also previously Director of Prisons for the Northern Ireland Prison Service.

G4S and the Home Office have increased the number of senior managers at the centre to provide a more consistent presence and better engagement with staff and detainees. The number of Detention Custody Managers (DCMs) and Detention Custody Officers (DCOs) on each residential unit has also increased. A Head of Safeguarding has been appointed to monitor the implementation of policies and practices, and provide additional guidance and support to staff.

A log of all allegations from staff or detainees is shared with the Home Office who review it on a monthly basis. Our whistleblowing service Speak Out is presented to each new recruit during initial training. All staff are reminded they can use the service anonymously.

Training

A thorough review of all staff training has taken place and a Training Manager appointed to ensure that all training delivered is of a high standard.

The initial training course (ITC) for new staff has been redesigned to increase cultural awareness and facilitate better understanding, communication and empathy between detainees and staff. G4S also works with third party providers to raise awareness amongst staff about the complex vulnerabilities associated with detainees going through immigration and resettlement processes, as well as education provider *Corndel* who provides mentoring and management training to newly appointed DCMs.

Staffing

The number of DCOs and DCMs has increased and our candidate selection process has changed to focus more on the values and judgements that prospective employees make. This helps us to detect any conscious or unconscious bias. New staff will be supported by an experienced mentor, upon joining Brook House.

A Head of Clinical Practice has been appointed to develop a career pathway for nurses.

Regime and detainee welfare

The centre's regime now focuses on the eventual resettlement of detainees, not their removal, while also ensuring that men are encouraged to engage in a programme of recreational activity every day, with a range of paid and unpaid activities now available.

Resettlement programmes are now available to help detainees return to their country of origin. This assists with resettlement and aims to reduce levels of anxiety among detainees.

Cooking competitions now take place in the cultural kitchen, with very high attendance.

Environment

The majority of the centre has been refurbished and redecorated to improve the environment including all residential units, bedrooms, IT suites, the library, gymnasium and religious services. All detainees also have access to cleaning products and the opportunity to participate in paid cleaning activity.

Learning from incidents

Our policies demand that an initial review of all incidents occurs to ensure that those involved receive immediate support. Should the incident be of a serious nature, a further debrief for all staff will be held to allow the learnings to be shared.

Every incident, including use of force, is logged and is reviewed immediately by the duty director and the use of force instructor. The use of force committee reviews the log of all incidents each month, aided by body worn video footage. A senior nurse is also present, ensuring that lessons learned are fed back to the NHS provider.

Safety and security

The safety and security of staff and detainees is a high priority at Brook House. Processes to ensure risk management and awareness have been reviewed in line with the Home Office's safeguarding policy. In addition, policies providing guidelines on anti-bullying, age disputes and risk assessments are continually fed into annual refresher training, as well as initial training for all new recruits.

ENDS.

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About G4S

G4S is the leading global, integrated security company, specialising in the provision of security services and solutions to customers. Our mission is to create material, sustainable value for our customers and shareholders by being the supply partner of choice in all our markets.

G4S is quoted on the London Stock Exchange and has a secondary stock exchange listing in Copenhagen. G4S is active in around 90 countries and has around 570,000 employees.

For more information on G4S, visit www.g4s.com

About Brook House

Brook House is an immigration removal centre which is managed by G4S on behalf of the Home Office.

The establishment, which is situated near Gatwick Airport, opened in March 2009 and has an operational capacity of 448.

The centre is in close proximity to Tinsley House immigration removal centre and pre-departure accommodation, which is also operated by G4S.