

Written evidence submitted by G4S

I am writing to provide the Committee with an update on the progress at Brook House Immigration Removal Centre.

Immediate Action Plan

G4S took immediate action, in consultation with the Home Office, to strengthen the safeguarding of detainees at Brook House following the BBC Panorama programme.

An action plan has been agreed with the Home Office and a joint working party created to oversee the implementation of the plan. Actions outlined in the plan are well underway and many are completed. A copy is attached for your information. Our key objective is to continue to ensure that detainees are safe at Brook House.

Investigations into specific allegations of staff conduct

Investigations into staff conduct shown in the broadcast have now concluded and have resulted in the dismissal of 6 members of staff.

Independent Review

Specialist consultancy Verita has been commissioned to carry out an independent review to understand the extent and root causes of the treatment of detainees at Brook House.

The review will examine G4S's management, operational and staffing arrangements and the practices and behaviours of G4S's staff. It will cover how G4S oversees the care and welfare of detainees, including in relation to mental health issues, self-harm, violence prevention, the use of force, the proper reporting of incidents, the use of technology (such as body worn cameras and CCTV) the availability of drugs and the handling of age disputes. It will also cover the attitudes and behaviour of staff towards detainees and the reasons why staff did not use the whistleblowing procedures to report their colleagues' behaviour. The full Terms of Reference for the review are attached.

The review is being led by Kate Lampard CBE, a former barrister and vice chair of the South of England Strategic Health Authority and of the Financial Ombudsman Service Limited.

The findings will be presented directly to the Home Office and the G4S CSR Committee, which is comprised wholly of independent non-executive directors.

Financial Audit

Moore Stephens has been commissioned to conduct an independent audit of billings made by G4S to ensure that these are in accordance with the contract and to review the profit made by G4S over the life of the contract.

The findings will be presented directly to the Home Office and the G4S Audit Committee, which is comprised wholly of independent non-executive directors.

Whistleblowing

In addition to the two cases mentioned in our previous correspondence with the Committee which related to staff behaviour towards detainees, further analysis of our whistleblowing and staff grievance mechanisms highlighted one additional case which was raised by another means, but which we are treating in the same way as whistleblowing cases. This case is being reviewed as part of our broader investigation into whistleblowing matters raised by colleagues at Brook House.

I hope this provides you with an up to date picture of how the action plan is progressing at Brook House. Please do let me know if the Committee has any further queries.

Authored by Peter Neden, Regional President, G4S, UK and Ireland

16 November 2017

Links to referenced documents published on the Committee website:

- [**Brook House 3 Month Action Plan**](#)
- [**Brook House Independent Investigation – Terms of Reference**](#)