



Brook House Independent Investigation – Draft Terms of Reference

Brook House is an immigration removal centre (IRC) situated near Gatwick Airport. It holds up to 508 adult male detainees. Decisions about who should be detained in an IRC are taken by the Home Office who are also responsible for managing the immigration case of each detainee. G4S is responsible for housing and caring for the detainees in a secure environment on behalf of the Home Office.

The purpose of this independent investigation is to understand the extent and root causes of the matters highlighted in a Panorama programme, dealing with the treatment of detainees at Brook House, which was aired on 4 September 2017. The investigation will examine G4S's management, operational and staffing arrangements and the practices and behaviours of G4S's staff.

This independent investigation is commissioned by the Group General Counsel of G4S PLC on behalf of the CSR committee of the G4S board. A report of the investigation findings will be provided to the G4S CSR committee and board.

The independent investigation is asked to examine:

1. the adequacy and appropriateness of G4S's operational policies, management and practice for the care and welfare of detainees, including in relation to mental health issues and self-harm, violence prevention, the availability of drugs, the handling of age disputes. Such investigation to include management arrangements within the IRC and the G4S Custody and Detention Business Unit
2. the attitudes and behaviour of staff towards detainees, including in relation to their welfare and wellbeing, self-harm and violence prevention
3. the extent and causes of any mistreatment of detainees by staff and whether the incidents reported on in the Panorama programme were isolated or reflective of a wider improper or inappropriate culture at Brook House
4. whether the use of force on detainees is subject to appropriate and adequate reporting, governance, assurance and improvement arrangements
5. the reasons for failures by staff to use the whistleblowing procedures and to report their colleagues' inappropriate attitudes and behaviours towards detainees
6. the appropriateness of staffing arrangements, including all aspects of recruitment, selection, training, appraisal and development; staffing levels and the deployment of staff; oversight and support offered to staff
7. the use and deployment of technology (CCTV, body cameras, listening devices) at Brook House and the efficacy of the same
8. whether the information and intelligence gathering and monitoring arrangements relied on by managers (locally and centrally) to assess the care and welfare of detainees are appropriate, robust and reliable.



The investigation will include the healthcare services provided by G4S at Brook House but will not include transport services and/or matters or other services where they are not provided by G4S staff and/or where G4S is not responsible for their provision but will look at the extent to which such services impact on G4S's ability to deliver their services and how they work in practice.

The investigation will not include matters of detention and Home Office policy or mandated procedure, but the investigation will consider how their application in practice affects the management, operation and culture of Brook House, and the welfare of detainees.

The investigation team will make recommendations based on the findings of their investigation and in particular will make recommendations for actions that G4S should take to address any material weaknesses or issues identified

Methodology

Kate Lampard and Ed Marsden will carry out the investigation supported by [REDACTED] and, as necessary, a consultant from Verita. Transcribing of interviews will be carried out [REDACTED].

Employees will be given notice of any interview and the facility to be accompanied by a trade union representative or relevant work colleague.

G4S management will make themselves available for interview and will facilitate interviews with relevant G4S staff.

The investigation team will be able to draw on expert advice as necessary.

The investigation team will produce and agree a guide for interviewees taking account of the scope of the investigation.

The investigation is not a disciplinary investigation, nor an investigation into contract compliance, or civil or criminal liability. The investigation team will not share transcripts or other evidence with G4S, other than what it sets out in its written report. The report may raise matters that G4S would wish to investigate that could lead to disciplinary action.

The investigation team undertake to inform G4S of any matters which come to its notice during the course of the investigation which it believes or knows to present a current and real risk of illegal activity or of harm to detainees or staff at Brook House. However it is not the responsibility of the investigation team to identify and determine whether matters which come to their notice do or do not amount to illegal activity or present a risk of harm to others.



Support

The investigation team will be supported on a day to day basis by the Centre Director and the Brook House Improvement Project Director and in areas beyond the scope of the investigation by the UK&I Regional General Counsel

Authority

The investigation team will have the authority of the Group General Counsel to access the areas of the Brook House contract site, subject to Home Office approval, and for the investigation team members and support staff (including relevant employees or contractors of [REDACTED] undertaking transcribing) to have appropriate security clearances, to interview any current employees or contractor and to obtain original and copy documentation as is necessary to progress the investigation and to ensure it has integrity and sufficient probity and rigour.

Reporting

The investigation team will report to the chair of the CSR committee of the G4S board.

The investigation team will offer regular updates on progress, including any areas of concern.

The investigation team will work as quickly as possible but its primary concern will be to undertake a thorough and rigorous investigation and to produce a reliable report.