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Her Majesty's Senior Coroner
Louise Hunt
Birmingham and Solihull Coroner's Court
50 Newton Street
Birmingham
B4 6NE

3 July 2019

Dear Coroner,

Inquest touching upon the death of Mr Aram Ali Mustafa

I write in response to your Regulation 28 Report to Prevent Future Deaths dated 19 June.

Your report raised the following Matters of Concern:

- 1) When he had first illegally entered the UK, Mr Mustafa was deported to Italy on 29/10/18. Just before he was deported he confirmed he would kill himself if he was deported. He was provided with 1:1 constant watch and was successfully deported. When he re-entered the UK on 30/01/19 he was seen by a member of the immigration compliance and enforcement team who completed paperwork for the national asylum accommodation unit who in turn completed a service commission form requesting initial accommodation. The service commission form recorded that he had urgent medical needs and was a safeguarding concern however no detail was provided. Neither G4S nor Urban housing services requested any further details. A system needs to be put in place to ensure organisations provide sufficient details for providers to understand the nature of safeguarding concerns and health care matters. If there are GDPR concerns these could easily be addressed by a consent form at the time the person is first seen.
- 2) The events on 29/10/18 when he made a threat to kill himself were not logged with the safeguarding hub as he was about to be deported. There needs to be a system to ensure all safeguarding matters are logged regardless of where the person is in the system

Response to Matters of Concern (1)

G4S Care and Justice Services (UK) Limited ('G4S') receive the initial transport instructions directly from UKVI through an electronic portal. This is followed up with a Service Commission Form (SCF) being sent by fax direct to Urban Housing Services. Whilst the transport instruction notification and SCF both stated that there was a 'safeguarding' issue, no further details were provided. The term 'safeguarding' does not have a defined meaning. G4S therefore had no knowledge as to exactly what issue UKVI were referring to in the



instruction; as revealed in evidence, the term is applied to cover many different issues, not all being medical or matters requiring immediate action and/or consideration.

The electronic nature of both instructions did not allow for a two-way communication. This therefore means that G4S is wholly reliant upon a) the information provided by UKVI on the forms and b) the extent to which service users are prepared to share information voluntarily upon induction into accommodation. G4S does seek to obtain as much information as possible from service users. Unfortunately, Mr Mustafa did not reveal details of his past suicide threat or recent depressive episodes.

The matter of consent forms when service users are first assessed for accommodation is a matter for UKVI. G4S has however taken the following steps in order to seek improvements to the process and level of information exchange:

- 1) G4S senior management form part of a UKVI led Senior Safeguarding working group which meet every month to review and discuss individual safeguarding cases with particular reference to ones where there are gaps in information provided by UKVI.
- 2) The UKVI Chair of the above Working Group takes responsibility for investigating every single case raised to identify gaps in the information provided by UKVI and ways in which this can be improved;
- 3) UHS, G4S's subcontractor, who receive SCFs direct from UKVI, in which safeguarding concerns are raised, alert G4S immediately of concerns about Service Users so that such cases can be raised with the Senior Safeguarding working group. Significant improvements have been made in relation to such cases, in particular, with the information conveyed by UKVI to G4S/UHS.

Response to Matter of Concern (2)

As above, G4S were not aware of Mr Mustafa's prior suicide threat and are not responsible for managing the Safeguarding Hub. Given that this rests with UKVI, it is not something upon which it can respond further. G4S does however have systems in place to ensure that matters of safeguarding concerns uncovered during the course of delivering its services are notified to UKVI. UKVI has its own Safeguarding Hub as well as 2 x safeguarding leads in each of the G4S contract regions. Any issues in relation to safeguarding are immediately raised with these respective leads as well as the Safeguarding Hub by our central contact centre which collates all information and feeds back advice and information to the relevant operational teams. We also have a robust incident management process and operational teams, including UHS, compile incident reports which include all relevant information about the incident in question. All incident reports are forwarded to UKVI by our central contact centre. Should these incidents relate to safeguarding concerns then the Safeguarding Hub and leads are included in the communication.



G4S' ability to take further action on the matters raised is limited given that its contract with UKVI ends on 31st August 2019. It will thereafter have no involvement in the provision of asylum seeker accommodation services.

I hope this response meets with your satisfaction.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'P. Hill'.

Head of Business Services
G4S Immigration and Borders

