

HM Senior Coroner Hunt

Birmingham and Solihull Coroner's Court

50 Newton Street

Birmingham

B4 6NE

By email: coroner@birmingham.gov.uk



5 July 2019

Dear Mrs Hunt

Inquest touching upon the death of Aram Ali Mustafa

We write as requested, to respond to your report dated 19 June 2019.

We would like to firstly set out our condolences to Mr Mustafa's friends and family.

We note the two matters of concern set out in your report and deal with these in turn below.

1. Safeguarding Concerns

Unfortunately, we were not made aware of the previous threats of suicide made by Mr Mustafa prior to his removal to Italy on 29 October 2018. At that time he was not resident with us.

In January 2019, we were, as you note, provided with very limited information which simply confirmed Mr Mustafa was a "*safeguarding*" case. As was stated in evidence at the inquest, this can cover physical or mental health, along with a plethora of different (often non-health related) issues. As you noted in your questioning of witnesses we are limited by the information provided to us by other parties and the individual resident, who is free to provide as much, or as little, information as they choose.

Following Mr Mustafa's tragic death, in conjunction with others involved in the provision of services to asylum applicants, we have reviewed our procedures and the way we interact.

A Multi-Agency Review took place which we attended. This led to a number of recommendations which are in the process of being actioned, including:

- i. UKVI is to review the details contained on the SCF form to ensure that all relevant information is provided;

- ii. G4S now flag SCF forms where a safeguarding issue is raised without adequate detail being provided with UKVI. UHS also raise these issues with G4S; and
- iii. Hospital visits are directly notified to Attwood Green Medical Centre.

Staff training has been conducted. It was confirmed at the inquest that the staff present on the night of Mustafa's death were first aid trained. This is continually refreshed and further courses are being looked into.

The out of hours guidance provided to security staff has been updated detailing when a resident should be directed to hospital. This has been briefed to staff.

UHS has always undertaken welfare checks on residents whenever a concern is raised. These continue. Following Mr Mustafa's death additional information is being recorded in our staff handover book to ensure any issues raised are recorded and appropriate measures can be taken by site management.

If a concern (such as mental health issues) about a resident is noted, an incident report is drafted and sent to G4S. This includes as much information as we have available and actions we have taken. This information can then be passed on to UKVI by G4S and ensures that these concerns can be notified to any future residence, or those with responsibilities for the resident. An email is also sent to the charity Migrant Help and Attwood Health Centre to enable the resident to obtain the appropriate level of support.

2. Safeguarding Hub

The threats made by Mr Mustafa on 29 October 2018 were shortly prior to his removal from the country when he was not resident with us. UHS had no knowledge of this threat. We note this was not recorded with the Safeguarding Hub. The Safeguarding Hub is operated by UKVI and as such is outside of UHS' control. We understand UKVI is reviewing this system following the tragic death of Mr Mustafa.

Yours faithfully




Urban Housing Services