

Report on the unannounced inspection of
the non-residential short-term holding
facility at:

Heathrow Terminal 5

10–12 May 2010

by HM Chief Inspector of Prisons

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Overview

The UK Border Agency (UKBA) has six short-term holding facilities at Heathrow Airport: one at each of the five terminals,¹ as well as a removals holding facility. Group 4 Securicor (G4S) was contracted to manage all the holding rooms. The Terminal 5 holding facility opened in 2008 and mainly held passengers arriving directly from flights. It was open 24 hours a day and allowed for the separation of single adults and families.

An Independent Monitoring Board provided regular oversight, and UKBA staff conducted daily recorded supervisory visits. Over 900 people had passed through the facility in the four months from January to April 2010. Two-thirds had spent less than eight hours in the facility, but more than a fifth had been detained for more than 12 hours, including 15 people who had been held for over 24 hours. About a third of detainees were women.² Sixty-six children had been detained over the same period, including 19 unaccompanied minors. Children had been held, on average, for 9.3 hours.

Heathrow Terminal 5 Short-Term Holding Facility

Inspected: 10–12 May 2010

Last inspected: Never previously inspected

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¹ At the time of inspection, the whole of Terminal 2 was closed for refurbishment.

² It was not possible to establish from the provided figures the exact number of women passing through the holding area.

The healthy custodial establishment

HE.1 The concept of a healthy prison was introduced in our thematic review *Suicide is Everyone's Concern* (1999). The healthy prison criteria have been modified to fit the inspection of short-term holding facilities, both residential and non-residential. The criteria for short-term holding facilities are:

Safety – detainees are held in safety and with due regard to the insecurity of their position

Respect – detainees are treated with respect for their human dignity and the circumstances of their detention

Activities – detainees are able to be occupied while they are in detention

Preparation for release – detainees are able to keep in contact with the outside world and are prepared for their release, transfer or removal.

HE.2 Inspectors kept fully in mind that although these were custodial facilities, detainees were not held because they had been charged with a criminal offence and had not been detained through normal judicial processes.

Safety

HE.3 Most people were detained directly from flights and had little or no experience of escorts. Free telephone calls were offered to arriving detainees, but these were not in private.

HE.4 There was little use of force or of handcuffs. Incident documentation was generally completed appropriately. There was recorded evidence of medical assessment after uses of force.

HE.5 Staff demonstrated an understanding of what to do in the event of self-harm incidents. The two incidents that had taken place since the start of 2010 appeared to have been dealt with appropriately. However, staff did not routinely carry anti-ligature knives and had no training in the assessment, care in detention and teamwork (ACDT) process.

HE.6 The Independent Monitoring Board provided regular oversight of the facility. UK Border Agency (UKBA) staff checked the holding area every day and recorded their supervision visits. One person had been detained illegally for two hours, without a current IS91 (authority to detain form). This incident was under investigation. There were some valid legal advice telephone numbers in the holding room, but they were of little use to those who did not speak English and there was no advice available via an interpreter.

HE.7 A total of 66 children had been held in the previous four months, including 19 unaccompanied minors, often for long periods. Some had been held for over 24 hours and in some cases it had taken too long for social services referrals to be made. There was a knowledgeable UKBA child protection coordinator and a number of

Terminal 5 immigration staff were trained to work with children. There was a G4S child protection policy, but DCOs had not received child protection training.

Respect

- HE.8 The physical environment was clean and spacious, and allowed for separation of families and single adults. Staff had a good view of the rooms, which were also monitored by recordable closed-circuit television. Toilet doors were too short to allow for privacy and there were no toilet seats. Although detainees could go to the nearby Cayley House for showers, this entailed a journey in an escort vehicle.
- HE.9 The facility was not designed for long stays. Blankets and pillows were offered to detainees and translated notices advertised their availability. Staff were sympathetic and related well to detainees. They helped to calm people down, and made efforts to engage with them. There was not always a female member of staff on duty.
- HE.10 A secure complaints box was available, with complaint forms and information in a variety of languages. UKBA staff emptied the complaints box daily.
- HE.11 Telephone interpreting was used to some extent and there was a wide range of translated information in the holding room. Several religious books were available in different languages, along with prayer mats and compasses. Telephone numbers for airport chaplaincy staff were posted in the holding room. Some detainees with disabilities had been held in the facility. A form was completed for each one and sent to G4S's national disability officer. One of the toilets was adapted for detainees with disabilities.
- HE.12 Unappealing ambient microwaveable meals were available, in addition to a range of sandwiches and snacks, including fresh fruit, crisps and drinks.

Activities

- HE.13 There was a reasonable range of up-to-date newspapers in different languages. There was a selection of books in different languages, including for children. DVDs were freely available and could be used in combined television and DVD players. Some DVDs were suitable for children and a range of toys was also provided. There was no smoking area and no access to fresh air.

Preparation for release

- HE.14 There was no supply of clothes for issue to detainees being removed. Visits were not allowed. Detainees had good access to telephones; they could borrow them from staff if their own telephones had camera or recording capabilities. There was a range of cards containing information about other immigration removal centres for those being transferred to further detention. There was no internet or email access.

Section 1

Escort vans and transfers

Expected outcomes:

Detainees under escort are treated courteously, provided with refreshment and comfort breaks, and transported safely

- 1.1 Most detainees we spoke to had been brought in from flights, and did not have personal experience of escorts. Detainees transferred from Terminal 5 to Cayley House or to an immigration removal centre were routinely transported in caged vans. This represented an unnecessary extra level of security, certainly within the airside security envelope of the airport.
- 1.2 There were suitable vehicles in use for families, children and those with disabilities. Male and female detainees were transported separately, unless they were related to each other. Most escort vehicles were in reasonable condition, but the caged vehicles were in poorer repair.

Recommendation

- 1.3 Caged vans should only be used when justified by individual risk assessment.

Arrival and accommodation

Expected outcomes:

Detainees taken into custody are treated with respect, have the correct documentation, and are held in safe and decent conditions. Family accommodation is suitable.

- 1.4 There was a large, clean holding room with toilets and an adjoining family room. The rest of the facility comprised a reception staff area with a searching area screened by a shower curtain, a store room and a toilet.
- 1.5 On arrival in the holding room, immigration staff introduced the detainees to the detainee custody officers (DCOs), who normally checked the IS91 (authority to detain form) (see section on legal rights). All the detainees held at the time of the inspection had IS91 forms. After being booked in, detainees were given a rub-down search by a DCO of the same gender and their property was logged, sealed and placed in the store room. The store room was locked and monitored by closed-circuit television (CCTV).
- 1.6 The holding room was usually staffed by two male DCOs and one female DCO. At the time of the inspection, one of the female DCOs allocated to the holding room was on leave and the holding room was staffed by three male DCOs. In the absence of a female DCO, female detainees were checked with a metal detecting wand only.
- 1.7 Detainees were given a copy of the contractor's booklet on detention in a holding room, which contained useful information in 11 languages. They had free access to their money, and DCOs indicated that they could change currency for detainees using exchange facilities at the airport. Detainees were not routinely offered a free telephone call, but if they did not have money for the pay telephone they were allowed to use the staff telephone free of charge, although this call could not be made in private. This telephone was also blocked from making overseas

calls. If a detainee requested a free overseas call, DCOs said that they would obtain authority from managers based at Cayley House to use petty cash for the pay telephone.

- 1.8 Hygiene packs containing basic toiletries and a change of socks were offered to all detainees. There was no stock of clean clothing but detainees were allowed to retrieve fresh clothing from their luggage if they wanted to change.
- 1.9 There was a Perspex window separating the staff area from the holding room and the family room, which enabled staff to see all areas of the holding room, and detainees to attract the attention of staff if they required assistance. The area was also covered by 11 CCTV cameras, which could be monitored in the staff area. Footage from the cameras was continuously recorded. Fire evacuation procedures were displayed in the holding room, and fire prevention measures were checked by the airport's fire officers.
- 1.10 There were separate toilets for men and women, and a further baby change area with a toilet adapted for people with disabilities, including grab handles, a low sink and an alarm. All three areas opened directly onto the holding room, separated by a door with a gap of approximately six inches at the top and bottom. The doors did not provide sufficient privacy for detainees using the toilet facilities. The toilets had no seats.
- 1.11 The holding room contained two water fountains. One of these had been blocked for several days. There was a free drinks vending machine, located in the staff area, dispensing a range of hot and cold drinks. All detainees were offered food and drink on arrival and told that they could request more at any time.
- 1.12 There were no shower facilities, but when staffing levels allowed, detainees were offered the opportunity of a shower using the facilities at Cayley House. There was evidence that this had happened occasionally, although it entailed a trip on an escort vehicle.
- 1.13 The main holding area and family room contained approximately 80 seats, which exceeded the maximum number of detainees held at any one time. Detainees were often held for long periods or overnight. The large number of seats enabled detainees who wished to sleep to lie out flat across a number of chairs, but this was uncomfortable. One lounge-type chair arrived during the inspection and was more comfortable but still inadequate for an overnight stay. Clean pillows, pillow cases and blankets were offered to all detainees at all times of the day.
- 1.14 The area was air conditioned but the temperature could not be adjusted locally. The holding room was sometimes cool and DCOs offered detainees blankets or the option of obtaining additional clothing from their luggage.
- 1.15 If detainees had medication that they needed to take, DCOs could contact a telephone advice/triage service provided by G4S Forensic and Medical Services for authority to allow the detainee to have access to medication. In an emergency, DCOs indicated that they would call paramedics based in the airport. For one detainee held in Terminal 5 at the time of the inspection, the IS91 stated: 'Pax [that is, passenger] is currently on medication for chest pain, he does not know the name of it and he states that the condition is caused by nerves and the tablets relax him'. However, on the detainee welfare record, the 'no' box was ticked for 'Does the detainee require medication?'

Recommendations

- 1.16 A female DCO should be present in a holding room whenever a woman is detained there and for the duration of her detention.
- 1.17 There should be a stock of clean clothing in a range of sizes, including underwear, for both male and female detainees.
- 1.18 The toilets should have full-length doors or a space separating them from the holding room, to ensure the privacy of detainees.
- 1.19 Toilets should be fitted with seats.
- 1.20 The blocked water fountain should be fixed.
- 1.21 The drinks machine should be relocated to the holding room, to give detainees free access to drinks without the need to ask staff.
- 1.22 Detainees should not be held for substantial periods or overnight without adequate sleeping facilities.
- 1.23 Additional lounge-type chairs should be provided.
- 1.24 The holding room should be kept at a comfortable temperature.
- 1.25 Monitoring and recording of medical conditions and requirements for medication should be accurate and consistent.

Positive relationships

Expected outcomes:

Those detained are treated respectfully by all staff, who have proper regard for the uncertainty of their situation and their personal circumstances.

- 1.26 Staff were sympathetic and related well to detainees. All detainees we spoke to said that they had been well treated by detention staff. We observed staff making efforts to calm people who were distressed following immigration interviews, and spending a considerable amount of time talking to detainees when they came into the facility. Staff were aware of how to access the telephone interpreting service, and had made use of it on 13 occasions in the first four months of 2010. Some staff also spoke different languages (see paragraph 1.28).

Legal rights

Expected outcomes:

Detainees are able to obtain expert legal advice and representation from within the facility. They can understand and retain legal documents. They can communicate with legal representatives without difficulty to progress their cases efficiently.

- 1.27 Notices and telephone numbers of legal advice agencies (the Immigration Advisory Service and Refugee and Migrant Justice) were displayed in the holding room in English only. These numbers were of little use to those who could not speak English. Details of the Community Legal Advice helpline and local immigration advisers were not available. As the facility was located airside, legal representatives were unable to visit detainees.

- 1.28 During the inspection, a detainee, of Kuwaiti origin but stateless, had been detained at 2.20pm, and had been due to be collected by transport under the New Asylum Model process. He was still in the Terminal 5 holding room in the late morning on the following day, having been there all night. He had been unable to access any legal advice because no information on legal advice was available in translation, and there was no legal advice with interpretation. He told us that he felt depressed. A G4S manager was able to speak to him in Arabic, which helped his mood.
- 1.29 For detainees without a telephone or money, a free call was offered, although this was not in private (see section on arrival and accommodation). Detainees did not have access to a fax machine.

Recommendations

- 1.30 Notices advertising legal advisers should be in different languages.
- 1.31 Details of the Community Legal Advice helpline should be available.
- 1.32 The UK Border Agency (UKBA) should negotiate with the Legal Services Commission to offer telephone advice to detainees using an interpretation service similar to that used in its police station telephone immigration advice line.
- 1.33 Detainees should have access to fax machines. Notices explaining this should be displayed in the holding room.

Casework

Expected outcomes:

Detention is carried out on the basis of individual reasons that are clearly communicated.

Detention is for the minimum period necessary.

- 1.34 Detainees held at the facility had arrived on incoming flights and either were questioned further pending a decision on whether to grant entry or had been refused entry.
- 1.35 Interpreters were not always used by UKBA staff when interviewing detainees. One Korean woman we spoke to had been refused entry on the basis of the information provided in her interview with the UKBA. It seemed clear that she was not sufficiently competent in English fully to understand our questions, yet she had been interviewed by UKBA without an interpreter.
- 1.36 The document giving authority to detain (IS91) was retained by custody staff in the control room, and those we saw had been completed correctly. Shortly before the inspection, a detainee had been illegally detained for two hours without an IS91. Rather than refusing to accept the detainee, the custody staff had completed an incident report form. This matter was currently under investigation.
- 1.37 The risk factor section on the IS91s contained a series of tick boxes to identify the nature of the risk. Where there were no risk factors, there was no option to indicate that an assessment had been made. It was therefore not clear from the IS91 whether the detaining officer had omitted to carry out the risk assessment or considered there to be no risk. Most detainees had written reasons for detention (IS91Rs), but one detainee we spoke to did not have her copy.

Recommendations

- 1.38 The UKBA should use interpreters when interviewing detainees who are not competent in English.
- 1.39 Custody staff should refuse to accept into their care cases where the authority to detain (IS91) has not been issued correctly.
- 1.40 The IS91 should confirm that a risk assessment has been conducted even when no risk factors have been identified.

Duty of care

Expected outcomes:

The centre exercises a duty of care to protect detainees from risk of harm.

Bullying

- 1.41 DCOs could not recall any incident of bullying or harassment in the holding area. They had received guidance on the management of bullying during their initial training course but had not been given any refresher training. Despite this, the DCOs we spoke to understood how to recognise tensions between detainees and described how they would monitor and challenge any inappropriate behaviour.
- 1.42 Men and women were held in the same holding room. Even if the family room was not in use, women were not routinely offered the option of using it. The DCOs were alert to the possibility of detainees being subject to unwanted sexual attention and monitored the interactions between unrelated male and female detainees carefully. We observed a DCO checking on a female detainee after a male detainee had approached her to have a conversation.

Suicide and self-harm

- 1.43 DCOs received training in suicide and self-harm prevention as part of their initial training course, but had not received refresher training and were not familiar with the assessment, care in detention and teamwork (ACDT) process. The DCOs on duty at the time of the inspection demonstrated an understanding of the risks of suicide and self-harm and described how they would mitigate those risks by talking to detainees and monitoring their behaviour. An anti-ligature knife was attached to the first-aid box but DCOs did not routinely carry one on their belts. All the DCOs on duty at the time of the inspection carried pouches containing resuscitation aids and instructions for their use.

Recommendations

- 1.44 DCOs should be given annual refresher training in anti-bullying and prevention of suicide and self-harm.
- 1.45 Unrelated male and female detainees should routinely be given the option of being located in a separate holding room.
- 1.46 DCOs should carry anti-ligature knives at all times.

Good practice

- 1.47 *DCOs carried vent-aid resuscitation aids, which incorporated instructions for use and basic resuscitation guidance.*

Childcare and child protection

Expected outcomes:

Children are detained only in exceptional circumstances and for the minimum time. Children's rights and needs for care and protection are respected and met in full.

- 1.48 In the four months before the inspection, 66 children had been held at the facility, 19 of whom had been unaccompanied. On average, they had been held for 9.3 hours but 10 had been held for more than 18 hours. The single longest detention of a child had been for 25 hours. In one case, it appeared from the G4S log that a child had been detained for 27 hours; it transpired that this had been a recording error, and the UKBA's casework information database confirmed that the child had been held for about 12 hours.
- 1.49 The UKBA had a children and young persons (CYP) team, led by the children's safeguarding coordinator. The coordinator was knowledgeable and attended the local safeguarding children board trafficking sub-committee. The team specialised in interviewing children and progressing their cases. All members of the team had been Criminal Records Bureau (CRB) checked to enhanced level and most had completed the tier two 'Keeping Children Safe' two-day training course. Some of the team had completed the tier three course. One member of the team had not completed either tier two or three of the course. G4S custody officers had not received training in child protection issues.
- 1.50 Pan-Heathrow CYP meetings were held every two to three months. As well as UKBA staff from the five Heathrow terminals, Hillingdon Social Services and police officers from Operation Paladin (an anti-child-trafficking initiative) attended. Attendance was good and meetings were minuted.
- 1.51 In light of the implementation on 2 November 2009 of the children's duty (section 55 of the Borders, Citizenship and Immigration Act 2009), the CYP team had conducted an audit of existing procedures to examine how they complied with the new duty. Following the audit, an action plan had been drawn up and reviewed in May 2010.
- 1.52 The UKBA sought alternatives to detaining unaccompanied children in the holding room. An agreement was being developed between the UKBA and British Airways (BA) to allow unaccompanied children to use BA's Skyflyers lounge. The lounge was normally used by BA child passengers travelling unaccompanied in and out of the airport. We were unable to inspect the lounge but were told that it had a relaxed atmosphere, comfortable chairs, snacks and play station facilities and was staffed by BA child minders. The opening times of the lounge were dependent on BA flights and the school holidays; therefore, not all unaccompanied children being questioned by the UKBA could use it. The Heathrow UKBA children's safeguarding coordinator was seeking to build on this agreement and increase the use of this lounge.
- 1.53 There was a dedicated immigration interview room for children or parents with children. Attempts had been made to soften the appearance of the room by putting up posters and having toys available for the children.

- 1.54 There was an agreement with the Salvation Army to provide responsible adults for unaccompanied children. The responsible adults would attend with the child while they were being fingerprinted or interviewed.
- 1.55 There were unnecessary delays in referring unaccompanied children to Hillingdon Social Services. In one example, a 16-year old Eritrean boy had disclosed to UKBA staff that he was a minor at 6.30pm. A referral had not been made to social services until 12.20pm the next day. The child had been released into their care at 4.15pm, by which time he had spent almost 21 hours in detention.
- 1.56 UKBA was taking steps to combat child trafficking. The following linked cases highlighted mixed practice. Before the inspection, two Vietnamese child victims of trafficking had arrived at 2.40pm, accompanied by the trafficker. All three had been travelling on false documents and were detained in the holding room. A referral had been made to the Paladin team (see paragraph 1.50). The detective sergeant at Paladin had expressed concern at the delay in making the referral. There had then been a further delay in placing the children in the care of social services; despite repeated attempts by the UKBA to contact Hillingdon Social Services, the children had not been placed into care until 7.45pm the following day, by which time they had been detained under an IS91 for more than 20 hours. Examination of the UKBA case file revealed attempts by UKBA staff to establish a rapport and relationship of trust and confidence with the children, a concern for their immediate welfare and a determination to prosecute the trafficker. However, it was not clear from the file that the long-term interests of the children had been pursued. No application had been made to the National Referral Mechanism, a process which could have resulted in the children being granted a 45-day period of leave in which to reflect and recover, and the possibility of a one-year renewable residence permit.
- 1.57 All unaccompanied children had a care plan which identified the staff caring for them during their stay and was updated at shift changes. We were told that if a female DCO was not on duty in the holding room when an unaccompanied child was detained, one would be allocated to the holding room from other duties. The records indicated that in most such cases a female officer had been present in the holding room for the duration of the children's stay but in a few cases children had been in the care of male DCOs for some part of their stay.
- 1.58 The family room was equipped with a good stock of toys for children of different ages and a range of books in different languages covering a wide age range, from pre-school children to teenagers. There was also a television and DVD player with a selection of children's DVDs.
- 1.59 There was a stock of disposable bottles of baby milk and baby food in the staff area, and the baby change area had a supply of nappies and wipes. DCOs indicated that they were able to obtain additional supplies from shops in the airport if required.

Recommendations

- 1.60 All members of the children and young persons team should receive tiers two and three of the 'Keeping Children Safe' training.
- 1.61 Children should only be detained for the shortest possible periods.
- 1.62 Custody officers should receive training in child protection.
- 1.63 Statistics should be kept on the numbers of children using the Skyflyers lounge as an alternative to detention.

- 1.64 There should be a protocol between UKBA and BA clearly defining criteria for use of the Skyflyers Lounge for children, and the responsibility for their welfare.
- 1.65 Referrals to the Paladin team should be made without delay.
- 1.66 UKBA managers should approach Hillingdon Social Services to address and resolve the problem of delayed responses to referrals from Terminal 5.
- 1.67 Detainees who are potential victims of trafficking should be referred to the National Referral Mechanism.
- 1.68 A female DCO should be present in a holding room whenever a child is detained there and for the duration of his or her detention.

Diversity

Expected outcomes:

There is understanding of the diverse backgrounds of detainees and different cultural norms. Detainees are not discriminated against on the basis of their race, nationality, gender, religion, disability or sexual orientation, and there is positive promotion and understanding of diversity.

- 1.69 There was a range of translated material in the main holding room, most of it in 11–15 languages. This included the standard G4S booklet that provided basic information about holding rooms, a ‘respecting diversity and equal treatment of detainees’ G4S policy statement, suggestion forms and legal information from the Office of the Immigration Services Commissioner. Helpful signs advertised the availability of pillows and blankets in 11 languages. Newspapers were provided in English, French, Spanish and Chinese.
- 1.70 Bibles in Spanish and English, Qur’ans in Arabic and English, prayer mats and compasses were available in the holding room. Telephone numbers for ministers in the Heathrow Airport chaplaincy team and for community religious contacts were posted by the telephone in the holding room. Detainees we spoke to in the holding room said that they felt their religious needs were being met.
- 1.71 Staff had been given some race relations and diversity training as part of their initial training course but had not received any refresher training. They were unaware of any equality impact assessments having been done.
- 1.72 There was an adapted toilet for people with disabilities and enough space for people using a wheelchair in the main holding room. Fifteen detainees had been identified as having disabilities in the previous 12 months. DCOs completed a short questionnaire for each person so identified and were required to state if anything needed to be done to overcome problems relating to disability. The completed form was then sent to the G4S central disability liaison officer. Eight of those identified with a disability in the previous 12 months had had reduced mobility, three of whom had used a wheelchair. The other seven had had mental health problems; two of this latter group had been seen by a doctor. The forms contained variable amounts of information and it was not always clear what action had been taken or reasonable adjustments made in cases where these would have been needed. However, in some cases considerable effort had gone into assisting those with mobility problems in particular.

Recommendations

- 1.73 Staff should receive routine refresher training in all aspects of diversity policy and procedures.
- 1.74 Equality impact assessments should be completed.
- 1.75 Disability questionnaires should always state what has been done to help detainees with disabilities who need assistance.

Activities

Expected outcomes:

The facility encourages activities to preserve and promote the mental and physical well being of detainees.

- 1.76 The holding room was located airside and detainees had no access to outside space for exercise in the fresh air or to smoke. A bookcase in the main holding room was stocked with a wide selection of books for adults and children, magazines and up-to-date newspapers, all in a range of different languages (see also sections on childcare and child protection, and diversity).
- 1.77 There was a large screen television at one end of the main holding room. DVDs were freely available, some suitable for children, and could be used in combined television and DVD players.

Recommendation

- 1.78 Detainees should not be held for substantial periods without access to exercise in the fresh air.

Facility rules

Expected outcomes:

Detainees are able to feel secure in a predictable and ordered environment.

- 1.79 Force was rarely used, and appeared to have been justified and proportionate in the recorded cases. A detainee had been restrained after throwing his shoes at staff. On another occasion, police had brought a detainee into the Terminal 5 holding room at 1.30am. He had appeared drunk, tried to kick and punch staff, been restrained, and handcuffs had been applied. Paramedics had attended and found his blood sugar level to be dangerously high, and he had been taken to hospital. At times, staff had placed a detainee in the family room when he or she was causing discomfort to other detainees or was being disruptive; this appeared to have been done in a proportionate and appropriate way. Documentation in relation to the use of force was generally sufficiently comprehensive and there was evidence of medical assessment after uses of force.

Complaints

Expected outcomes:

There is a published complaints procedure; compliant forms are freely available.

- 1.80 There was a secure complaints box in the holding room. UKBA staff checked the box in the course of their daily supervisory visits to the holding area; these visits were recorded, and the visiting UKBA manager completed a daily list of specific checks. Information about complaints was posted on the wall and complaint forms in 11 languages were provided in accessible folders. The Independent Monitoring Board also visited regularly.
- 1.81 A single written complaint about G4S had been submitted in the first four months of 2010. It alleged that in-country escort staff had been rude and abusive and had not offered food to the detainee. Escort staff had been interviewed during the process and no evidence found to substantiate the complaint. Holding room staff told us that there had also been some verbal complaints about the holding room being cold, and that the temperature had therefore been adjusted (see recommendation 1.24). There was no locally available data on complaints against UKBA.

Recommendation

- 1.82 Information about complaints against the UKBA should be available locally.

Services

Expected outcomes:

Services available to detainees allow them to live in a decent environment in which their normal everyday needs are met freely and without discrimination.

- 1.83 A selection of sandwiches and ambient microwaveable meals suitable for a range of dietary requirements, including vegetarian and halal, was available. In addition, a stock of kosher meals was kept at Cayley House and could be obtained if needed. The long-life ambient meals were unappetising and there was no freezer to store more appealing meals. The refrigerator in which sandwiches were stored, and the microwave oven used for the preparation of hot meals were both clean and appeared to be in good working order. There was also a supply of crisps, cereal bars, biscuits, fruit juice and fresh fruit arranged on a table in the holding room for detainees to help themselves.
- 1.84 The women's toilet and baby change area both had a supply of sanitary products and a sanitary disposal bin. A replacement stock was kept in the staff area.

Recommendation

- 1.85 Ambient meals should be replaced with a range of frozen meals.

Good practice

- 1.86 *Detainees had free access to fruit, snacks and drinks.*

Preparation for release

Expected outcomes:

Detainees are able to maintain contact with family, friends, support groups, legal representatives and advisers, are given adequate notice of their release, transfer or removal, and are able to recover property. Families with children and others with special needs are not detained without items essential to their welfare.

- 1.87 No clothing was available for issue to detainees, who might not have had any suitable for the climatic conditions to which they were going, but suitable bags were available for those needing them. Family and friends were not able to visit those detained. Cards were available with details of each immigration removal centre, for issue to detainees being transferred to one of them.
- 1.88 Detainees did not have access to the internet or email, but had good access to telephones. They could receive incoming calls on the landline in the holding room. They were also able to retain their mobile telephone, provided that it was not equipped with a camera or internet access. If detainees did not have a suitable telephone there was a supply of three dummy mobile telephones, which detainees could use with their own SIM card. Additional dummy mobile telephones could be borrowed from the holding room at Cayley House if necessary. There was a pay telephone in the holding room which accepted incoming and outgoing calls.

Recommendations

- 1.89 Suitable clothing should be available for issue to detainees needing it.
- 1.90 Detainees should be able to receive visits.
- 1.91 Detainees should have access to the internet and to sending and be able to send and receive emails.

Section 2: Recommendations and good practice

Recommendations	To the UK Border Agency
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- 2.1 The UK Border Agency (UKBA) should negotiate with the Legal Services Commission to offer telephone advice to detainees using an interpretation service similar to that used in its police station telephone immigration advice line. (1.32, see paragraph 1.28)
- 2.2 The UKBA should use interpreters when interviewing detainees who are not competent in English. (1.38, see paragraph 1.35)
- 2.3 The IS91 should confirm that a risk assessment has been conducted even when no risk factors have been identified. (1.40, see paragraph 1.37)
- 2.4 All members of the children and young persons team should receive tiers two and three of the 'keeping children safe' training. (1.60, see paragraph 1.49)
- 2.5 Children should only be detained for the shortest possible periods. (1.61, see paragraph 1.49)
- 2.6 There should be a protocol between UKBA and BA clearly defining criteria for use of the Skyflyers Lounge for children, and the responsibility for their welfare. (1.64, see paragraph 1.52)
- 2.7 Referrals to the Paladin team should be made without delay. (1.65, see paragraph 1.56)
- 2.8 Detainees who are potential victims of trafficking should be referred to the National Referral Mechanism. (1.67, see paragraph 1.56)
- 2.9 Information about complaints against the UKBA should be available locally. (1.82, see paragraph 1.81)

Recommendations	To the UK Border Agency and Group 4 Securicor
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- 2.10 Detainees should not be held for substantial periods or overnight without adequate sleeping facilities. (1.22, see paragraph 1.13)
- 2.11 Statistics should be kept on the numbers of children using the Skyflyers lounge as an alternative to detention. (1.63, see paragraph 1.52)
- 2.12 UKBA managers should approach Hillingdon Social Services to address and resolve the problem of delayed responses to referrals from Terminal 5. (1.66, see paragraph 1.56)
- 2.13 Equality impact assessments should be completed. (1.74, see paragraph 1.71)
- 2.14 Detainees should not be held for substantial periods without access to exercise in the fresh air. (1.78, see paragraph 1.76)

- 2.15 Detainees should have access to the internet and to sending and be able to send and receive emails. (1.91, see paragraph 1.88)

Recommendations

To Group 4 Securicor

- 2.16 A female DCO should be present in a holding room whenever a woman is detained there and for the duration of her detention. (1.16, see paragraph 1.6)
- 2.17 There should be a stock of clean clothing in a range of sizes, including underwear, for both male and female detainees. (1.17, see paragraph 1.8)
- 2.18 The toilets should have full length doors or a space separating them from the holding room, to ensure the privacy of detainees. (1.18, see paragraph 1.10)
- 2.19 Toilets should be fitted with seats. (1.19, see paragraph 1.10)
- 2.20 The blocked water fountain should be fixed. (1.20, see paragraph 1.11)
- 2.21 The drinks machine should be relocated to the holding room, to give detainees free access to drinks without the need to ask staff. (1.21, see paragraph 1.11)
- 2.22 Additional lounge-type chairs should be provided. (1.23, see paragraph 1.13)
- 2.23 The holding room should be kept at a comfortable temperature. (1.24, see paragraph 1.14)
- 2.24 Monitoring and recording of medical conditions and requirements for medication should be accurate and consistent. (1.25, see paragraph 1.15)
- 2.25 Notices advertising legal advisers should be in different languages. (1.30, see paragraph 1.27)
- 2.26 Details of the Community Legal Advice helpline should be available. (1.31, see paragraph 1.27)
- 2.27 Detainees should have access to fax machines. Notices explaining this should be displayed in the holding room. (1.33, see paragraph 1.29)
- 2.28 Custody staff should refuse to accept into their care cases where the authority to detain (IS91) has not been issued correctly. (1.39, see paragraph 1.36)
- 2.29 DCOs should be given annual refresher training in anti-bullying and prevention of suicide and self harm. (1.44, see paragraph 1.43)
- 2.30 Unrelated male and female detainees should routinely be given the option of being located in a separate holding room. (1.45, see paragraph 1.42)
- 2.31 DCOs should carry anti-ligature knives at all times. (1.46, see paragraph 1.43)
- 2.32 Custody officers should receive training in child protection. (1.62, see paragraph 1.49)
- 2.33 A female DCO should be present in a holding room whenever a child is detained there and for the duration of his or her detention. (1.68, see paragraph 1.57)

- 2.34 Staff should receive routine refresher training in all aspects of diversity policy and procedures. (1.73, see paragraph 1.71)
- 2.35 Disability questionnaires should always state what has been done to help detainees with disabilities who need assistance. (1.75, see paragraph 1.72)
- 2.36 Ambient meals should be replaced with a range of frozen meals. (1.85, see paragraph 1.83)
- 2.37 Suitable clothing should be available for issue to detainees needing it. (1.89, see paragraph 1.87)
- 2.38 Detainees should be able to receive visits. (1.90, see paragraph 1.87)

Examples of good practice

- 2.39 DCOs carried vent-aid resuscitation aids, which incorporated instructions for use and basic resuscitation guidance. (1.47, see paragraph 1.43)
- 2.40 Detainees had free access to fruit, snacks and drinks. (1.86, see paragraph 1.83)