

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

**Heathrow Airport Terminal 4**

3 March 2011

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<sup>1</sup> as well as a removals holding facility. Group 4 Securicor (G4S) was contracted to manage all the holding rooms. The Terminal 4 holding facility mainly held passengers arriving direct from flights. It was open 24 hours a day. Staff were helpful and courteous, although the facilities were not suitable in all respects.

An Independent Monitoring Board provided regular oversight and UKBA staff conducted daily recorded supervisory visits. Over 1,000 people had passed through the facility in the three months to February 2011, of whom 42 had been held for over 24 hours – almost one every two days. Over a quarter of detainees were women. In the same three-month period, 76 children had been detained, including eight unaccompanied minors. Children were held on average for 9.9 hours but 12 had been held for over 18 hours.

## **Heathrow Airport Terminal 4 Short-Term Holding Facility**

Inspected: 3 March 2011

Last inspected: 2-4 July 2007

### **Inspectors**

Colin Carroll

Martin Kettle

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<sup>1</sup> At the time of inspection, Terminal 2 was closed for refurbishment.

# 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

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HE.3 Many people were detained directly from flights, but those brought to the terminal from elsewhere spoke favourably of escorting staff, confirmed by our observations, although airline staff sometimes showed less sensitivity. Free telephone calls were not consistently offered to arriving detainees.

HE.4 There was very little use of handcuffs and use of force in general was low. Incident documentation was generally completed appropriately. There was recorded evidence of medical assessment after use of force.

HE.5 Staff demonstrated a good understanding of what to do in the event of self-harm incidents and also care planning documents. However, staff did not carry anti-ligature knives and the staff we spoke to said that they had not received refresher training in suicide prevention.

HE.6 UK Border Agency (UKBA) staff checked the holding area every day and recorded their supervision visits. There were some valid legal advice telephone numbers in the holding room but access to legal advice for non-English speakers was poor. Detainees could not fax a legal adviser freely. The Independent Monitoring Board provided regular oversight of the facility.

HE.7 The facility had held 78 children in the previous three months, including eight unaccompanied minors. Their average stay in the rooms was 9.9 hours. Twelve had been held for over 18 hours – with the longest detention 23.9 hours. UKBA staff were appropriately trained in child protection but treatment of children was inconsistent, and we observed a child held without an IS91 (authority to detain) form.

## Respect

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- HE.8** The physical environment was in reasonable condition but needed decoration, and was inadequate provision for the large number of families passing through the rooms. Staff had a good view of the rooms, but large areas of clear glass made detainees too exposed to passers-by. There was sufficient information for detainees in the rooms. Although detainees could go to the nearby Cayley House holding facility 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, but they had to lie on rows of chairs, and even this did not give room for all to sleep. Staff related well to detainees. They helped to calm people down and made active efforts to engage with them. Detainees reported positively about staff. 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, with some exceptions.
- HE.11** Professional telephone interpreting was used to some extent and there was a good range of translated information in the holding room. Some religious books were available in various 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, with care plans completed and sent to G4S's national disability officer. Toilets were not adapted for wheelchair users.
- HE.12** There was a reasonable range of microwaveable hot meals. A range of sandwiches was provided, and snacks, including fresh fruit, crisps and drinks, were freely available.

## Activities

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- HE.13** There were up-to-date newspapers in various languages but fewer magazines. There were some books in various languages, and a larger range for children. DVDs, including some suitable for children, were freely available for use in a portable player. There was also a range of toys for smaller children. Smoking was not allowed. There was no access to fresh air.

## Preparation for release

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- HE.14** There was no supply of clothes for detainees being removed. Visits were not allowed. Detainees were anxious about contacting family as they were not clear about being able to make telephone calls. They could borrow mobile telephones from staff if their own had camera or recording capabilities, but many were not aware of this. There was a range of cards with information about immigration removal centres for those being transferred to further detention. Detainees had no access to fax, internet or email.

# Section 1

## Escort, vans and transfers

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*Expected outcomes:*

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

- 1.1 Most detainees we spoke to in the Terminal 4 holding room had been brought in from flights. Those who had been brought from elsewhere said that the escorting staff had been courteous.
- 1.2 We observed a detainee being taken to a flight. The member of staff was helpful and tactful in negotiating the long walk through public areas of the terminal to the boarding gate, and prepared the detainee at every stage about what to expect. She re-packed the detainee's bag for her, with permission, after airport security staff had searched it. However, the officer wore a high-visibility jacket throughout this process, which drew public attention to this passenger's transit to the plane. Unfortunately, an airline official at the boarding gate loudly asked, 'Is this the deportee?'. Since the detainee was not being deported but had been refused admission on arriving on an international flight a few hours previously, escort staff were anxious that this response could undermine their good work in reassuring the detainee and supporting her in being both comfortable and compliant with the process.

## Recommendations

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- 1.3 **Escort staff should wear high-visibility jackets only when safety rules require it.**
- 1.4 **UKBA managers should liaise with airport and airline managers to encourage appropriate and sensitive approaches to managing and addressing people being removed.**

## Arrival and accommodation

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*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.*

- 1.5 The holding room comprised a reception staff area, a store room, and two holding rooms, each with men's and women's toilets. The family room also had a wheelchair-accessible toilet, which also contained baby change facilities.
- 1.6 When detainees arrived in the holding room, immigration staff introduced them to the detainee custody officer (DCOs) who checked the IS91 (authority for detention) form. The DCOs would not accept a detainee without a completed IS91. All the detainees held at the time of the inspection had IS91 forms except for a child (a French citizen) whose father, a Syrian, was being held under IS91.
- 1.7 After they were 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 CCTV had recently been installed to increase the assurance of proper handling of property.

- 1.8 There were male and female staff on duty at the time of inspection, and this was normally the case. In the absence of a female DCO, female detainees were not searched but were checked with a metal detecting wand. Searching took place in the open office area, which gave little privacy when others were in the room, and was especially inappropriate in the case of female detainees.
- 1.9 Detainees were given a copy of the contractor's booklet on detention in a holding room, which contained useful information in 11 languages. Detainees could keep their money and their mobile telephone, provided that it had no camera or internet access (see preparation for release section).
- 1.10 Detainees were not routinely offered a free telephone call but staff said that if they had no money and requested a call, they were allowed to use the official telephone (which was blocked from making overseas calls). Many detainees we spoke with were anxious about contacting family and friends in the UK or their countries of origin, yet were unaware they could request a telephone call. We advised them that they could request a telephone call. After our intervention detainees were allowed to make a call on the office telephone to notify people of the holding room payphone number.
- 1.11 Packs with basic toiletries and a change of socks were offered to all detainees. There was no stock of clean clothes but detainees were allowed to retrieve clothing from their luggage if they wanted to change.
- 1.12 There were two separate holding rooms. One was labelled 'family room', but was in fact normally used for women. The holding rooms were in reasonable condition and were decorated with posters. The floors were scuffed in places, and some walls needed redecoration. The area was air-conditioned and the temperature could be controlled by the staff. There was a children's area in the family room, with suitable posters, picture books and toys suitable for under-fives. There were three interview rooms, each with a speakerphone for telephone interpretation, leading off the men's holding room. These rooms had glass partitions, which gave no privacy to detainees undergoing interviews. The holding rooms also had continuous clear windows along the corridor to the main UKBA office area, which created a goldfish-bowl atmosphere.
- 1.13 There was a free hot and cold drinks vending machine in the holding room. All detainees were offered food and drink on arrival and told that they could request additional food and drinks at any time. There was also a supply of crisps, cereal bars, biscuits, fruit juice and fresh fruit on a table in the holding room for detainees to help themselves. There were also pens and paper for detainees' use. A 'news wall' in the room displayed printouts from the BBC news site, but these were dated October 2010 and not of current relevance.
- 1.14 There were no shower facilities but, when staffing levels allowed, detainees were offered the opportunity of a shower at the Cayley House holding facility in the airport, and there was evidence that this had happened on several occasions, involving transfer in an escort vehicle.
- 1.15 Detainees were often held for long periods or overnight. If they wanted to sleep there were seats that they could lie across, but this was uncomfortable. One detainee told us she had spent the whole night in this situation. Staff told us that two days earlier, so many detainees had been in the room that one man had had to sleep with his feet on a waste bin. There was a good supply of clean pillows, pillowcases and blankets that were offered to all detainees whatever the time of day. Fresh bedding was also available for the cot in the family room.



- 1.16 Detainees were not given a health screen on arrival. If they had medication that they needed to take, DCOs contacted a telephone advice/triage service provided by G4S Medical for authority to allow detainees access to their medication. DCOs said that in an emergency they would call paramedics based in the airport using the 999 emergency service.
- 1.17 Fire evacuation procedures were displayed in the holding room and fire prevention measures were checked by the airport's fire officers.

## Recommendations

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- 1.18 A female detainee custody officer should be present in the holding room whenever a woman is detained there and for the duration of her detention.
- 1.19 Personal searching should take place in privacy.
- 1.20 Detainees without suitable mobile telephones or cash should be routinely offered a free telephone call.
- 1.21 There should be a stock of clean clothing for both male and female detainees in a range of sizes, including underwear.
- 1.22 Detainees should not be held for substantial periods or overnight without sufficient sleeping facilities.

## Positive relationships

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*Expected outcomes:*

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

- 1.23 Staff were polite and courteous, and related well to detainees. Detainees said they had been well treated by detention staff, and many said that staff had been very helpful. We saw staff spending considerable time talking to detainees when they came into the facility, and officers were able to describe to us the situations and mood of several of those in their care. Staff were aware of how to access the telephone interpreting service. Some staff also spoke various languages.

## Legal rights

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*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.*

- 1.24 Notices were displayed in the holding room promoting the Legal Service Commission's community legal advice helpline and a telephone number for the Immigration Advisory Service. One detainee who had claimed asylum was given details of the community legal advice helpline.
- 1.25 Detainees could contact their legal representative, if they had one, by telephone but not by fax or email (see section on preparation for release). Staff told us that they would not assist detainees in sending faxes but would refer the request to the immigration officer dealing with the detainee's case. This was not appropriate as it compromised detainees' confidential

communication with their legal representatives, and could also have caused unnecessary delays. As the holding rooms were airside, legal representatives could not visit and interview their clients.

- 1.26 Detainees in transit to immigration removal centres were not given information about bail or bail application forms.

## Casework

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*Expected outcomes:*

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

*Detention is for the minimum period necessary*

- 1.27 In the three months to February 2011, 1,047 detainees had been held in the holding room. The average length of stay was nine hours and 18 minutes. In the same three-month period, 42 had been held for more than 24 hours. The longest period of detention was 34 hours and 20 minutes.
- 1.28 Detainees were issued with written reasons in English explaining the reasons for their detention (IS91R) and retained the IS91R in their possession while in the holding rooms. The reasons for detention form (IS91R) were completed correctly.
- 1.29 Detainees entered the holding room before the authority to detain (IS91) form was fully completed. Immigration officers brought detainees to the holding room with the relevant information completed on the IS91 but without a photograph attached, despite the requirement of the form that: 'This authority is invalid unless a photograph is affixed.' After entering the holding room and passed into the care of G4S, detainees were searched and their fingerprints taken. Only then was a photograph taken and added to the form, thereby validating it. The information recorded on the IS91 was sometimes incorrect. We attempted to speak with an Indian national who clearly could not speak English, although her IS91 stated that she did.
- 1.30 During our inspection a five-year old child was held without the necessary authority to detain (IS91) issued (see section on childcare and protection).
- 1.31 Most detainees said they were treated with respect by UKBA and G4S staff, but a female detainee complained to us that an immigration officer had spoken to her abruptly. Many detainees were not aware what would happen next in their cases. A woman with a nine-month old baby had claimed asylum at approximately midday. When we spoke to her at 4pm, she was concerned that she was going to be returned immediately to her country of origin. A chief immigration officer confirmed to us that it had been decided to route the detainee into the new asylum model and that a bus would pick her and her child up at 9pm. The detainee, who was anxious and stressed, was unaware of this. Another women who had arrived from the USA as tourist and had been detained was unaware whether there were preparations to return her to the US or further enquiries were being made. She told us that after having her fingerprints taken she felt like a criminal.

## Recommendations

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- 1.32 Detainees should not be held in the facility for more than 24 hours.
- 1.33 Detainees should be given written reasons explaining why they are being detained in a language they understand.

- 1.34 The authority to detain (IS91) form should be fully completed and include photographs before the detainee enters the holding room and is transferred into the custody of G4S.

## Duty of care

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*Expected outcomes:*

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

## Bullying

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- 1.35 Incident reports showed no evidence of any bullying behaviour in the holding room.
- 1.36 During our inspection women and men were held separately, with single women and women with children held in the family room. A father and son were held in the adult room (see section on childcare and child protection).
- 1.37 G4S had a national anti-bullying policy but staff had received no refresher training on anti-bullying or victimisation.

## Suicide and self-harm

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- 1.38 The DCOs we spoke to said that they had not received refresher training in suicide and self-harm prevention. They were familiar with the care planning documentation used in prisons and immigration removal centres, and their requirements to monitor detainees at risk and update relevant documentation. DCOs did not carry anti-ligature knives but a knife was attached to the first aid box in their office. This could cause unnecessary delay in an emergency.

## Recommendations

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- 1.39 Staff should receive regular refresher training in suicide prevention and the assessment, care in detention and teamwork self-harm monitoring process.
- 1.40 Detainee custody officers should routinely carry anti-ligature knives.

## Childcare and child protection

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*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*

- 1.41 In the three months to February 2011, 76 children had been detained, including eight unaccompanied minors. The longest period was 23.9 hours, and an unaccompanied minor had been held for 23.4 hours. The average length of child detention was 9.9 hours, but 12 had been held for over 18 hours.
- 1.42 There was a children and young persons (CYP) team comprising specially trained immigration officers and chief immigration officers. All members of the CYP team had completed UKBA's Keeping Children Safe tier two training. Approximately half had completed tier three, which focused on child-friendly interview techniques. CYP team members were Criminal Records Bureau (CRB) checked. Due to capacity issues, a CYP team member could not be guaranteed on all shifts. If a CYP team member was required but not available, a memorandum of understanding allowed a CYP officer from another terminal to be temporarily posted to deal

with the individual case. Non-CYP team immigration staff had completed tier one of the Keeping Children Safe training but were not CRB checked. All DCOs had had enhanced CRB checks and had recently undergone G4S in-house safeguarding training.

- 1.43 CYP team leaders regularly met social workers from Hillingdon social services and the police at Pan-Heathrow CYP meetings. CYP team members had good knowledge of the inter-agency national referral mechanism (used to identify and protect victims of trafficking). The chief immigration officer was aware of the scheme, although had not made any referrals to the competent authority. Unlike the holding rooms at other Heathrow terminals, there were no child-friendly waiting rooms or interview rooms.
- 1.44 The roles of the two holding rooms – an adult room and a family room – were confused. During our inspection they were used as female and male rooms. Women detainees (even those without children) were held in the family room and men were held in the adult room. As noted above, we saw a father and son held in the adult room, which meant that the child was denied the benefits of the more child-friendly family room. Staff told us they did not have hard and fast rules about who would be held in which room but made a judgment based on the number of women, men and children in the facility at the time.
- 1.45 The family room contained children's toys, books and posters. There was adequate baby changing facilities, and a stock of baby food, formula milk, sterile bottles, nappies, baby wipes, a potty and potty liners, but no children's clothing. Although there was a handheld DVD player with children's DVD, this was not offered to families systematically. The room had no natural light or access to the fresh air.
- 1.46 During our inspection, three families were held, each comprising one adult and one child. Their treatment was mixed. In one case, a DCO went to a chemist in the airport to buy suitable cream for a mother whose baby was suffering from nappy rash. In another case, a DCO offered an activity pack, with crayons and colouring books, and a suitable drink to a two-year-old who arrived with her mother. The DCO also spoke to the family in their own language, which helped reassure and calm them. The third family were treated less thoughtfully.
- 1.47 A European Union national child was detained without the necessary authority (IS91). The father was a non-EU national who had lived in the UK and was returning following a visit to his country of origin. The immigration officer brought the father and child to the holding room with only authority to detain the father. The DCO rightly challenged the officer and said she was unable to detain the child without the IS91. The immigration officer told the DCO to book the child in as a visitor, which her line manager agreed to. This meant that the child's detention would not have been recorded on UKBA or G4S records and would have under-recorded the number of children being held and the average length of detention. Moreover, holding the child without an IS91 could have been unlawful. The child was signed into the visitors' book and given a rub-down search by an officer wearing latex gloves. The officer said to the child: 'You're a big boy now so I have to search you' – even though we were not searched when we entered the holding room and were treated as visitors. The father's mobile telephone was taken from him yet he was not offered a free telephone call. Instead of being taken to the family room, the father and child were held in the adult room. The father had not been formally interviewed by an immigration officer and was very distressed at the prospect of being refused entry and separated from his son. When we spoke with him he did not understand what was going to happen to him next. He broke down in tears in front of his child and the other detainees, which was humiliating for him and distressing for the child. After we advised the detainee that he was entitled to make a telephone call, he spoke to G4S who granted his request. The detainee's distress could have been alleviated had he been able to make the

telephone call earlier. The child was not given an activity pack until we requested one on his behalf.

- 1.48 DCOs completed a children's care plan for an unaccompanied minor or where the primary carer was unwilling or incapable of caring for the child. We inspected the previous two months' forms, which clearly documented the needs of the child, the steps the DCOs would take to ensure those needs were met and into whose care the child had been handed over.

## Recommendations

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- 1.49 Detainees should only be held where the necessary written authority (IS91) has been issued.
- 1.50 Children should only be held in the family room.

## Good practice

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- 1.51 *G4S had implemented child protection training for its staff.*

## Diversity

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*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*

- 1.52 There was a national G4S diversity policy but no local policy specific to the holding facilities. Staff did not receive training in diversity issues other than during their initial training.
- 1.53 Detainees were able to practise their religion. Bibles, Qur'ans and Torahs were available together with prayer mats. Qur'ans were appropriately stored in clear plastic bags. There was a notice locating the direction of Mecca and a compass was available on request.
- 1.54 Disability care plans were completed on new detainee arrivals and forwarded to the national central G4S office. The holding rooms were too cramped for wheelchair users to move freely and the toilets were not accessible.
- 1.55 Racist incidents were reported on the standard UKBA complaints form (see section on complaints).

## Recommendation

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- 1.56 A disability impact assessment should be carried out and its findings implemented.

## Activities

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*Expected outcomes:*

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

- 1.57 A bookcase in the main holding room held a reasonable selection of books, magazines and newspapers but few were in languages other than English. There were televisions in both holding rooms. Dominoes sets were available in both rooms, and two packs of cards in the men's holding room; a notice invited families to ask to use a portable DVD player, with some suitable DVDs. We were told that children were routinely given an activity pack on arrival (see paragraph 1.46). The toys and books in the family room were suitable for under-fives, but there was nothing for older children. Detainees had no access to outside space for exercise in the fresh air or to smoke.

## Recommendations

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- 1.58 Detainees should not be held for substantial periods without access to exercise in the fresh air.
- 1.59 There should be activities for school-age children in the holding rooms.

## Housekeeping point

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- 1.60 There should be a plentiful supply of foreign language books.

## Facility rules

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*Expected outcomes:*

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

- 1.61 Incident reports, which were completed fully, showed that force had been used rarely – with no uses recorded for a six-month period during 2010. Management checks and medical assessments were in place. All use of force was to prevent further self-harm, except for two incidents where force had been used to remove detainees from the holding room for transfer to an immigration removal centre. The written accounts showed that all use of force was proportionate and was de-escalated as soon as possible.

## Complaints

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*Expected outcomes:*

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

- 1.62 Notices in various languages advised detainees how to make a complaint, and complaint forms were freely available in several languages. Complaints boxes were secure and emptied by a duty chief immigration officer, although not always daily. The collected forms were scanned and sent to a central email address at UKBA's detention services.

## Services

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*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.*

- 1.63 A selection of sandwiches and microwaveable meals suitable for a range of dietary requirements, including vegetarian and halal, was normally available for detainees, although one detainee said that he had not been offered a hot meal. The fridge and the microwave were both clean.

- 1.64 There was no food comments book for detainees to register comments, suggestions or complaints about the food, although general complaints and suggestions forms were easily accessible.
- 1.65 The female toilet and baby change area both had a supply of sanitary products and a sanitary disposal bin, and a replacement stock, with wider variety, was kept in the staff area.

## Recommendation

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- 1.66 The holding room should have a food comments book, with its purpose explained in a range of languages, which should be checked regularly by UKBA and the contractor for feedback on the meals and refreshments.

## Preparation for release

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### *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.*

- 1.67 Family and friends were not able to visit detainees, as it was airside. Detainees did not have access to the internet, fax machines or email.
- 1.68 Detainees could only keep their mobile telephone if it had no camera or internet access. If they did not have a suitable telephone, there was one mobile telephone that they could borrow from staff, although staff seemed reluctant to offer this. There was also a pay telephone in the holding room, which accepted incoming and outgoing calls. The number of this telephone was clearly displayed so that detainees could give it to those to whom they wished to speak.
- 1.69 Most detainees told us that they were at a loss to know how to contact friends and family when their mobile telephones had been taken and that they had been given no other explanation about how to make a call, other than through the payphone. A female detainee who had been in the room for almost 24 hours said that she had not been offered any means of making a call, and that shortly after she arrived her telephone had been ringing, but she was not permitted to answer it.
- 1.70 Once a decision was made to release a detainee they could leave the holding room within a matter of minutes. Those being transferred to immigration removal centres (IRCs) were given a card with contact details and a map showing the location of the IRC in the UK.
- 1.71 There were no clothes available for detainees who had none suitable for the climate at their destination (see recommendation 1.21). Detainees who arrived from prison with their belongings in see-through Prison Service bags were given suitable alternative bags.

## Recommendations

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- 1.72 Detainees should be able to receive visits.
- 1.73 Detainees should have access to fax, email and internet.

## Section 2: Recommendations and good practice

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<b>Recommendations</b>	<b>To UKBA</b>
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- 2.1 UKBA managers should liaise with airport and airline managers to encourage appropriate and sensitive approaches to managing and addressing people being removed. (1.4)
- 2.2 Detainees should not be held in the facility for more than 24 hours. (1.32)
- 2.3 Detainees should be given written reasons explaining why they are being detained in a language they understand. (1.33)
- 2.4 The authority to detain (IS91) form should be fully completed and include photographs before the detainee enters the holding room and is transferred into the custody of G4S. (1.34)
- 2.5 Detainees should only be held where the necessary written authority (IS91) has been issued. (1.49)
- 2.6 Detainees should have access to fax, email and internet. (1.73)

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<b>Recommendation</b>	<b>To the escort contractor</b>
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### **Escorts, vans and transfers**

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- 2.7 Escort staff should wear high-visibility jackets only when safety rules require it. (1.3)

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<b>Recommendation</b>	<b>To UKBA and the facility contractor</b>
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- 2.8 The holding room should have a food comments book, with its purpose explained in a range of languages, which should be checked regularly by UKBA and the contractor for feedback on the meals and refreshments. (1.66)

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<b>Recommendations</b>	<b>To the facility contractor</b>
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### **Arrival and accommodation**

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- 2.9 A female detainee custody officer should be present in the holding room whenever a woman is detained there and for the duration of her detention. (1.18)
- 2.10 Personal searching should take place in privacy. (1.19)
- 2.11 Detainees without suitable mobile telephones or cash should be routinely offered a free telephone call. (1.20)



- 2.12 There should be a stock of clean clothing for both male and female detainees in a range of sizes, including underwear. (1.21)
- 2.13 Detainees should not be held for substantial periods or overnight without sufficient sleeping facilities. (1.22)

### **Duty of care**

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- 2.14 Staff should receive regular refresher training in suicide prevention and the assessment, care in detention and teamwork self-harm monitoring process. (1.39)
- 2.15 Detainee custody officers should routinely carry anti-ligature knives. (1.40)

### **Childcare and child protection**

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- 2.16 Children should only be held in the family room. (1.50)

### **Diversity**

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- 2.17 A disability impact assessment should be carried out and its findings implemented. (1.56)

### **Activities**

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- 2.18 Detainees should not be held for substantial periods without access to exercise in the fresh air. (1.58)
- 2.19 There should be activities for school-age children in the holding rooms. (1.59)

### **Preparation for release**

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- 2.20 Detainees should be able to receive visits. (1.72)

### **Housekeeping point**

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- 2.21 There should be a plentiful supply of foreign language books. (1.60)

### **Good practice**

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- 2.22 G4S had implemented child protection training for its staff. (1.51)