

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

# **Cayley House**

by HM Chief Inspector of Prisons

**1 October 2014**

## **Glossary of terms**

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This publication is available for download at: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

Printed and published by:  
Her Majesty's Inspectorate of Prisons  
Victory House  
6th floor  
30–34 Kingsway  
London  
WC2B 6EX  
England

# Contents

Fact page	4
Overview	5
About this inspection and report	6
Summary	7
Section 1. Safety	9
Respect	16
Activities	19
Preparation for removal and release	20
Section 2. Recommendations and housekeeping points	21
Section 3. Appendices	24
Appendix I: Inspection team	24
Appendix II: Progress on recommendations from the last report	25

# Fact page

**Task of the establishment**

The detention of people due to be removed from Heathrow Airport from other places of detention around the country.

**Location**

Heathrow Airport (airside)

**Name of contractor**

Tascor

**Number held during inspection**

11

**Last inspection**

9-10 July 2012

**Escort provider**

Tascor

# Overview

Heathrow is the world's busiest airport for international passenger traffic. Cayley House is a non-residential short-term holding facility at the airport located next to Terminal 3, but inaccessible from inside the terminal. The facility is managed by Tascor (formerly Reliance) on behalf of the UK Border Force and is used to hold people who are due to be removed from Heathrow Airport from other places of detention around the country.

In the previous three months, 2,120 detainees had been held in the facility for an average of around three hours. Twenty-four had been held for more than 12 hours, and three were detained for more than 24 hours. Five children were held, all accompanied by family members, and their average length of detention was around 75 minutes. During our inspection, 11 adult detainees were held in the facility.

# About this inspection and report

Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, immigration detention facilities and police custody.

All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

All Inspectorate of Prisons reports carry a summary of the conditions and treatment of detainees, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests have been modified to fit the inspection of short-term holding facilities, both residential and non-residential. The tests for short-term holding facilities are:

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

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

**Activities** – that the centre encourages activities and provides facilities to preserve and promote the mental and physical well-being of detainees

**Preparation for removal and release** – that detainees are able to maintain contact with family, friends, support groups, legal representatives and advisers, access information about their country of origin and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property.

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.

# Summary

## Safety

- S1 At our inspection in 2012, we made 21 recommendations in relation to this healthy establishment test, eight of which were achieved, three partially achieved and 10 not achieved.
- S2 There were no longer any long pre-flight detentions, such as we saw at the last inspection. Escort staff were friendly and helpful but their uniforms drew unnecessary attention to detainees in public areas. A professional interpreting service was not used for all detainees requiring it. Risk assessment by escorts for one detainee being removed was poor, and potentially important information in their person escort record (PER) was not passed on to airline staff – or even noticed until pointed out by inspectors. Escorts gave one detainee conflicting advice about what would happen to his documents on landing.
- S3 There was not always a female detainee custody officer (DCO) on duty at the holding room. Searching was undertaken in sight of other detainees. The reception process was speedy but there was no welfare assessment or offer of a free telephone call. Detainees were not routinely provided with a 'dummy' mobile, enabling them to make or receive calls. Male detainees were not advised of the rules about entering the holding room for women detainees.
- S4 Detainees we spoke to felt safe, but women could not always be held separately from men or protected from unwanted sexual attention from male detainees. Documentation for an incident of self-harm indicated it had been managed well. Not all DCOs carried anti-ligature knives.
- S5 Staff did not know if Tascor had a safeguarding adults policy. The female and family room was a reasonable environment to hold families for short periods.
- S6 Force was rarely used within the facility, but it was more often used just before boarding aircraft at the gates. Force used in the incidents that we reviewed was proportionate and legitimate. However, not all detainees were seen by a medic following use of force.
- S7 Detainees were not able to send documents to their lawyers quickly and easily. Notices in the holding rooms promoted the Civil Legal Advice helpline, but detainees without a lawyer were unlikely to secure their services at this late stage. The IS91R (reasons for detention) form was issued in English only and not in detainees' own language.
- S8 Some detainees spent too long at the facility; in the previous three months, 24 had been held for more than 12 hours and three for more than 24 hours. In one case a mistake by the Home Office complex and schedules removals team led to an additional period of detention for the detainee. Members of one adult family were detained at separate immigration removal centres (IRCs) rather than at Yarl's Wood IRC, where they could have been held together.
- S9 Unlike at our last inspection, Home Office officials did not speak with detainees face-to-face, and instead only gave advice over the phone. A Home Office manager did not visit to check on the welfare of detainees. The facility interview room was uninviting.

## Respect

- S10 At our inspection in 2012, we made six recommendations in relation to this healthy establishment test, two of which were achieved, one partially achieved and three not achieved.
- S11 The facility had been redesigned and now contained two rather than three holding rooms. They were not suitable for long or overnight stays.
- S12 DCOs were generally polite and respectful to detainees, but some were unnecessarily brusque and unsympathetic. Their name badges were not easily legible. Not all DCOs had been on any recent diversity training. Detainees were able to practise their faith while in the holding room. Staff could not remember the last time someone with a disability had been detained. Professional telephone interpreting services were not always used where required. There was no hearing loop facility, and no information in Braille.
- S13 Complaint forms were freely available, but complaint boxes were not always emptied regularly and there were no pens to fill out complaints forms. Catering arrangements were adequate.

## Activities

- S14 At our inspection in 2012, we made one recommendation in relation to this healthy establishment test, which was not achieved.
- S15 The facility contained sufficient activities for detainees held for short periods. However, detainees could not smoke or exercise outside.

## Preparation for removal and release

- S16 At our inspection in 2012, we made three recommendations in relation to this healthy establishment test, one of which was achieved and two not achieved.
- S17 Detainees were not permitted to have visitors. They could not routinely access email, Skype or social networks to communicate with friends, family or legal representatives. IRC information cards were available for detainees transferring to further detention. A good range of clothing was available. Detainees were not given resources to reach their final destination safely.



# Section 1. Safety

## Escort vehicles and transfers

### Expected outcomes:

**Detainees under escort are treated safely, decently and efficiently.**

- I.1 The Home Office required that detainees were not brought to Cayley House more than five hours before their flight was due to leave. This avoided the exhausting long pre-flight detentions that we had seen at the previous inspection in 2012. We accompanied detainees to flights with in-country escorts. The escorts did not board the plane but waited outside until the aircraft was ready for take off.
- I.2 On the two escorts that we accompanied, the detainees were compliant. Staff were friendly and helped with luggage when required – which was particularly necessary for the long walk to Terminal 2, which could take up to 25 minutes. Staff uniforms and high visibility vests drew attention to the detainees as they walked through the passenger terminals.
- I.3 On the first escort we accompanied, there was a Vietnamese detainee who spoke very little English and had not been interviewed through an interpreter on reception. Staff made signs to communicate with him on the way to his flight. No particular issues were noted on his escort documentation.
- I.4 The second escort involved two male detainees, one Sri Lankan and one Vietnamese. The latter's person escort record (PER) noted 'suicide attempts' but there was no further elaboration. There was no relevant information on his IS91 (reasons for detention form), and the member of staff who had booked him into Cayley House had not noticed the concern recorded on the PER. This man spoke virtually no English and no interpreting had been used at Cayley House. On his 'airline risk assessment' (completed by the Home Office for each flight and passed on to the cabin crew by Tascor staff to provide relevant risk information), 'no' was recorded for the question 'is there a known risk of self-harm?'. The overall risk assessment process in this case had been poor, and potentially important information was not passed on to airline staff, or even noticed until pointed out by inspectors.
- I.5 For all removals, Tascor staff handed travel documentation to the cabin crew expecting this to be returned to detainees on landing rather than given to the authorities. The Sri Lankan detainee was very concerned about not receiving his passport back directly from cabin crew. Tascor staff gave him conflicting advice about what would happen, before one detainee custody officer (DCO) asked the cabin crew to explain their procedure. The crew reassured the detainee that he would receive his passport in Sri Lanka, but as there was a connecting flight the passport would go to the airline ground crew pending transfer. We gave the detainee the inspectorate's contact details and asked him to report any difficulties on arrival; he did not contact inspectors.
- I.6 We were told that a Home Office escort monitor was regularly in the airport, although not on duty during our visit.

### Recommendation

- I.7 **Risk information on detainees being removed from the country should be fully recorded and systematically and accurately communicated to all parties involved in a removal.**

## Housekeeping points

- 1.8 Escort staff should not be dressed in a way that attracts attention to detainees walking through public areas.
- 1.9 Detainees should be given consistent and accurate information about what to expect on arrival at their destination

## Arrival

### Expected outcomes:

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

- 1.10 The facility was open 24 hours a day, seven days a week, staffed by a day shift, a night shift and two teams of escorts taking detainees to flights. We were told that there was not always a female DCO on duty, which presented difficulties in supporting female detainees. A rub-down search was carried out by an officer of the same sex as the detainee, and in the absence of a female DCO, a male officer searched female detainees using a wand only. The curtain for the room where searching took place was not closed, and so detainees were searched in view of other detainees; we saw a male detainee at the reception desk watching a female detainee being searched.
- 1.11 The reception process was speedy, but detainees' welfare was not assessed, beyond asking if they had any questions about their flight. Detainees were not offered a free telephone call on arrival, were not permitted to keep mobile phones with cameras and internet access, and were not routinely provided with an alternative mobile phone for use in the holding room with their SIM card. This restricted their ability to call friends, family or legal representatives as they could only tell them the number of the payphone in the holding room for incoming calls. We spoke to two detainees who were anxious to make calls, one to his family and the other to a legal representative, but they did not have money to use the payphone and did not know they could ask for a dummy mobile.
- 1.12 On reception, detainees were not advised that both male and female detainees could be in the facility, and male detainees were not told to refrain from entering the female holding room, despite a previous case of harassment (see paragraph 1.19).
- 1.13 A basic detention information leaflet was freely available to detainees in 16 languages. Food was offered on arrival, and toiletry packs were available to those who required them.

## Recommendations

- 1.14 **A female detainee custody officer should be on duty whenever female detainees are held at the facility.** (Repeated recommendation 1.23)
- 1.15 **On arrival, detainees should be interviewed privately to establish any immediate needs, offered a free telephone call and advised how to make further calls thereafter.** (Repeated recommendation 1.24)

## Housekeeping points

- I.16 Detainees should be searched out of sight of other detainees.
- I.17 Detainees should be advised that male and female detainees, and families, could be held at the facility, and the rules governing movement around the facility should be explained.

## Bullying and personal safety

### Expected outcomes:

**Detainees feel and are safe from bullying and victimisation.**

- I.18 Detainees we spoke to felt physically safe. Tascor was contracted to observe each detainee once an hour. In practice, staff observed detainees more frequently and patrolled the facility regularly. CCTV cameras covered the holding rooms. Despite this, the following incident showed that women were not always protected from unwanted sexual attention.
- I.19 In June 2014, a male detainee sexually harassed a female detainee. The woman was alone in the female/family room when the man entered, talked to her and touched her arm. After 12 minutes, a DCO entered the room and immediately told the man to return to the male room. The woman reported that the male detainee had pestered her for a kiss. After a delay, a manager investigated the incident thoroughly and made recommendations to Tascor and the Home Office to minimise the risk of something similar occurring again, not all of which had been implemented by the time of our inspection.
- I.20 As there were two rooms, men and women could normally be held separately. However, this was not possible on the rare occasion that children with families were held (see safeguarding children section).

### Recommendation

- I.21 **Female detainees should be protected from unwanted sexual attention while in the holding room and under escort.**

## Self-harm and suicide prevention

### Expected outcomes:

**The facility provides a safe and secure environment which reduces the risk of self-harm and suicide.**

- I.22 Cayley House was often the final place of detention for detainees being removed from the UK, some of whom had lived here for a long time. Therefore some detainees were particularly anxious and stressed.
- I.23 Risk information was conveyed to DCOs through PERs and IS91 forms. Risk information on IS91s was completed in full. We were not assured that escorts always read the PERs to check detainees' risk of self-harm (see paragraph I.4)
- I.24 We reviewed the documentation on a serious self-harm incident in June 2014 when a detainee had headbutted a piece of furniture. Staff took swift action to prevent the detainee

from harming himself further, including the use of control and restraint techniques. The paperwork assured us that the force used was necessary and proportionate.

- I.25** Detainees at risk of self-harm transferred from IRCs or prisons with assessment, care in detention and teamwork (ACDT) or assessment, care in custody and teamwork (ACCT) case management documents. DCOs said they reviewed these booklets and continued making observational entries as required. DCOs completed a 'self-harm warning form' for detainees who presented a risk of self-harm while at the facility.
- I.26** Not all DCOs carried anti-ligature knives, which could have caused delay in an emergency. There was a knife in the reception front desk.

## Recommendation

- I.27** **Staff should routinely carry anti-ligature knives.** (Repeated recommendation I.48)

## Safeguarding (protection of adults at risk)

### Expected outcomes:

**The centre promotes the welfare of all detainees, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>1</sup>**

- I.28** Tascor did not have a local or national safeguarding adults policy. DCOs said they would keep a close eye on detainees who were particularly vulnerable or open a disability care plan for those who had disabilities (but see paragraph I.58).

## Recommendation

- I.29** **Tascor should develop a national safeguarding adults policy, and all relevant staff should be familiar with this.**

## Safeguarding children

### Expected outcomes:

**The facility promotes the welfare of children and protects them from all kinds of harm and neglect.**

- I.30** In the three months before our inspection, five children had been held for an average of around 75 minutes each. The longest period of detention was three hours and 55 minutes.
- I.31** DCOs told us that the facility was not used for 'turnaround' family cases – that is, families who had arrived at the airport and were being returned immediately to their country of embarkation. The facility was used for those being returned through the family returns process, often after staying at Cedars pre-departure accommodation, or being removed straight from the community. Facility staff did not complete care plans for these families because they were in the care of specially trained family returns escorts. Shortly before our inspection a 13-year-old girl and her parents was held for just under four hours.

<sup>1</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

## Use of force

### Expected outcomes:

**Force is only used as a last resort and for legitimate reasons.**

- I.32** Force was rarely used in the facility, but more often used just before boarding aircraft at the gates. In the previous 12 months, force was used three times by Cayley House staff, with the last incident in August 2014.
- I.33** Force used in the incidents that we reviewed was proportionate, and the techniques were legitimate, but not all detainees were seen by a medic following use of force. For example, one report recorded how a detainee complained about ‘the wrist of his right hand’ following the use of force, and the DCO recorded: ‘examined his mobility in the wrist, finger seems to be all okay so it was decided not to call the paramedics.’ A manager had reviewed the reports for all but one incident we examined. The quality of the reviews was reasonably good. All staff were up to date with their annual control and restraint training. DCOs were due to be trained in a new restraint approach to placing non-compliant detainees on to aircraft.

## Recommendations

- I.34** **Detainees subject to control and restraint procedures should be seen by a health services practitioner as soon as possible after restraint is removed.** (Repeated recommendation I.66)
- I.35** **Managers should review all use of force incident reports.**

## Legal rights

### Expected outcomes:

**Detainees are fully aware of and understand their detention. Detainees are supported by the facility staff to exercise their legal rights freely.**

- I.36** Many detainees held at the facility continued to challenge their removal through the courts. For many, the facility was their last place of detention before leaving the UK. Detainees could remain in contact with their lawyers by telephone but not by email (see paragraph I.67). If a detainee asked to send documents to a lawyer, DCOs sought the permission of the Home Office to allow this, which could have inhibited detainees’ access to justice. During our inspection, a detainee challenging his removal was in contact with his lawyer by mobile phone. The challenge was successful and the removal cancelled.
- I.37** Notices in the holding rooms promoted the Civil Legal Advice helpline, but detainees without a lawyer were unlikely to secure their services at this late stage. Detainees’ legal documents, including their reasons for detention (IS9IR), were kept in their luggage, which they could access on request. The IS9IR was issued in English only and not in detainees’ own language.

## Recommendations

- I.38 Detainees should be able to contact their legal representatives without impediment and staff should readily and quickly assist them in doing so.** (Repeated recommendation I.37)
- I.39 Written reasons for detention (IS91R) should be issued in a language the detainee can understand.**

## Casework

### Expected outcomes:

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

- I.40** Nearly all detainees held at the facility were being removed from the UK. Their cases were handled by caseworkers based around the UK in various caseworking teams. A Home Office complex and schedules removals team (CSRT) was based at the airport. The role of the team was to facilitate the smooth removal of detainees, primarily by ensuring ticketing and travel documents were in place. Many detainees were anxious over their imminent removal and had a number of queries. Unlike at our last inspection, Home Office officials did not speak with detainees face-to-face, but only gave advice over the telephone.
- I.41** Shortly before our inspection, a 66-year-old failed asylum seeker and his adult daughter were detained on reporting at Leeds Waterside Court. They were then held in separate IRCs for seven days before being reunited at Cayley House. It was not clear why they could not have both been held together at Yarl's Wood IRC. Records indicated the daughter might have had mental health problems.
- I.42** Mistakes by the CSRT led to one man's prolonged detention. The detainee was not contesting his removal and wanted to return to his country of origin. The CSRT received an emergency travel document from the detainee's embassy on 12 September 2014. Removal directions were set for 16 September, but the CSRT lost the travel document and the removal was cancelled. The detainee spent 17 hours at the airport as a result of the mistake. He was transferred to Tinsley House IRC and held there while a renewed application was made for a replacement travel document. He was still in detention in mid-October.
- I.43** Some detainees spent too long at the facility. One couple spent 26 hours at the airport, most of the time in Cayley House. This was an unreasonable length of time.
- I.44** A Home Office contract manager visited the facility to ensure Tascor was complying with its contract, but no Home Office manager visited to check on the welfare of detainees.
- I.45** The facility interview room contained four chairs and a table. Two of the chairs were bolted to the floor, which was uninviting and inconsistent as the other two chairs could be moved freely.

## Recommendations

- I.46 Staff from the complex and scheduled returns team should always be available to answer detainees' immigration queries face-to-face and provide full and accurate information.**

- I.47 Adult families should not be separated while in detention, unless justified by a written individual risk assessment.**
- I.48 The Home Office should act with due diligence and efficiency to ensure detention is kept to a minimum, and that detainees are not held for unreasonable lengths of time without access to fresh air or adequate sleeping facilities.**
- I.49 A Home Office manager should visit Cayley House daily to check conditions and the treatment of detainees; these visits and any issues arising should be recorded. (Repeated recommendation I.38)**

### Housekeeping point

- I.50** Chairs in the interview room should not be bolted to the floor.

# Respect

## Accommodation

### Expected outcomes:

**Detainees are held in a safe, clean and decent environment.**

- I.51** The facility had been redesigned since our last inspection and now contained two rather than three holding rooms – one for males and one for females and families. The doors to these rooms were unlocked, which gave detainees free movement around the facility. The female and family room was a reasonable environment to hold families for short periods. It contained colouring packs, books, toys, puzzles, mats for the floor and a Wii games console. The television was mounted near the ceiling and too high for children to watch comfortably. There was also a waiting room, staff office, searching room and baggage storage area.
- I.52** The facility was clean and generally well maintained. However, the holding rooms were not suitable for long or overnight stays. There were some fixed semi-reclined ‘lounger’ type seats, but these were not adequate sleeping facilities for detainees spending long periods there (see recommendation I.47). There were showers and separate toilets for men and women, which were clean, and sanitary products were freely available for women. Blankets and pillows were provided.
- I.53** There was no dedicated health care provision on site, but DCOs could call a medical triage telephone line for advice, or airport emergency services if required.

### Housekeeping point

- I.54** The television in the family room should be mounted at a suitable height for children to view comfortably.

## Positive relationships

### Expected outcomes:

**Detainees are treated with respect by all staff, with proper regard for the uncertainty of their situation and their cultural backgrounds.**

- I.55** Most DCOs were very polite and respectful to detainees, and talked with them with ease. However, some were unnecessarily brusque and unsympathetic, adding to the anxiety and stress for detainees about to be removed. Officers wore identification badges but the writing was small and not easily legible, and their name and status were not clearly shown.

### Recommendation

- I.56** Staff should address detainees with respect at all times.

### Housekeeping point

- I.57** DCO name badges should clearly display their name and status.



## Equality and diversity

### Expected outcomes:

**There is understanding of the diverse backgrounds of detainees and different cultural backgrounds. The distinct needs of each protected characteristic, including race equality, nationality, religion, disability, gender, transgender, sexual orientation, age and pregnancy, are recognised and addressed.**

- I.58** DCOs we spoke to had not had any diversity training since their initial training course, and were not familiar with all the protected characteristics or their duties under the Equality Act 2010.
- I.59** Prayer mats and religious texts were freely available in the holding rooms for detainees to practise their religion while in detention. Staff were aware of the requirements of Ramadan. Staff could not remember the last time someone with a disability was detained. Knowledge of disability care plans was inconsistent; one member of staff said they would not be used. In any event, none had been opened in the previous three months. Staff were aware of the designated telephone interpreting service and how to use it, although it had only been used 50 times in the previous three months, which was low for the nature and throughput of the population. There was no hearing loop facility, and no information in Braille.

### Recommendations

- I.60 All staff should receive training, including refresher training, in all aspects of diversity, including the wide-ranging backgrounds of, and particular issues faced by, detainees in the immigration system.**
- I.61 Holding room staff should use a professional telephone interpreting service to deal with all detainees with little or no English.**
- I.62 Care plans should be used to support detainees with a disability.**

## Complaints

### Expected outcomes:

**Effective complaints procedures are in place for detainees which are easy to access and use, in a language they can understand. Responses are timely and can be understood by detainees.**

- I.63** It was not possible to obtain complaints statistics for the previous year. Detainees could make a formal complaint using the standard Home Office complaint form, which was available in a range of languages, and post it into a secure complaints box in each holding room. However, no pens were provided to fill out the forms. The boxes were emptied by immigration staff. Although we got a response to a test complaint two days later, a paper log indicated that the complaint boxes were sometimes not emptied for several days. Complaints were sent to a central Home Office department to be dealt with. Child-friendly complaint forms were available in the family room, and were dealt with in the same way. Details of the Independent Monitoring Board (IMB) and how to contact them were displayed.

## Housekeeping points

- I.64 Pens should be provided with complaint forms.
- I.65 Complaint boxes should be emptied daily.

## Catering

### **Expected outcomes:**

**Detainees are offered varied meals to meet their individual requirements. Food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.**

- I.66 Catering provision was adequate. A range of microwave meals, including halal and vegetarian options, and sandwiches was available. Detainees could help themselves to snacks, fruit and hot and cold drinks in both holding rooms.

# Activities

**Expected outcomes:**

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

- I.67** The facility contained sufficient activities for detainees held for short periods, including televisions, foreign language books, newspaper and magazines. However, detainees could not smoke or exercise outside (see recommendation I.47).

# Preparation for removal and release

## **Expected outcomes:**

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property. Families with children and others with specific needs are not detained without items essential to their welfare.**

- I.68** Visitors were not permitted in the holding room as it was airside. Detainees could not access email, Skype or social networks to inform friends and family of what was happening or to communicate with legal representatives (see paragraph I.36). Information cards with the address and telephone number of IRCs were available for detainees transferring to further detention, usually after a failed removal.
- I.69** There was a good range of clothing for both men and women at the holding room. A process for destitute payments to enable detainees to safely reach their final destination was in place, and Tascor referred such cases to the Detainee Escorting and Population Management Unit (DEPMU) for consideration. However, payment was not guaranteed and detainees who required it were not made aware of it. We spoke to two detainees who said the destination airport in their country of origin was nearly 300km away from where they would be living – one had only £5 and the other only £10 to make this journey.

## **Recommendations**

- I.70** **Detainees should have supervised access to the internet, including email, Skype and social networks.**
- I.71** **All detainees requiring it should be given sufficient resources to enable them to make the onward journey to their final destination.** (Repeated recommendation I.82)

## Section 2. Recommendations and housekeeping points

### Recommendations

#### To the Home Office

- 2.1 Staff from the complex and scheduled returns team should always be available to answer detainees' immigration queries face-to-face and provide full and accurate information. (1.46)
- 2.2 Adult families should not be separated while in detention, unless justified by a written individual risk assessment. (1.47)
- 2.3 The Home Office should act with due diligence and efficiency to ensure detention is kept to a minimum, and that detainees are not held for unreasonable lengths of time without access to fresh air or adequate sleeping facilities. (1.48)
- 2.4 A Home Office manager should visit Cayley House daily to check conditions and the treatment of detainees; these visits and any issues arising should be recorded. (1.49, repeated recommendation 1.38)

### Recommendation

#### To the Home Office and escort contractor

#### Escort vehicles and transfers

- 2.5 Risk information on detainees being removed from the country should be fully recorded and systematically and accurately communicated to all parties involved in a removal. (1.7)

### Recommendations

#### To the facility contractor

#### Arrival

- 2.6 A female detainee custody officer should be on duty whenever female detainees are held at the facility. (1.14, repeated recommendation 1.23)
- 2.7 On arrival, detainees should be interviewed privately to establish any immediate needs, offered a free telephone call and advised how to make further calls thereafter. (1.15, repeated recommendation 1.24)

#### Bullying and personal safety

- 2.8 Female detainees should be protected from unwanted sexual attention while in the holding room and under escort. (1.21)

## **Self-harm and suicide prevention**

- 2.9** Staff should routinely carry anti-ligature knives. (1.27, repeated recommendation 1.48)

## **Safeguarding (protection of adults at risk)**

- 2.10** Tascor should develop a national safeguarding adults policy, and all relevant staff should be familiar with this. (1.29)

## **Use of force**

- 2.11** Detainees subject to control and restraint procedures should be seen by a health services practitioner as soon as possible after restraint is removed. (1.34, repeated recommendation 1.66)
- 2.12** Managers should review all use of force incident reports. (1.35)

## **Legal rights**

- 2.13** Detainees should be able to contact their legal representatives without impediment and staff should readily and quickly assist them in doing so. (1.38, repeated recommendation 1.37)
- 2.14** Written reasons for detention (IS91R) should be issued in a language the detainee can understand. (1.39)

## **Positive relationships**

- 2.15** Staff should address detainees with respect at all times. (1.56)

## **Equality and diversity**

- 2.16** All staff should receive training, including refresher training, in all aspects of diversity, including the wide-ranging backgrounds of, and particular issues faced by, detainees in the immigration system. (1.60)
- 2.17** Holding room staff should use a professional telephone interpreting service to deal with all detainees with little or no English. (1.61)
- 2.18** Care plans should be used to support detainees with a disability. (1.62)

## **Preparation for removal and release**

- 2.19** Detainees should have supervised access to the internet, including email, Skype and social networks. (1.70)
- 2.20** All detainees requiring it should be given sufficient resources to enable them to make the onward journey to their final destination. (1.71, repeated recommendation 1.82)

**Housekeeping point**                      **To the Home Office and escort contractor**

- 2.21** Detainees should be given consistent and accurate information about what to expect on arrival at their destination (1.9)

**Housekeeping point**                      **To the escort contractor**

- 2.22** Escort staff should not be dressed in a way that attracts attention to detainees walking through public areas. (1.8)

**Housekeeping points**                      **To the facility contractor**

- 2.23** Detainees should be searched out of sight of other detainees. (1.16)
- 2.24** Detainees should be advised that male and female detainees, and families, could be held at the facility, and the rules governing movement around the facility should be explained. (1.17)
- 2.25** Chairs in the interview room should not be bolted to the floor. (1.50)
- 2.26** The television in the family room should be mounted at a suitable height for children to view comfortably. (1.54)
- 2.27** DCO name badges should clearly display their name and status. (1.57)
- 2.28** Pens should be provided with complaint forms. (1.64)
- 2.29** Complaint boxes should be emptied daily. (1.65)

## Section 3. Appendices

### Appendix I: Inspection team

Hindpal Singh Bhui  
Beverley Alden  
Colin Carroll

Team leader  
Inspector  
Inspector



## Appendix II: Progress on recommendations from the last report

The following is a list of all the recommendations made in the last report, organised under the four tests of a healthy establishment. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

### Safety

#### **Detainees are held in safety and with due regard to the insecurity of their position.**

##### Recommendations

Detainees should not be subject to unnecessarily frequent moves between places of detention. (I.1)  
**Achieved**

The UK Border Agency (UKBA) and escort contractors should ensure that people do not spend unnecessary time in detention. (I.10)  
**Partially achieved**

Pay telephones should have privacy hoods, to enable detainees to make calls in private. (I.14)  
**Achieved**

The holding room should have a stock of clean clothing, including underwear, for men and women in a range of sizes. (I.17)  
**Achieved**

Detainees held for more than 24 hours should receive a health screening. (I.19)  
**Not achieved**

A female detainee custody officer should be on duty whenever female detainees are held at the facility. (I.23)  
**Not achieved** (recommendation repeated, I.14)

On arrival, detainees should be interviewed privately to establish any immediate needs, offered a free telephone call and advised how to make further calls thereafter. (I.24)  
**Not achieved** (recommendation repeated, I.15)

Details of the facilitated return scheme should be provided in the detainee's own language at the earliest possible stage of detention. (I.26)  
**Not achieved**

The IS91 should confirm that a risk assessment has been conducted even when no risk factors have been identified. (I.31)  
**Achieved**

Detainees should be able to contact their legal representatives without impediment and staff should readily and quickly assist them in doing so. (I.37)  
**Not achieved** (recommendation repeated, I.36)

A UKBA manager should visit Cayley House daily to check conditions and the treatment of detainees; these visits and any issues arising should be recorded. (1.38)

**Not achieved** (recommendation repeated, 1.48)

The chairs in the interview room should not be chained to the floor. (1.40)

**Partially achieved**

Telephone interpreting should be used by UKBA staff whenever appropriate, especially where there is evidence of emotional or behavioural difficulties. (1.41)

**Achieved**

Returns Facilitation Unit staff should always be available to answer detainees' immigration queries and provide full and accurate information. (1.44)

**Not achieved.**

Staff should receive anti-bullying and self-harm and suicide prevention training. (1.45)

**Partially achieved**

Staff should routinely carry anti-ligature knives. (1.48)

**Not achieved** (recommendation repeated, 1.27)

Incident reports should be reviewed by managers who were not directly involved in the incident. (1.52)

**Achieved**

Only approved techniques should be used when applying pain to force a detainee to comply with instructions. (1.53)

**Achieved**

Some removals facilitation unit staff should receive a higher level of child protection training. (1.55)

**Not achieved**

Managers should train staff in procedures to support clear and coordinated management of incidents. (1.64)

**Achieved**

Detainees subject to control and restraint procedures should be seen by a health services practitioner as soon as possible after restraint is removed. (1.66)

**Not achieved** (recommendation repeated, 1.34)

## Respect

**Detainees are treated with respect for their human dignity and the circumstances of their detention.**

### Recommendations

Detainees should not be held for substantial periods or overnight without adequate sleeping facilities. (1.18)

**Not achieved** (recommendation repeated in 1.47)

Accommodation should be kept in a good state of repair at all times. (1.25)

**Achieved**

Staff should address detainees and each other with respect at all times. (1.27)

**Partially achieved**

All staff should receive training in all aspects of diversity, including the wide-ranging backgrounds of, and particular issues faced by, detainees in the immigration system. (1.60)

**Not achieved**

Information about complaints against UKBA staff should be available locally. (1.69)

**Not achieved**

The range of food available should be suitable for the diverse individual needs of detainees. (1.75)

**Achieved**

## Activities

**The centre encourages activities and provides facilities to preserve and promote the mental and physical well-being of detainees.**

### Recommendation

Detainees held for several hours should have access to exercise in the fresh air. (1.62)

**Not achieved** (recommendation repeated in 1.47)

## Preparation for removal and release

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal.**

### Recommendations

Detainees should have access to the internet, email and fax machines. (1.78)

**Not achieved**

Suitable clothing should be available for issue to detainees needing it for onward journeys. (1.79)

**Achieved**

Detainees should be given sufficient resources to enable them to make the onward journey to their final destination. (1.82)

**Not achieved** (recommendation repeated, 1.7)