

SERVICE IMPROVEMENT PLAN**UNANNOUNCED INSPECTION OF THE SHORT TERM HOLDING FACILITY AT BECKET HOUSE**

Inspected on the 6 January 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
Main Recommendation – To the Home Office					
2.1	The secondary search area should not be used as a place of detention. (S17)	Partially Accepted	Ongoing	The secondary search area (SSA) is a waiting area and not a place of detention. Detention Operations are currently in the process of drafting terms of reference on the use of the SSA and these have been shared in draft with stakeholders. In the interim Home Office Immigration Enforcement (HOIE) has taken steps to reduce usage of the SSA by seating persons waiting for asylum interviews or emergency travel document (ETD) interviews in the public waiting area and holding weekly meetings with Corporate Security and Asylum Casework to monitor use of the SSA.	
Recommendation – To the Home Office and Facility Contractor					
2.2	Clothing and other items should be removed from detainees only on the basis of individual risk assessment. (1.17, repeated recommendation 1.17)	Partially Accepted	Completed	Searches are deemed necessary for the protection of detainees and staff, particularly given the time constraints on carrying out inductions. Tascor staff will routinely remove items such as belts and scarves as a precautionary measure. Any detainee that has had their watch removed after being searched in the SSA will have their watch returned to them. Detainees are subject to dynamic risk assessment throughout their detention and any other relevant factors will be considered during this e.g. if other items such as shoe laces should be removed.	N/A
2.3	Tascor and the Home Office should develop a national safeguarding adult's policy, and all relevant staff should be aware of this. (1.21)	Accepted	Ongoing	Tascor has been working with the Home Office since February 2015 in drafting a national safeguarding adult policy. The Home Office is currently drafting a Detention Service Order on adult safeguarding.	6 months
Recommendation – To the Facility Contractor					
Escort Vehicles and Transfers					

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2.4	Immigration enforcement officers should not hold detainees by their arms inside Becket House unless justified by individual risk assessment. (1.4)	Accepted	Ongoing	<p>Section 146(1) of the IAA 1999 provides an Immigration Officer with the power to lawfully use force in the exercise of any power conferred by the Immigration Acts, providing that the use of force is both reasonable and necessary. For any use of force to be lawful it must be proportionate</p> <p>Any force used must have been the minimum level required to achieve the legitimate objective. This must include consideration of impact factors and the officer must demonstrate that he/she understands the effect of his/her actions. Any force used must be via an approved technique as taught during arrest team officer safety training or shown in some other way to be reasonable.</p> <p>Immigration Officers have been trained to make their own risk assessment to decide if using the escort position is justified and proportionate according to the behaviours demonstrated by each detainee on the day. While not the norm, there will be justified occasions where it is felt the escort position is required in order to keep a subject safe and avoid a subject absconding while transferring them from an Immigration Enforcement van into the secure holding facility.</p> <p>All Officers will be reminded of the above instruction, including the requirement to record any use of force in their personal note books setting out their rationale</p>	1 Month
Arrival					
2.5	Detainees should be taken off Immigration Enforcement vans and booked into the STHF promptly. (1.9)	Accepted	Completed	<p>While every effort is made to receive detainees as quickly as possible from the vehicles or SSA, due process and correct induction procedures must be followed to ensure detainee and staff safety and security.</p> <p>An additional Detainee Custody Officer (DCO) has been allocated to Becket House since 1st May 2015, which will help speed up the process without compromising on detainee or staff safety.</p>	N/A
2.6	Detainees should not be subjected to repeated searches inside Becket House. (1.10)	Rejected		<p>Searches are deemed necessary for the protection and safety of detainees being searched, those already in holding rooms and employees. As such, Tascor's policy is that all detainees will be searched prior to entering into Tascor care.</p> <p>Tascor cannot be reliant on searches carried out by third parties.</p>	
Self-harm and Suicide Prevention					
2.7	All staff should understand and follow emergency protocols. (1.18)	Accepted	Completed and ongoing	Tascor employees understand and follow emergency protocols, including local operating and fire evacuation procedures.	N/A

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2.8	All detainee custody officers (DCOs) should carry anti-ligature knives. (1.19, repeated recommendation 1.26)	Accepted	Completed and ongoing	<p>It is normal practice for dedicated holding room staff to wear anti ligature knives at all times whilst on duty. In order to accommodate temporary allocated staff, spare ligature knives are available in every holding room and there is a process whereby any visiting DCO should sign to accept the ligature knife and sign it back at the end of shift.</p> <p>Tascor regularly reminds employees that they must wear an anti-ligature knife and that failure to do so will result in disciplinary action. As a result of this occasion, employees were reminded again of their responsibility on the 16 April 2015 and advised that compliance would be continually monitored.</p> <p>As part of their regular audits, Home Office contract monitors check that all DCOs are wearing their anti-ligature knives. When a DCO is found not to be, Tascor will be informed of this.</p>	N/A
Legal Rights					
2.9	Detainees should be able to fax documents to legal representatives on request from the fax machine in the holding area, reducing unnecessary delays and anxiety. (1.29, repeated recommendation 1.37)	Accepted subject to Resources	Completed	Tascor endeavours to provide detainees with access to a fax machine if requested. However this is dependent on other considerations at the time including how busy the holding room is and whether permitting use at the given time would compromise the safety of detainees and employees.	N/A
2.10	Standard information on the IS91R reasons for detention form should be in a range of languages. (1.30, repeated recommendation 1.41)	Rejected		The IS91R form is in English but must be explained to the detainee, using an interpreter where necessary.	
Accommodation					
2.11	There should be routine supervision of the facility by senior immigration staff to check that conditions of detention are appropriate, casework is properly progressed and detainees are kept informed. These visits should be recorded. (1.40, repeated recommendation 1.3)	Partially Accepted	Ongoing	Detainee Escorting and Population Management Unit (DEPMU) is in consultation with the Home Office Legal Adviser's Branch (LAB) regarding the requirements and scope of any welfare checks to be conducted by Immigration Enforcement staff following this recommendation. DEPMU contract monitors regularly visit the holding room at Becket House and DCOs conduct welfare checks as part of their duties.	6 months
Positive Relationships					
2.12	DCOs should respond to detainees' requests promptly. (1.44)	Accepted	Completed and Ongoing	An additional DCO was allocated from 1 st May 2015 which will enable the team to respond more quickly to detainees' requests. The safety of detainees and employees is paramount, therefore on occasions all requests may not be met.	N/A
2.13	Immigration enforcement staff should interact with detainees respectfully. (1.45)	Accepted	Completed and ongoing	All staff are expected to adhere to HO core values and treat everyone with dignity and respect and this is reflected in their work objectives. Staff receive diversity training and there are refresher courses. Any complaints received relating to a lack of respect by staff will be fully investigated.	N/A
Equality and Diversity					

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2.14	Staff should receive regular training in diversity that takes account of the particular experiences of asylum seekers and refugees. (1.50, repeated recommendation 1.47)	Partially Accepted	Completed and Ongoing	All Tascor employees receive diversity training during their initial induction. In addition, employees are required to complete a number of mandatory refresher training modules on an annual basis, including equality and diversity, which is approved by the Home Office Tascor management is currently working to ensure that all staff are compliant in their training modules.	N/A
Complaints					
2.15	Complaints forms should be complete and easy to read. (1.53)	Accepted	Complete and Ongoing	Complaint forms are checked as part of the overall Daily Welfare Handover Check. Any poor copies that are torn, defaced, or have missing pages should be identified at this time and removed and replaced.	N/A
2.16	The complaints box should be emptied every day by immigration enforcement staff. (1.54, repeated recommendation 1.58)	Accepted	Completed	Immigration Enforcement staff will check the complaint box on a daily basis. Any complaints found are sent to the Detention Services Complaints Team who will coordinate the response as required.	N/A
2.17	Responses to complaints should be fair and impartially address the issues raised.(1.55)	Accepted	Completed and Ongoing	Detention Operations answers all complaints in a full, fair and impartial manner. Responses are subject to scrutiny by senior managers before being released. Detention Operations and Tascor have begun a process of quality assuring responses to detainee complaints. Contact details for the Prison and Probation Ombudsman should be included as part of each response and this will be monitored as part of the quality assurance process.	N/A
Catering					
2.18	Vegetarian sandwiches and healthy snacks should be available, and detainees with special dietary needs should be informed that they can request alternative food. (1.59)	Accepted	Completed and Ongoing	Tascor receives three weekly sandwich deliveries which include vegetarian and healthy options Fresh fruit and cereal bars were introduced from the 20 th April 2015. All detainees are provided with the Detainee Welfare Book which is translated into 16 languages. Section 5, entitled FOOD, clearly states: "You will be given free food and drinks. Vegetarian food is available on request and account will be taken of religious and other dietary requirements."	N/A
2.19	Hot food should be served safely on trays or tables. (1.60)	Rejected		Due to the configuration of the holding rooms in Beckett House, it is not feasible to install tables. Since May 2015, hot food is served on paper plates.	
Activities					
2.20	Detainees held for more than a few hours should have access to the open air. (1.64, repeated recommendation 1.67)	Rejected		These facilities are short term waiting areas and provision of an exercise area in the open air is not viable.	
Preparation for Removal and Release					

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2.21	Detainees should be transferred promptly to removal centres. (1.69)	Accepted subject to resources	Ongoing	Becket House is one of the busiest reporting centres and has a large throughput of detainees which means that there may be occasions where a detainee has to spend a prolonged amount of time in the holding room. If this occurs, a full and thorough investigation is undertaken by the Operational Control Centre (OCC) to ascertain the cause of the delay. Tascor carries out regular welfare checks with detainees and communicates realistic estimated time of arrival to both detainees and associated stakeholders based on our resource profile. Tascor also ensures holding room staff are on hand to meet the needs of the detainees and to assist them with any questions they may have.	N/A
2.22	Detainees should be able to receive visitors. (1.70, repeated recommendation 1.72)	Rejected		Detainees are held for short periods of time in holding rooms, pending transfer to a longer-term place of detention, therefore it is not practicable to facilitate visits.	
2.23	Arrangements should be in place to allow detainees to recover or arrange for the disposal of their property and detainees should be informed of this. (1.71, repeated recommendation 1.70)	Partially Accepted	Ongoing	The receipt of property from friends or family will be facilitated where possible. Detainees will be sent to an Immigration Removal Centre where they will be for at least 72 hours and can request their property is sent there.	N/A

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