

SERVICE IMPROVEMENT PLAN**UNANNOUNCED INSPECTION OF THE VERNE HOUSE IMMIGRATION REMOVAL CENTRE**

Inspected on 2-13 March 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 & Centre Manager					
5.1	Health care staff should be trained to recognise, treat and report any signs of trauma or torture or other health issues that may affect fitness to detain, and all GPs should receive specific training in Rule 35. Rule 35 reports should provide objective professional assessments and replies should demonstrate a balanced consideration of all factors for and against detention. (S35)	Partially Accepted	Ongoing	NHS England have arranged training for IRC doctors on the documentation of torture in relation to Rule 35. In parallel, the Home Office is reviewing the Rule 35 report and response templates to assist doctors to make better quality reports and to better aid caseworkers' consideration of reports. All medical professionals receive bespoke induction and training that includes guidance about the completion of Rule 35 reports and sets expectations and standards to ensure best practice within current guidance.	12 months
Main Recommendation – To the Centre Manager					
5.2	Safety surveys should be conducted regularly in a variety of languages, and violence indicators, including use of force, should be analysed to identify trends. The findings should inform a robust strategy and action plan to tackle the causes of violence. (S34)	Accepted	Completed & Ongoing	A Violence Reduction and Assessment Survey was sent to all detainees. A total of 103 responses were received and these responses are currently being analysed. A report of the findings and an action plan will be produced. The report will be reviewed at the senior management team meeting and safer detention/violence reduction meeting in November 2015. Thereafter the action plan will be monitored at safer communities meetings and progress reported at senior management team meetings. Instructions have been issued to operational middle managers to ensure that actions on the plan are updated in line with agreed timescales and a progress report made available for the senior management and safer detention meetings.	3 months
5.3	A centre-wide strategy to reduce the availability and use of illicit drugs should be introduced as a matter of urgency. (S36)	Accepted	Ongoing	A number of initiatives have been put in place to deal with New Psychoactive Substances. Policies and procedures are in place to prevent drugs coming into centres and also to support those using drugs. An NHS England-commissioned substance misuse team undertakes regular surgeries for detainees with substance misuse problems. A strict searching policy, which involves searching of both property and people entering the centre, is also in operation. A local Integrated substance misuse strategy is being developed. The centre is also involved in wider national work aimed at reducing the availability and use of illicit drugs.	12 months

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5.4	The living environment should be more open and less prison-like, and security measures should be proportionate for a detainee population. Temporary security restrictions should be reviewed regularly and lifted as soon as immediate risks have abated. (S37)	Partially Accepted	Ongoing	Work is continuing to improve the accommodation, with the introduction of new soft furnishings; a "drop in" welfare centre for detainees; and landscaping to soften the exterior of the buildings. A planned work programme for redecorating accommodation areas and the use of murals and paintings outside is in place. All security measures within the establishment will be reviewed to attempt to soften the appearance and allow greater unsupervised movement of detainees around the establishment. Physical security matters are discussed at monthly security committee meetings and recommendations for change are discussed.	12 months
Recommendations – To the Home Office					
Legal Rights					
5.5	The Home Office should advise the Legal Aid Agency of delays in accessing the duty legal advice surgeries and invite the Agency to review provision. (1.69)	Accepted	Ongoing	The Legal Aid Agency (LAA) operates legal advice surgeries across the detention estate in England. Detainees are able to receive up to 30 minutes of advice per appointment. There are four afternoon surgeries per week delivered by four legal aid providers, providing appointments for five detainees per session. The LAA is considering ways to increase the volume of surgeries.	3 – 6 months
Casework					
5.6	Detainees should not be held for unreasonable periods. (1.80)	Accepted	Completed	The Home Office is keen to ensure that detention is used only as a last resort and that periods in detention are kept as short as possible. Each case is reviewed at regular intervals to ensure detention continues only for as long as it remains necessary and reasonable. Detention might be prolonged where individuals fail to comply with the re-documentation and/or removal processes, or submit very late, or multiple, applications or appeals. In many cases people detained for longer periods are convicted criminals awaiting deportation and who present a risk of public harm.	Completed
Recommendations – To the Home Office & Escort Contractors					
Escort Vehicles and Transfers					
5.7	Detainees should not be escorted during the night unless this is required for urgent operational reasons. (1.5)	Rejected		The Home Office requires its escort supplier to carry out moves 24 hours per day but it aims to keep the number of night moves to an absolute minimum. Night-time moves may take place to meet time-critical elements such as opening times of prisons, early arrivals for flights, hospital appointments, and court hearings. All proposed moves consider the impact on the care and welfare of individual detainees. Where moves do take place during the night we try to provide detainees with as much advance notice as possible.	
5.8	The escort contractor and Home Office should ensure that escort vehicles arrive as scheduled. (1.6)	Accepted	Completed & Ongoing	Tascor (the escort supplier) always attempt to collect detainees within the required time scale. Escort officers liaise with the centre to give approximate collection / drop off times for all detainees each day. Detainees should receive reasonable notice of transfer by the IRC where they are being held. Monthly service delivery meetings take place between Her Majesty's Prison Service and Tascor Operations managers.	Completed

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Recommendation – To the Home Office and Centre Manager					
Self harm and Suicide Prevention					
5.9	Detainees at risk of self-harm or suicide should not be located in the separation unit solely for reasons of vulnerability. A suitable care suite should be available. (1.28)	Accepted Subject to Resources	Ongoing	All detainees have an individual assessment undertaken before being located in the Care and Separation Unit (CSU). The assessment is based on care and healthcare advice. Maintenance improvements have been undertaken and a further development plan has been put into place. A proposal to open an additional area for detainees with healthcare needs will be made.	6 months
Recommendation – To the Escort Contractor & Centre Manager					
Self harm and Suicide Prevention					
5.10	The quality of ACDT documentation should be of a high standard. Assessment interviews and care maps should be completed, case reviews should be multidisciplinary, professional interpretation should be used where necessary and meaningful observational entries should be recorded at the required frequency. (1.27)	Accepted	Ongoing	An ACDT process compliance review across the IRC estate is due for completion by the end of 2015. Foundation training and case manager training is scheduled by Safer Detention trainers. Closure audit quality checks are completed by the Safer Detention Senior Officer when an ACDT is closed and feedback is given at safer detention meetings One-to-one advice and guidance is offered and training delivered as required by safer detention staff.	12 months
Recommendations – To the Centre Manager					
Escort Vehicles & Transfers					
5.11	Detainees' property should be securely transported using robust seals and durable bags. (1.7)	Accepted	Completed & Ongoing	The process of using robust and durable seals is in place at The Verne.	Completed
Early Days in Detention					
5.12	Risk assessment interviews in reception should be carried out in private. (1.13)	Accepted	Completed & Ongoing	Instructions have been issued to all reception staff that these interviews are to be conducted in private. An office is available in reception for this to happen. Checks are in place to monitor compliance.	Completed
Safeguarding Children					

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5.13	All relevant staff should have up-to-date safeguarding children training with regular refreshers. (1.37)	Accepted	Ongoing	HMPS are rolling out the Justice Academy e-learning training programme 'Impact of parental imprisonment and child safeguarding' to all current staff. This training will be included in staff inductions for all new staff. The package provides training & awareness on: <ul style="list-style-type: none"> Understanding the issues facing children and families with a relative in custody Recognising the importance of maintaining family ties Knowledge of the statutory background of child protection Recognising the 4 categories of abuse and some basic indicators for each Knowledge on the role staff will play in protecting children and the reporting procedures if they suspect a child is being abused 	18 months
Rewards Scheme					
5.14	The rewards scheme should not be punitive or based on sanctions. It should be administered fairly and behaviour warnings should be consistent. (1.52)	Accepted	Ongoing	The current Incentives scheme is under review with detainee input being provided via the use of focus groups.	6 months
The Use of Force and Single Separation					
5.15	The separation unit should be refurbished, decorated and suitable for holding detainees. Rooms should be clean and free of graffiti, and toilets should be clean. (1.61)	Accepted	Ongoing	A refurbishment plan is in place to take account of the issues identified in relation to the Control & Separation Unit. A business plan to add improvements to the area is being costed. Routine maintenance is continuing.	12 months
5.16	Separation should be for the shortest time possible and detainees with mental health issues should not be located there. (1.62)	Partially Accepted	Ongoing	Each case is managed jointly by healthcare and operational duty managers, and in recognition of national guidelines and standard reports. As no other suitable accommodation is available the recommendation is partially accepted.	12 Months
Legal Rights					
5.17	Websites of advocacy and support groups of assistance to detainees should not be blocked. (1.70)	Accepted	Completed	The provision of internet access is an important means of helping detainees to remain in contact with family, friends and legal representatives and to prepare for removal. That is why all detainees have reasonable and regulated access to the internet and IT facilities. During the setting up of the centre's internet hub some sites were initially blocked. Legitimate sites have now been enabled.	August 2015
Casework					
5.18	On-site immigration staff should induct all detainees within 24 hours of their arrival (1.81)	Partially Accepted	Ongoing	Every effort is made by the Home Office on site team to see detainees as soon as possible following their arrival. Staffing resources, in particular at weekends and on public holidays, mean that not everybody will be inducted within 24 hours but the detention operations performance indicator requiring induction within 48 hours is adhered to.	Ongoing

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Residential Units					
5.19	All parts of the centre should be kept clean, and showers, toilets and washing machines should be properly maintained. (2.6)	Accepted	Completed & Ongoing	A regular programme of cleanliness inspections is in place. Daily routines and cleaning schedules are in place and staff monitor compliance. Washing machine faults are reported to Carillion (the estates maintenance partners), and are repaired as soon as parts are available.	12 Months
Staff-Detainee Relationships					
5.20	All staff should receive training on equality, cultural awareness and the specific backgrounds, experiences and needs of a detainee population. (2.12)	Accepted	Ongoing	All HMPS staff are required to complete equality & diversity e-learning. Approximately 50% of existing staff have completed this training to date. Staff are prompted to complete this training and HMPS will continue to increase awareness of this and the separate race awareness training e-learning package. The above training requirements are also in place for all new staff.	18 months
Equality & Diversity					
5.21	There should be thorough monitoring of the treatment and conditions of detainees across protected characteristics. (2.18)	Accepted	Completed & Ongoing	Regular forums are scheduled for protected characteristics groups. Meetings are minuted with action points allocated.	Completed
5.22	A range of translated information, including reception and induction materials, should be available in a range of languages to reflect the population profile. (2.27)	Accepted	Ongoing	A local Staff Information Notice (SIN) providing advice and guidance on the process to follow in order to obtain translated documents has been published by the establishment equalities manager. The matter of translated information has been identified as a high priority addition to the centre's annual Equality Impact Assessment processes. The assessment will identify actions required to make improvements in line with the recommendation made. Progress in meeting these actions will be reviewed at the establishment's diversity & equality meeting. A monthly summary of the most commonly used languages is published and managers are required to ensure that posters and other information material in their area of responsibility are made available in these languages.	6 months
5.23	The poor perceptions of non-English speaking detainees should be investigated and addressed. (2.28)	Accepted	Ongoing	The Equalities Team have arranged focus groups for non-English speakers and use telephone translation services to investigate and address poor perceptions. This work started in August 2015 and is expected to be completed within 12 months.	12 months
5.24	The needs of young adult and older detainees should be identified and addressed. (2.29)	Accepted	Completed & Ongoing	Forums for detainees aged 18-21 are regularly scheduled. For detainees over the age of 21 the establishment equalities team has engaged with the organisation Resettlement and Care for Older ex-offenders and Prisoners (RECOOP). RECOOP offer a range of initiatives to older detainees such as well-being sessions, music and art appreciation, PEER mentoring and FOCUS groups.	12 months
Faith & Religious Activity					
5.25	Facilities for faith and religious activities should be properly maintained and large enough to meet demand. (2.37)	Accepted	Completed & Ongoing	A large multi-faith facility has been provided to meet demands. HMPS regularly monitor the needs of the population at detainee welfare services meetings. Where feasible, new arrangements are made to accommodate identified needs.	Completed with ongoing review

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Complaints					
5.26	Complaints should be timely and quality assured. (2.42)	Accepted	Ongoing	A dip sample of complaints is taken each month by the Home Office on site team to quality assure responses. A revised complaints system has been introduced in line with Detention Service Order 3/2015. Handling Complaints and complaint response times will be closely monitored.	6 months
5.27	Complaints analysis should incorporate information on all complaints submitted. (2.43)	Accepted	Completed	HMPS are following the procedures set out in DSO 3/2015. We are fully compliant with the requirements of the DSO. Since the inspection all detainee complaints are now logged with our Business Hub to ensure we are able to provide information on all complaints received.	Completed
Health Services					
5.28	An up-to-date, comprehensive health needs assessment should inform clinical services. (2.55)	Accepted	Ongoing	A Health Needs Assessment (HNA) was completed during the re-rolling of the Verne to an IRC (no detainees present). A new HNA is being commissioned and is expected to be completed by February 2016.	12 months
5.29	All staff should have regular recorded clinical and managerial supervision. (2.56)	Accepted	Ongoing	All staff will receive clinical and managerial supervision in line with Dorset Healthcare Trust policy and an action plan is in place to address this. The Trust is looking to provide more specialised supervision around emotional resilience, also training more clinical supervisors.	6 months
5.30	All clinical areas should be fully compliant with infection control guidelines. (2.57)	Accepted	Ongoing	A full audit is scheduled for 14 October 2015 by the Dorset Healthcare Trust infection control lead. This will take account of areas highlighted for improvement in the previous report: There is a new provider for NOMS estates and maintenance. The Dorset Healthcare Trust infection control lead will meet them to discuss cleaning schedules. NOMS buildings and fittings need reviewing in line with infection control, i.e. windows and frames, wall tiles, wall finish, upgrade of kick boards and wall units and sluice.	18 months
5.31	A wider range of health promotion material, including mental health and wellbeing information, should be displayed across the centre in a range of languages. (2.58)	Accepted	Completed Ongoing	A Primary Care Health Promotion Calendar 2015 – 2016 has been devised and implemented with scheduled health promotion materials displayed throughout residential areas and on notice boards in the healthcare waiting room. Limited promotional material is available on request in a range of languages. Dorset Healthcare is working with its internal communication department to make more material available based on the top five languages used within the centre. This will be constantly reviewed in consultation with NOMS. The healthcare & mental health teams are working on a leaflet outlining referral routes into the service and how to seek assistance. This, and condition specific leaflets, will be printed in a range of languages.	Completed 6 months 6 months
5.32	Detainees should be given malarial prophylaxis if clinically indicated. (2.65)	Accepted	Completed & Ongoing	Malaria Prophylaxis is prescribed as appropriate. Detainees are assessed by the duty doctor and have their medication prescribed in accordance with NICE guidelines. An audit of patient's notes on SystmOne (electronic clinical record system) will show that they have been prescribed when appropriate.	N/A

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5.33	Robust medicine management processes should be in place to ensure that detainees receive medication promptly at clinically appropriate times and that all non-attendance is identified and followed up appropriately. (2.69)	Accepted	Ongoing	<p>A medicine management process has been completed and staff completed the electronic-prescribing SystemOne module on 14 July 2015. This will make medicines management easier and more effective. For example, if a detainee has not picked up their medication this will be flagged on the system.</p> <p>Discussions between healthcare and centre management will look at changing teatime medication times to allow British National Formulary (BNF) recommended intervals between medication dosages.</p> <p>A Medication Compliance pathway has been completed and a check is conducted twice weekly to ensure patients have collected their medication at the right time and with right dose.</p>	6 months
5.34	Controlled drugs should be stored in a legally compliant cabinet. (2.70)	Accepted	Completed	A controlled drugs cabinet has been installed into the dispensary and secured to the wall.	Completed
5.35	Detainees requiring mental health in-patient care should be transferred promptly. (2.80)	Accepted	Ongoing	The healthcare providers have worked closely with the local mental health secure unit to ensure detainees are moved as soon as is practically possible and in addition to this, that while accommodated at The Verne they are given the best treatment available before transfer. Discussions are taking place nationally on this issue between senior management at the Home Office and the NHS.	No confirmed timescale
Substance Misuse					
5.36	During the first five days after arrival, overnight recorded visual checks should be made on detainees on opioid substitution who are stabilising or on a detoxification regime. (2.86)	Accepted	Ongoing	Overnight visual checks are completed by HMPS staff. A local protocol will be drafted to account for local needs in conjunction with healthcare providers.	6 months
5.37	A drug and alcohol strategy should drawn up which is informed by an annual needs assessment and supported by a detailed action plan which specifies outcome-focused targets and accountabilities. (2.87)	Accepted	Ongoing	<p>The Verne IRC has a number of policies and procedures in place to support those who may be using drugs. An NHS England-commissioned substance misuse team undertakes regular surgeries for detainees with substance misuse problems.</p> <p>Liaison with a substance misuse service provider has commenced and service provision will be agreed in order to inform strategy. A local policy is in place on New Psychoactive Substances.</p> <p>Substance Misuse Service (SMS) input to overall detainee welfare services strategy and subsequent meetings</p> <p>Strategy to also link in with recommendation 5.3 for Supply Reduction</p>	6 months
Services					
5.38	Food should be more culturally diverse and detainees should be employed to cook. (2.92)	Accepted	Completed	A revised programme was in progress at the time of the visit from HMIP to ensure cultural awareness. Detainees were invited into the kitchens over a period of 5 months to teach alternative cooking techniques, resulting in a new menu from August with hot meals served at lunch and tea times. We offer paid work opportunities in the centre kitchen for up to 20 detainees every day. The take up of work in this area is much improved as a result of the introduction of a revised paid work scheme.	Completed
5.39	A cultural kitchen should be established for detainees. (2.93)	Accepted Subject to resources	Ongoing	A project planning meeting has taken place and space for a cultural kitchen identified. A cost estimate will inform decisions on the practicability of implementing this recommendation.	12 months

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5.40	The shop should be relocated or redesigned so that it can accommodate the population. (2.94)	Accepted Subject to Resource	Ongoing	There are no plans to relocate the shop although plans have been committed for the layout of the shop to be redesigned in order to improve through-flow for detainees. This will include the addition of a second door into the shop.	12 months
Activities					
5.41	Induction should ensure that activities and education are available to detainees, with a wider range of information in different languages. (3.8)	Accepted	Completed & Ongoing	There is an induction tour which includes visiting activity areas, education classes and both vocational and employment workshops. Since the inspection information in additional languages has been made available and the possibility of an induction classroom is being explored.	Completed
5.42	Opportunities should be extended for detainees to gain more unit qualifications and, where possible, complete full awards. (3.15)	Accepted	Completed	External education providers have increased the number of units and introduced Level 2 training in a wide variety of subjects including vocational qualifications.	Completed
5.43	The quality of data should be improved and data should be used to monitor and manage the performance of learning, training and activities. (3.16)	Accepted	Completed & Ongoing	Since the inspection data quality has improved and is now monitored on a monthly basis by the centre and external contracted education provider.	Completed
5.44	Detainees should not be prevented from working because they have been judged as non-compliant with the Home Office. (3.20)	Rejected		DSO 01/2013 covers voluntary paid work opportunities and in accordance with paragraph 12 B, those detainees who are not compliant with the Home Office are not allowed to engage in paid work.	
5.45	The stock of easy-to-read material in English and other languages should be increased. (3.24)	Accepted	Completed & Ongoing	Since the inspection the stock of easy read books has increased. Regular reviews are planned to ensure that the needs of the detainees are met.	Completed
5.46	The outdoor areas should be extended to provide more suitable sports for the population and better use should be made of the grassed sports pitches. (3.28)	Accepted	Completed & Ongoing	A grassed sports pitch is in use for softball and cricket on a twice weekly basis.	Completed
5.47	The welfare care planning approach should be fully embedded and implemented by residential staff, and should be underpinned by robust oversight and quality assurance. (4.5)	Accepted	Completed & Ongoing	The centre's residential services function has been audited on this area (welfare care planning), scoring a "well-controlled" for compliance against expectations. Welfare interviews with detainees are consistently taking place on a monthly basis on residential units facilitated by residential staff. Additional 7 and 14 day reviews (on entering the centre) have been added in order to provide more robust oversight and quality assurance.	12 months
Visits					

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5.48	The centre should provide better support to families to visit the centre, including the provision of more evening visits and a transport service to the centre. (4.11)	Accepted Subject to resources	Ongoing	<p>The provision for more evening visits is being considered and the feasibility of increasing quality children's play equipment to enhance the child's experience of visiting the centre is being explored.</p> <p>The visits area is being discussed, looking at visits through a child's eye. Painting interaction and play toys are part of this initiative. The décor is being reviewed.</p> <p>The recommendation regarding the provision of a transport service has been considered but is not feasible due to resourcing limitations and the inability to transport members of the public in HMPS vehicles.</p>	12 months
Communications					
5.49	PIN phones should be removed and replaced with standard payphones. (4.16)	Partially Accepted	Completed	<p>Pin Phones have now been removed from residential units due to low usage in the preceding 6 month period.</p> <p>Standard payphones will not be installed as all issued mobile phones now have the facility to use a number of different networks, reducing the chance of being unable to obtain a reliable network service. This also enables detainees to select lower call cost networks. In the unlikely event of all the networks being unavailable, conventional phones have been supplied in wing offices using unique pin codes for use by detainees until mobile networks are back on line.</p>	Completed
5.50	The internet suite should meet the needs of the population. (4.17)	Accepted	Completed & Ongoing	<p>Detainees are allocated additional time for legal case work; detainee peer support workers and internet suite orderlies allocated additional time to assist other detainees with their legal case work.</p> <p>Over 72% of the detainee population currently make use of the internet suite with an average user time of thirty minutes per day. All detainees have access to their individual email accounts and a full web searching facility limited only by designated web site categories as monitored by an international web filtering package agreed by the Home Office. The internet suite continues to be upgraded and monitored.</p>	N/A
5.51	Detainees should have access to social media and Skype. (4.18)	Rejected		<p>The provision of internet access in IRCs is an important means of helping detainees to remain in contact with family, friends and legal representatives and to prepare for removal.</p> <p>The Home Office is taking action to standardise internet access across the detention estate to prevent misuse or access to inappropriate material and ensure parity of access for detainees. This includes work with the voluntary sector to develop a 'white list' of legitimate websites including news, education, employment and legal, which detainees in all IRCs can access; development of a new Detention Service Order setting out requirements for access and monitoring/audit; and ensuring detainees cannot access prohibited websites including social media.</p> <p>There are no plans to enable detainees to access to social media or Skype.</p>	
Removal & Release					
5.52	Welfare staff should see all detainees being discharged, to identify and address outstanding needs and provide them with relevant information. (4.26)	Accepted	Ongoing	A pack of information is being developed to give to detainees prior to discharge to take account those which take place at short notice. The welfare department also offers an appointment service allowing additional needs to be followed up.	6 months

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5.53	The centre and detainees should be made aware of release sufficiently early to ensure that detainees can reach their destination safely that night. (4.27)	Partially Accepted	Completed	Detention Operations have recently sent out a communication to case owners reminding them of the location of IRCs, asking them to submit release documents before 12pm and to take into consideration the address where a detainee is travelling to. There may be exceptional circumstances, for example a Court Order, that necessitate immediate release regardless of time. In such circumstances the Home Office will make best efforts to ensure an individual's safe journey to their destination.	Completed
5.54	All detainees being removed overseas should be provided with the means to reach their final destination safely if they require it. (4.28)	Accepted	Completed	For escorted removals the escort provider, Tascor, can issue an amount of money to detainees who claim to be destitute, with each case be considered on its own merits. For any overseas removal of a single detainee, Tascor can give up to \$50. In exceptional circumstances, Tascor may assess that a detainee requires an amount above this limit. In such cases the matter must be referred to the Detainee Escorting and Population Management Unit (DEPMU) on-call Duty Operations Manager for approval. For unescorted removals, Tascor refer to DEPMU for approval.	Completed
5.55	The centre should develop links with a range of relevant community organisations which can provide support to detainees. (4.29)	Accepted	Ongoing	Links have been made with outside agencies for the benefit of detainees – e.g. HISchurch, Red Cross. An information booklet is also being produced to give detainees further information about relevant organisations.	6 months