

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

Heathrow Airport Terminal 3

by HM Chief Inspector of Prisons

13 May 2015

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Fact page

Task of the establishment

To hold newly arrived passengers while Border Force decides whether to grant them entry, and those being removed from the United Kingdom.

Location

Heathrow Airport Terminal 3 (airside).

Name of contractor

Tascor

Last inspection

3 March 2011

Escort provider

Tascor

Overview

Heathrow Airport Terminal 3 serves flights to European and long-haul destinations. The short-term holding facility is located airside and is used to hold three types of detainee: passengers who have been refused entry to the UK and will be returned to their country of embarkation; passengers not yet given permission to enter the UK and about whom Border Force are making enquiries; and a small number of detainees being removed from immigration removal centres. The facility is run on behalf of Border Force by the private contractor Tascor. Border Force has advanced plans to rebuild the facility. In the previous three months, Border Force had used its power of detention 634 times for an average of eight hours and 18 minutes. An Independent Monitoring Board regularly visited 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 2011 inspection, we made 13 recommendations in relation to this health establishment test, eight of which were achieved, one partially achieved and four not achieved.
- S2 Escort staff wore high visibility vests, which drew unnecessary attention to detainees when they were being transferred through public areas to the gates. Searching of new arrivals was insufficiently private. Induction was reasonably informative. Unrelated male and female detainees could not always be held separately. Detainee custody officers (DCOs) on duty carried anti-ligature knives.
- S3 DCOs were unaware if Tascor had a safeguarding adults policy and were not aware of the national referral mechanism¹ or trafficking indicators. Forty-two children had been held in the previous three months. The Border Force safeguarding and trafficking team members received good training, and there were regular meetings with Hillingdon social services, but there were not enough trained 'responsible adults' (independent persons who check on the interests of a child being interviewed). Force was rarely used in the facility. DCOs were trained in the new Home Office 'Managing Escorting Safely'. Border Force officers inappropriately carried extendable batons in the facility.
- S4 Detainee access to legal representation was insufficiently robust. In the previous three months, there had been 634 detentions for an average of eight hours and 18 minutes. A detainee held shortly before our inspection was detained for too long.

Respect

- S5 At our inspection in 2011, we made four recommendations in relation to this healthy establishment test, one of which was achieved and three not achieved.
- S6 There was a main holding room and a small unwelcoming family room. Both lacked natural light or fresh air. There were no showers or adapted toilets for wheelchair users. The overall environment was unpleasant but Border Force planned to rebuild the facility. Clothing for detainees was not available. Staff were polite and helpful to detainees. A DCO made good efforts to assist a distressed detainee. Some staff had received equality training. Detainees could practise their faith. There were care plans to support detainees with disabilities. Detainees could complain but were not always interviewed about their complaint. Catering was adequate, with a range of microwave meals, sandwiches and snacks available.

Activities

- S7 At our inspection in 2011, we made one recommendation in relation to this healthy establishment test. It was not achieved.

¹ Put in place in the UK in April 2009 to identify, protect and support victims of trafficking.

- S8 There were sufficient activities for detainees held for short periods. A DVD player in the family room did not work and the range of books was insufficient. Detainees could not exercise or go out into the fresh air.

Preparation for removal and release

- S9 At our inspection in 2011, we made two recommendations in relation to this healthy establishment test, one of which was partially achieved and one not achieved.
- S10 Visitors were not all allowed in the facility. Detainees were not allowed to use the fax machine in the DCOs' office. Detainees transferring to immigration removal centres were given a small wallet-sized information card.

Section 1. Safety

Escort vehicles and transfers

Expected outcomes:

Detainees under escort are treated safely, decently and efficiently.

- 1.1 No escorts or transfers took place during the inspection so we were unable to inspect escort vehicles or transfers into or from the holding room. Escorting staff continued to wear high visibility clothing routinely when transferring detainees to the gates, which could draw unnecessary attention to detainees.

Recommendation

- 1.2 **Escort staff should wear high visibility clothing only when safety rules require it.**
(Repeated recommendation 1.3)

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.

- 1.3 In the previous three months, 86% of detainees had arrived at the facility from a flight, 5% arrived from an immigration removal centre (IRC), 3% arrived following a period of temporary admission in the community, and information was not known for a further 3%. The remainder arrived from prisons, hospital or other Heathrow terminals. The holding room was open 24 hours a day, seven days a week, and was staffed by two DCOs, including at least one woman. Three women detainees arrived during our inspection. Detainees were given rub-down searches in the middle of a busy office, which was insufficiently private. In one case, six staff (not including inspectors) were present during a rub-down search, and in another, a detainee was interviewed in the presence of another detainee. Detainees were not admitted to the holding room without an 'IS91' authority to detain. Detainees' property was tagged but was retained in the main office, where it was an obstruction and could have been mislaid.
- 1.4 Detainees were not permitted to keep mobile phones with cameras and internet access. However, although replacement phones were available, they were not routinely given to detainees to use with their own SIM card. All detainees were offered a free telephone call on arrival and encouraged to give their friends, family and legal representatives the number of the payphone in the holding room for incoming calls, but these calls were not private. Staff did not tell detainees that they were allowed to make outgoing calls from the holding room payphone or that they could arrange to change foreign currency into sterling, which limited detainees' access to the outside world and friends and family.
- 1.5 There was a basic detention information leaflet in 16 languages for detainees. All detainees were offered food on arrival and toiletry packs were available.

Recommendations

- I.6 Initial interviews, rub-down searches and telephone calls should be conducted in private.**
- I.7 All detainees should be able to contact their friends, family and legal representatives.**

Housekeeping point

- I.8 Detainees' property should be stored securely.**

Bullying and personal safety

Expected outcomes:

Detainees feel and are safe from bullying and victimisation.

- I.9 A large window separated the DCOs' office from the main holding room, and DCOs had reasonably good oversight of detainees held there. Monitoring of the family room was not as good and DCOs relied on CCTV cameras. Unrelated male and female detainees could not always be held separately. Staff said they would intervene if there were any tensions between detainees by challenging them. If poor behaviour continued they could move a detainee to the nearby Cayley House short-term holding facility.**

Recommendation

- I.10 Male and female detainees should not be held in the same holding room unless related.** (Repeated recommendation I.38)

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.11 DCOs received self-harm and suicide prevention training in their initial training course but no refresher training. DCOs confirmed they were aware of self-harm monitoring or case management procedures for the rare occasions that detainees arrived on open documents, and read the documents and continued to make observational entries. DCOs opened a suicide and self-harm warning form if a detainee harmed or threatened to harm themselves. All DCOs on duty carried anti-ligature knives. One detainee in the previous 12 months had attempted to harm herself. DCOs intervened appropriately to prevent her from hurting herself.**

Recommendation

- I.12 Staff should receive regular refresher training in suicide prevention and the assessment, care in detention and teamwork self-harm monitoring process.** (Repeated recommendation I.40)

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.²

- I.13 Border Force had an on-site safeguarding and trafficking (SAT) team which, in addition to dealing with children's cases, was responsible for suspected victims of trafficking, both adults and children. The Border Force was considering expanding the remit of the SAT team to cover all vulnerable adults.
- I.14 DCOs were not aware if there was a safeguarding adults policy and could not recall having any safeguarding training. Custody staff were not aware of the national referral mechanism to report any suspected victims of trafficking or of trafficking indicators. DCOs said trafficking was Border Force's responsibility and not something they concerned themselves with. They were unaware of any recent cases of suspected trafficking victims, which suggested that Border Force officers were not routinely sharing concerns about specific detainees with them. Otherwise, staff were generally sensitive to the background of detainees and specific individuals. Care planning was limited to children and people with disabilities.
- I.15 Detainees were generally held for very short periods and not overnight, and staff recognised the risks to detainees, and understood guidance and procedures to reduce their risk of harm. However, Tascor did not attend the regular meetings between Border Force and Hillingdon social services (see paragraph I.20), which could have expanded DCOs' learning opportunities.

Recommendations

- I.16 **Custody staff should open care plans for all vulnerable adults, as well as children. Care plans should be kept updated and address any safeguarding concerns.**
- I.17 **Border Force should communicate safeguarding concerns about detainees to custody staff.**
- I.18 **Tascor should be represented at the fortnightly safeguarding case conferences with Hillingdon social services and disseminate learning points to detainee custody officers.**

Safeguarding children

Expected outcomes:

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

- I.19 In the previous three months (February to April 2015), 42 children were held: 38 accompanied and four unaccompanied. Accompanied children were held for an average of six hours and 20 minutes, with seven children held for 13 hours and 10 minutes.

² 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).

Unaccompanied children were held for an average of four hours and 33 minutes, with the two longest both held for eight hours and five minutes.

- I.20** The Border Force SAT team was responsible for interviewing children and progressing their cases, and all members had had enhanced checks by the Disclosure and Barring Service. Training was good; team members who interviewed children were required to have attended a four-day safeguarding course. There were fortnightly pan-Heathrow SAT case conference meetings, attended by Border Force officers from each terminal and Hillingdon Social Services, which provided an opportunity to share learning and discuss operational issues.
- I.21** Tascor custody officers had received training in child safeguarding from Barnardo's, but DCOs had mixed awareness of issues. Staff were not aware of any recent detainees for whom there were safeguarding concerns, and we were not assured that Border Force routinely shared such concerns with them, which would have improved care in the holding facility and reinforced learning (see also paragraph I.14.). All children had a care plan that identified the staff caring for them during their stay, and was updated at shift changes. Plans contained good basic information, but did not comment on the child's mood.
- I.22** There was a list of responsible adults (independent persons who check on the interests of a detained child being interviewed) to provide support to unaccompanied children. We were told that responsible adults had a familiarisation briefing, but no formal training for their role. There were not enough responsible adults, although Border Force had recruited more volunteers who were waiting security clearance. Border Force appointed and coordinated the responsible adults, which might have inhibited their independence.

Recommendation

- I.23 Responsible adults should be recruited, trained and coordinated independently of Border Force.**

Use of force

Expected outcomes:

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

- I.24** Force had been used twice in the last 12 months. The documentation for these incidents assured us that DCOs went to great lengths to de-escalate situations without using force. Any force was used as a last resort and proportionately. DCOs were trained in the new Home Office Manual for Escorting Safely (HOMES) but had not used force since receiving the training. DCOs now carried rigid bar, rather than chain, handcuffs.³ The facility stocked two HOMES kits – a backpack with a restraint belt that went around a detainee's waist and restrained their arms; and leg restraints. The belt and leg restraints were made of nylon and secured by Velcro.
- I.25** DCOs confirmed that should a detainee refuse to board a flight they would not use force. Instead, the removal would be cancelled and rebooked with overseas escorts. Border Force officers carried extendable batons while in the facility, which was a disproportionate response.

³ Handcuffs comprise two metal parts that go around a detainee's wrists and that are joined either by a short chain or a rigid bar. Chain handcuffs are difficult to apply to a detainee resisting their application but allow them more movement when applied. Rigid bar handcuffs are easier to apply and can be used to apply pain compliance techniques.

Recommendation

- I.26 Border Force officers should not carry batons inside the facility.**

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.27** Detainees had poor access to legal representation. No advice agency or solicitors' numbers were displayed in the holding room. A poster gave a Legal Aid Agency contact number, but this would have been of little practical use to a detainee who did not speak English. As the facility was located airside, legal representatives were unable to visit detainees. Although a free telephone call was offered to all arriving detainees (see paragraph I.4), this was not in private. Detainees did not have access to a fax machine.

Recommendations

- I.28 Border Force should negotiate with the Legal Aid Agency to offer telephone advice to detainees through an interpreting service similar to that used in its police station telephone immigration advice line.**
- I.29 Detainees should have access to fax machines, and this facility should be advertised in the holding room.**

Casework

Expected outcomes:

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

- I.30** Most detainees had arrived on incoming flights: some had been refused entry to the UK and others were awaiting a decision on whether they would be allowed into the UK. A few detainees had been held in IRCs and were being removed from the UK via the facility. In the previous three months, there had been 634 detentions. The average length of detention was eight hours and 18 minutes. Eight detainees were held for 24 hours or longer, with the longest detention lasting 26 hours and 10 minutes.
- I.31** Written reasons for detention were given to detainees in English only but Border Force officers explained the contents, using professional interpreting when necessary.
- I.32** DCOs refused to accept detainees without the necessary authority (on form IS91). They kept these authorising forms in the facility office, and all we saw had been completed correctly. In many cases Border Force only gave custody staff a photocopy of the original IS91.
- I.33** A Syrian asylum seeker had been held in the facility for a prolonged period shortly before our inspection. He arrived from Dubai at 2.35pm and was screened by Border Force at 6.10pm. It was decided to admit him temporarily into the UK, and at 7.15pm a referral was made for him to enter initial accommodation in the non-detained asylum process. The

Border Force officer was told to call back in the morning to arrange the accommodation and the detainee spent the night in the holding room without access to sleeping and washing facilities, fresh air or natural light. He was held for over 10 hours in total; it was not clear why he could not have spent the night in an airport hotel.

Recommendations

- I.34 Detainees should be given written reasons explaining why they are being detained in a language they understand.** (Repeated recommendation I.30)
- I.35 Detainees entering the non-detained asylum process should be transferred from the facility without delay.**
- I.36 Detention should be kept to a minimum period, and detainees should not be held for an unreasonable time without access to sleeping and washing facilities, fresh air or natural light.**

Respect

Accommodation

Expected outcomes:

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

- I.37** The facility comprised a DCOs' office, a small holding room with toilets and an adjoining family room. The DCOs' office contained the reception area and store room.
- I.38** A viewing window separated the staff area from the holding room and family room, which enabled detainees to attract the attention of staff if they required assistance. Only half the main holding room could be seen through the viewing window, but the whole area was also covered by CCTV cameras, which could be monitored in the staff area.
- I.39** There were separate toilets for men and women, and an additional baby change room. The toilets opened on to the main holding room, but screening was sufficient, and they were clean and had seats. The only shower facility was in the Cayley House STHF, a short minibus ride away; it was clean and had fresh towels, but it smelled unpleasant. Signs in the holding centre informed detainees that they could request a shower, but only one detainee had taken this opportunity in the previous 10 days. Showers were not offered routinely to detainees on their arrival, but were offered to long-stayers. No clothing was available in the holding room, but could be obtained from Cayley House.
- I.40** The main room contained austere fixed bench and table seating. The holding area was air conditioned and the temperature could be adjusted. Clean pillows, pillowcases and blankets were offered to all detainees at all times of the day. Detainees were often held for long periods or overnight. There was a recliner chair for detainees wishing to sleep, but it was inadequate for an overnight stay. More than one detainee was often accommodated at night so others had to sleep on the fixed bench seating. (See also recommendation I.36)
- I.41** Although there had been some effort to make the family room child-friendly, it was too small and the four fixed seats and lack of a table made it unwelcoming. There was no comfortable place to sleep in the family room, although a cot was provided if a baby was held.
- I.42** The floors in the holding room were scuffed and the walls grubby and in need of decoration. The lack of natural light, poor ventilation, and lack of showering facilities made for an unpleasant environment, but there were plans for a substantial rebuild of the facility.

Recommendations

- I.43** **There should be a stock of clean clothing for both male and female detainees in a range of sizes, including underwear.** (Repeated recommendation I.20)
- I.44** **The rebuild of the facility should be implemented and should address the current poor lighting, ventilation and seating arrangements.**

Housekeeping point

- I.45** A shower should be offered to all detainees arriving after a long journey soon after they enter the facility.

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.46** The two DCOs on duty during the inspection were courteous and supportive to detainees. One of them made good efforts to reassure a female detainee, held while Border Force made further inquiries about her, who was visibly upset and crying. Staff wore identification badges but their name and status were too small to be clearly read.

Housekeeping point

- I.47** 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.48** Some DCOs had completed paper-based equality and diversity training produced by Capita, Tascor's parent company. It covered direct and indirect discrimination and protected characteristics but was not specifically tailored to immigration detention. DCOs read the training notes and completed a self-assessment test.
- I.49** The holding room contained a selection of religious books and a prayer mat. The kiblah (direction point for Mecca) was indicated by an arrow on the ceiling and a compass was available from the DCOs' office. Detainees being interviewed by Border Force could use a multi-faith prayer room outside the facility, but those held in the facility had to pray in the holding room with no privacy.
- I.50** DCOs completed care plans for detainees with disabilities. There was no toilet adapted for detainees with mobility needs, who had to use the toilets in the arrivals hall.

Recommendation

- I.51** **There should be a disability impact assessment of the plans for the new facility, which should incorporate the findings from the assessment. The new facility should have a toilet adapted for detainees with mobility needs.**

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.52** Complaint forms were freely available in a variety of languages and could be posted in a sealed box that was emptied daily by Border Force. In the previous 12 months, Tascor had received three complaints about unfair treatment; none were substantiated after investigation. In response to one complaint where a detainee alleged that he was unfairly treated by the person in charge of the holding room, a Tascor manager had reviewed the CCTV footage and the holding room logs. The investigation report did not record evidence of efforts to contact the detainee, had returned to his country of origin, to expand on his complaint.

Recommendation

- I.53 Tascor should contact detainees who have complained to discuss their complaint, and record the efforts made to contact them.**

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.54** Catering provision was adequate. A range of microwave meals, including halal and vegetarian options, and sandwiches were available. Detainees could help themselves to snacks, fruit and water in the holding room, but had to ask for other drinks. Baby food was available. The fridge and microwave were clean.

Activities

Expected outcomes:

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

- I.55** The holding room was airside and detainees had no access to outside space for exercise in the fresh air (see recommendation I.36). The main holding room stocked some random books, with few in foreign language, as well as some magazines and three daily foreign newspapers. There was a large-screen television at one end of the main holding room. The wall-mounted DVD player in the family room was not working, although there was a small portable one. There were DVDs for children but not for adults. There was also a wall-mounted screen in the family room for a games console, and a good stock of toys for children of different ages.

Recommendation

- I.56 The facility should provide a suitable range of activities including a wide range of books, magazines and DVDs in English and other languages.**

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.57** In the previous three months, 30% of detainees had been granted permission to enter the UK on leaving the facility, 28% were removed from the UK, 22% were granted temporary admission, 15% were transferred to an IRC and 3% entered the non-detained asylum process. The remainder were transferred to the police or Cayley House STHF.
- I.58** Visitors were not permitted in the facility, as it was airside. Subject to staff availability, detainees could log on to the internet in the office for short periods to check flight and ticket details but not for general web-browsing. However, this provision was not routinely explained to detainees. Although there was a fax machine in the office, detainees were not able to use it (see recommendation I.29). Information cards with the address and telephone number of IRCs were available for detainees transferring to further detention.

Housekeeping point

- I.59** Detainees should be told that they can request supervised access to the internet to check flight and ticket details.

Section 2. Recommendations and housekeeping points

Recommendations

To the Home Office

- 2.1** Border Force should communicate safeguarding concerns about detainees to custody staff. (I.17)
- 2.2** Responsible adults should be recruited, trained and coordinated independently of Border Force. (I.23)
- 2.3** Border Force officers should not carry batons inside the facility. (I.26)
- 2.4** Border Force should negotiate with the Legal Aid Agency to offer telephone advice to detainees through an interpreting service similar to that used in its police station telephone immigration advice line. (I.28)
- 2.5** Detention should be kept to a minimum period, and detainees should not be held for an unreasonable time without access to sleeping and washing facilities, fresh air or natural light. (I.36)
- 2.6** The rebuild of the facility should be implemented and should address the current poor lighting, ventilation and seating arrangements. (I.44)
- 2.7** There should be a disability impact assessment of the plans for the new facility, which should incorporate the findings from the assessment. The new facility should have a toilet adapted for detainees with mobility needs. (I.51)

Recommendation

To the escort contractor

Escort vehicles and transfers

- 2.8** Escort staff should wear high visibility clothing only when safety rules require it. (I.2, repeated recommendation I.3)

Recommendation

To the Home Office and facility contractor

- 2.9** Male and female detainees should not be held in the same holding room unless related. (I.10, repeated recommendation I.38)

Recommendations

To the facility contractor

Arrival

- 2.10** Initial interviews, rub-down searches and telephone calls should be conducted in private. (I.6)

2.11 All detainees should be able to contact their friends, family and legal representatives. (I.7)

Self-harm and suicide prevention

2.12 Staff should receive regular refresher training in suicide prevention and the assessment, care in detention and teamwork self-harm monitoring process. (I.12, repeated recommendation I.40)

Safeguarding (protection of adults at risk)

2.13 Custody staff should open care plans for all vulnerable adults, as well as children. Care plans should be kept updated and address any safeguarding concerns. (I.16)

2.14 Tascor should be represented at the fortnightly safeguarding case conferences with Hillingdon social services and disseminate learning points to detainee custody officers. (I.18)

Legal rights

2.15 Detainees should have access to fax machines, and this facility should be advertised in the holding room. (I.29)

Casework

2.16 Detainees should be given written reasons explaining why they are being detained in a language they understand. (I.34, repeated recommendation I.30)

2.17 Detainees entering the non-detained asylum process should be transferred from the facility without delay. (I.35)

Accommodation

2.18 There should be a stock of clean clothing for both male and female detainees in a range of sizes, including underwear. (I.43, repeated recommendation I.20)

Complaints

2.19 Tascor should contact detainees who have complained to discuss their complaint, and record the efforts made to contact them. (I.53)

Activities

2.20 The facility should provide a suitable range of activities including a wide range of books, magazines and DVDs in English and other languages. (I.56)

Housekeeping points

- 2.21** Detainees' property should be stored securely. (I.8)
- 2.22** A shower should be offered to all detainees arriving after a long journey soon after they enter the facility. (I.45)
- 2.23** DCO name badges should clearly display their name and status. (I.47)
- 2.24** Detainees should be told that they can request supervised access to the internet to check flight and ticket details. (I.59)

Section 3. Appendices

Appendix I: Inspection team

Colin Carroll	Inspector
Jeanette Hall	Inspector
Deri Hughes-Roberts	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

Escort staff should wear high-visibility jackets only when safety rules require it. (I.3)

Not achieved (recommendation repeated, I.2)

UKBA managers should liaise with airport and airline managers to encourage appropriate and sensitive approaches to managing and addressing people being removed. (I.4)

Partially achieved

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. (I.18)

Achieved

Detainees without suitable mobile telephones or cash should be routinely offered a free telephone call. (I.19)

Achieved

Detainees should be given written reasons explaining why they are being detained in a language they understand. (I.30)

Not achieved (recommendation repeated, I.34)

Immigration officers should sign reasons for detention forms (IS91Rs) to confirm they have been read to the detainee. (I.31)

Achieved

Immigration officers should use professional interpreters when advising detainees whose first language is not English. (I.32)

Achieved

Detainees should be regularly updated on progress and next steps in their case in a language they understand. (I.35)

Achieved

Male and female detainees should not be held in the same holding room unless related. (I.38)

Not achieved (recommendation repeated, I.10)

Staff should receive regular refresher training in suicide prevention and the assessment, care in detention and teamwork self-harm monitoring process. (I.40)

Not achieved (recommendation repeated, I.12)

Detainee custody officers should routinely carry anti-ligature knives. (1.41)

Achieved

Steps should be taken to ensure immigration staff are aware of the national referral mechanism.

(1.49)

Achieved

Refresher staff training in the use of force should include use of minimum force in restraining those attempting to harm themselves. (1.64)

Achieved

Respect

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

Recommendations

There should be a stock of clean clothing for both male and female detainees in a range of sizes, including underwear. (1.20)

Not achieved (recommendation repeated, 1.43)

The drinks machine should be relocated so that detainees have free access to drinks without the need to ask staff. (1.21)

Not achieved

Detainees should not be held for substantial periods or overnight without sufficient sleeping facilities. (1.22)

Not achieved

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. (1.69)

Achieved

Activities

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

Recommendation

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

(1.60)

Not achieved

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 be able to receive visits. (I.75)

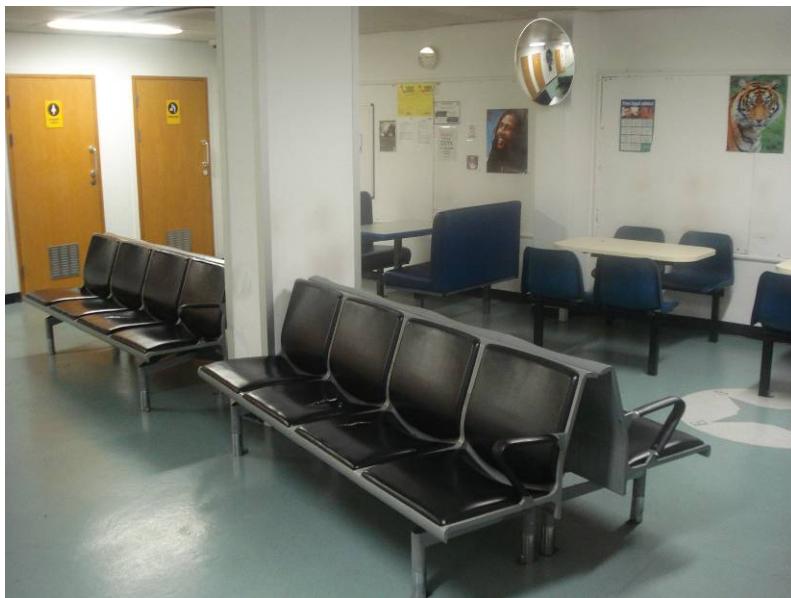
Not achieved

Detainees should have access to fax, email and internet. (I.76)

Partially achieved

Appendix III: Photographs

Main room



Family room

