

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

Heathrow Airport Terminal 5

by HM Chief Inspector of Prisons

12 May 2015

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Fact page

Task of the establishment

To hold individuals and families of interest to Border Force.

Location

Heathrow Airport Terminal 5 (airside)

Name of contractor

Tascor

Last inspection

10-12 May 2010

Escort provider

Tascor

Overview

Situated on the west of Heathrow Airport, Terminal 5 is the airport's busiest terminal. Passengers arrive from UK, European and non-European destinations. The short-term holding facility is located next to the arrivals hall. Its purpose is to hold passengers undergoing investigation by Border Force officers and those who have been refused entry to the UK. A small number of detainees arrive directly from immigration removal centres. Border Force has plans to rebuild the facility and should use this report and its recommendations to inform those plans. During our inspection two detainees were held. In the previous three months, 852 detainees had been held for an average of seven hours and eight 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 inspection in 2010, we made 20 recommendations in relation to this healthy establishment test, nine of which were achieved, 10 not achieved and one was no longer relevant.
- S2 Escort vans were clean and well equipped. Escorts wore high visibility vests in public areas, drawing attention to detainees. Detainee custody officers (DCOs) treated new arrivals kindly. Male and female detainees could not always be held separately. DCOs carried anti-ligature knives.
- S3 We saw a chief immigration officer give a detailed briefing to Border Force staff about anti-trafficking operations. Training for Border Force safeguarding and trafficking team members was good, although Border Force officers did not always share their safeguarding concerns with DCOs. Sixty-two children had been held in the three months before our inspection. There were not enough responsible adults (independent people who check on the interests of children being interviewed).
- S4 DCOs had been trained in the new de-escalation and restraint package, Home Office Managing Escorts Safely. Force had been used twice in the previous 12 months; on both occasions it was used proportionately and as a last resort.
- S5 Detainees had little access to legal representation. Interpreters were not always used to communicate caseworking decisions to non-English speaking detainees. In the previous three months there had been 852 detentions, the longest for 26 and half hours.

Respect

- S6 At our inspection in 2010, we made 14 recommendations in relation to this healthy establishment test, four of which were achieved, two partially achieved and eight not achieved.
- S7 The accommodation was unsuitable for overnight stays but clean and well decorated. The holding room was a poor environment that lacked natural light and adequate ventilation. Toilets were inadequately screened and led straight into the holding room. The facility stocked clothing for men but not for women.
- S8 DCOs were focused on detainees' welfare but did not make enough use of professional telephone interpreting to enhance this. DCOs had received some diversity training. Detainees could practise their religion. Detainees could submit written complaints but replies did not always show balanced consideration. Catering arrangements were adequate.

Activities

- S9 At our inspection in 2010, we made one recommendation in relation to this healthy establishment test, which was not achieved.

- S10 As the facility was located airside detainees could not go out into the fresh air. Children could use a games console or watch TV or DVDs, and there were toys for younger children. Books and some foreign language newspapers were available.

Preparation for removal and release

- S11 At our inspection in 2010, we made three recommendations in relation to this healthy establishment test, two of which were partially achieved and one not achieved.
- S12 Detainees could not receive visitors. There was some information for those transferring to immigration removal centres.

Section 1. Safety

Escort vehicles and transfers

Expected outcomes:

Detainees under escort are treated safely, decently and efficiently.

- 1.1** During our inspection, we saw one detainee who was escorted to the nearby Cayley House short-term holding facility (STHF)¹ for a shower, as none were available in the facility. The vehicle used was clean and well equipped, and the journey was short, but the officers wore high visibility vests, even in public areas. Although the escort staff were kind, they were not able to speak with the detainee, who was a non-English speaker. We observed the detainee ask for a shower, and accompanied her to Cayley House, but she was not told that this would involve a minibus ride (see paragraph 1.38 and recommendation 1.49).

Recommendation

- 1.2** Escort staff should wear high visibility clothing only when safety rules require it.

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, 79% of detainees had entered the facility after arriving on an incoming flight, 9% arrived from an immigration removal centre (IRC) pending removal from the country, and 3% from another terminal; the origin of a further 6% was not known. The remaining detainees had arrived from Cayley House, hospitals, police stations or had been returned after being granted temporary admission.
- 1.4** There was one detainee in the holding room when we arrived, and one more arrived during the inspection and was welcomed appropriately. The holding room was open 24 hours a day, seven days a week, and was staffed by two detainee custody officers (DCOs), including at least one woman. Detainees received a rub-down search in a sufficiently private side room, and we were told they were not admitted without an 'IS91' authority to detain.
- 1.5** Detainees were not permitted to keep mobile phones with cameras and internet access. 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, although this location was not private. Staff did not tell detainees that they were allowed to make outgoing calls from the holding room

¹ Cayley House is short-term holding facility located airside at Heathrow Airport near Terminal 3. It is non-residential but larger than facilities in the terminals. It is primarily used to hold detainees who have been transferred from immigration removal centres and are waiting their flight. HMIP inspected Cayley House in October 2014. Our report can be found at <http://www.justiceinspectorates.gov.uk/hmiprisons/wp-content/uploads/sites/4/2015/03/2014-CAYLEY-HOUSE-STHF-final-report.pdf>.

payphone, and said they were unable to obtain British currency for detainees. Detainees therefore had limited access to the outside world and contact with friends and family.

- 1.6** A basic detention information leaflet was freely available to detainees in 16 languages. All detainees were offered food on arrival, and toiletry packs were available on request.

Recommendations

- 1.7** Initial interviews and telephone calls should be conducted in private.
- 1.8** All detainees should be able to contact their friends, family and legal representatives.

Bullying and personal safety

Expected outcomes:

Detainees feel and are safe from bullying and victimisation.

- 1.9** DCOs had good views into the main holding room through large glass windows in their office. Small areas not directly visible from the office were covered by CCTV. The small family room could not be viewed from the DCOs' office but was covered by CCTV, which was monitored from the DCOs' office.
- 1.10** Men and women could not always be held separately. Staff said they could hold female detainees in the family room or move them to Cayley House to avoid unwanted attention, but this was not always possible.

Recommendation

- 1.11** Unrelated male and female detainees should routinely be given the option of being located in a separate holding room. (Repeated recommendation 1.45)

Self-harm and suicide prevention

Expected outcomes:

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

- 1.12** DCOs on duty carried anti-ligature knives. Neither of the two on duty when we inspected had received refresher training in self-harm and suicide prevention since completing their initial training course. Staff were familiar with assessment, care in detention and teamwork processes used in IRCs to manage those at risk of self-harm, and would open a suicide and self-harm warning form for detainees who presented self-harm risks; this form accompanied detainees to their next place of detention.

Recommendation

- 1.13** DCOs should be given annual refresher training in the prevention of suicide and self-harm. (Repeated recommendation 1.44)

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.14** 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. Border Force was considering expanding the remit of the SAT team to cover all vulnerable adults. We were impressed by a briefing of immigration officers by a chief immigration officer, which we observed, in which they were reminded of intelligence-led anti-trafficking operations.
- I.15** DCOs were not aware if there was a safeguarding adults policy and could not recall having any safeguarding training. They said they would benefit from training to assist them deal with detainees with mental health issues. DCOs were not aware of the national referral mechanism³ or trafficking indicators, and said these matters were Border Force's responsibility. DCOs were generally sensitive to the background of detainees, if not the specific individuals they looked after. Care planning was limited to children and people with disabilities.
- I.16** Despite these limitations, detainees were generally held for very short periods, and staff recognised the risks to detainees, and understood the guidance and procedures to help reduce the 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, and staff needed better training and to increase the use of professional interpreters (see also recommendation I.49).

Recommendations

- I.17** Custody staff should open care plans for all adults at risk, as well as children, and these plans should be kept updated and address any safeguarding concerns.
- 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, 62 children had been held – 52 accompanied and 10 unaccompanied. Accompanied children were held for an average of four hours and 57 minutes, the longest detained for 13 hours. Unaccompanied children were held for an average of three hours and 49 minutes, with the longest detention 10 hours and 20 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).

³ Put in place in the UK in April 2009 to identify, protect and support victims of trafficking.

- I.20** The SAT team was responsible for interviewing children and progressing their cases, and all team 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 officers from each terminal and Hillingdon social services, which provided an opportunity to share learning and discuss operational issues. We saw some good examples of active safeguarding work with children.
- I.21** DCOs had received training in child protection from Barnardo's, but had mixed awareness of the issues. Staff were not aware of any recent child detainees for whom there were safeguarding concerns, and we were not assured that Border Force routinely shared such concerns about children with them. In the case of two siblings detained shortly before the inspection, their care plans stated there were no safeguarding concerns when, in fact, Border Force had been in contact with the police and social services about whether they should be united with their parents in the UK. All children had a care plan that identified the staff caring for them during their stay and which 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 people who check on the interests of a child being interviewed – to support unaccompanied children. Responsible adults were given a familiarisation briefing but had no formal training for their role. At the time of the inspection, there were not enough responsible adults, although Border Force had recruited more who were awaiting security clearance. Border Force appointed and coordinated the responsible adults, which might have inhibited their independence. Border Force case records indicated that some unaccompanied children had been fingerprinted, interviewed and detained without a responsible adult, including the case of the siblings reported above.
- I.23** There was a dedicated immigration interview room for children or parents with children. Although there had been attempts to soften the appearance of the room, through posters and providing children's toys, the condition looked tired.

Recommendations

- I.24** **Border Force should communicate child safeguarding concerns to DCOs.**
- I.25** **Responsible adults should be recruited, trained and coordinated independently of the Border Force.**

Use of force

Expected outcomes:

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

- I.26** Both DCOs on duty had received training in the new Home Office Managing Escorts Safely (HOMES) package. Two HOMES kits were kept in the facility and contained a waist restraint belt and leg restraints. Both were secured with Velcro straps. DCOs now carried rigid bar, rather than chain, handcuffs.⁴

⁴ 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.

I.27 Force had been used twice in the previous 12 months: once in the holding room and once at a gate in the terminal. In the holding room incident the detainee was non-compliant and had repeatedly threatened to attack staff. Rigid handcuffs were used to restrain the detainee followed by the waist restraint belt. In both instances, the documentation assured us that there had been good efforts to deescalate, and force was used proportionately and as a last resort. Border Force officers carried extendable batons, which was disproportionate.

Recommendation

I.28 **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.29 Detainees had poor access to legal representation. No advice agency or solicitors' numbers were displayed in the holding room. An out-of-date poster gave a Legal Aid Agency contact number for detainees wishing to be put in touch with a representative, but this would have been of little practical use to detainees who did not speak English. As the facility was located airside, legal representatives were unable to visit detainees. Although detainees without a telephone or money were offered a free call, this was not in private. Detainees did not have access to a fax machine.

Recommendations

I.30 **Border Force should negotiate with the Legal Aid Agency to offer telephone advice to detainees using an interpretation service similar to that used in its police station telephone immigration advice line.** (Repeated recommendation I.32)

I.31 **Detainees should have access to fax machines. Notices explaining this should be displayed in the holding room.** (Repeated recommendation I.33)

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.32 Most detainees in the facility had arrived on incoming flights and were held for further questioning or after refusal of entry. A small number of other detainees arrived from IRCs. In the previous three months, Border Force had made 852 detentions.⁵ The average length of detention was seven hours and eight minutes. Six detainees had been held for more than 24 hours, with the longest held for 26 hours and thirty minutes. The facility did not have suitable sleeping, washing and other facilities, or access to the fresh air, for lengthy detentions.

⁵ Some detainees were held more than once in this three-month period.

- I.33** Written reasons for detention were not translated, and Border Force staff did not always use interpreters when required. In one case, a woman whose English was said to be ‘very limited’ did not have the reasons for detention explained to her because a Portuguese interpreter was not available. Border Force had not used an interpreter in its dealings with the siblings reported above (paragraph I.21); Tascor care plans showed that DCOs had used Google Translate to communicate with them. (See recommendation I.49.)
- I.34** DCOs refused to accept detainees without the necessary authority (on form IS91). The form was retained by DCOs in their office, and almost all we saw had been completed correctly, although many were only photocopies. In one case, risk factors had not been completed in the form.
- I.35** There was some evidence that detention was not kept to a minimum.

Recommendation

- 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 had a large holding room with toilets and an adjoining family room, a DCOs' office and a storeroom. A viewing window separated the staff area from the holding room and family room, and enabled detainees to attract the attention of staff if needed. The whole area was also covered by CCTV cameras, which could be monitored in the staff area. There were separate toilets for men and women, and one adapted for people with disabilities that also had a baby change area. All the toilets opened directly on to the holding room through a door with a gap of approximately six inches at the top and bottom, which did not provide sufficient privacy. The toilets had no seats. The holding room contained two working water fountains.
- I.38** Signs in the facility informed detainees that they could request a shower – although it had no shower, detainees could shower at Cayley House, when staffing allowed. Only two detainees had taken up this opportunity in the previous 10 days, including one during the inspection. Showers were not offered routinely on arrival, but were offered to long-stayers. The shower facility in Cayley House, a short minibus ride away, was clean, and a fresh towel was provided, but it smelled unpleasant.
- I.39** The main holding area and family room contained over 70 unwelcoming fixed seats, which was more than the maximum number of detainees which could be held. Clean pillows, pillowcases and blankets were offered to all detainees at all times of the day. Clothing was available for male detainees, but staff did not know that women's clothes could be obtained from Cayley House. Detainees were often held for long periods or overnight, but the two recliner chairs provided for those who wished to sleep were inadequate for an overnight stay, and if more than two detainees were accommodated at night, which often happened, some had to sleep on the fixed bench seating. There was no comfortable place to sleep in the small family room, although a cot was provided for a baby,
- I.40** The holding area was air conditioned but the temperature could not be adjusted locally and we found it uncomfortably warm during the inspection.
- I.41** While the holding area was clean and well decorated, the lack of natural light, poor ventilation, inability to control the room temperature, poorly screened toilets and lack of showers made for an unpleasant environment. However, there were plans for a substantial rebuild, including a larger family room, and the installation of showers and properly screened toilets.

Recommendations

- I.42** **There should be a stock of clean clothing in the holding room for female detainees in a range of sizes, including underwear, and all staff should know that women's clothing is available in Cayley House.**
- I.43** **The rebuild of the facility should be implemented and should address the current poor lighting, ventilation, temperature control and seating arrangements.**

Housekeeping point

- I.44** A shower should be offered to all detainees soon after they arrive.

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.45** DCOs were courteous and attentive to detainee needs. However, they failed to use professional telephone interpreting services when necessary. One DCO used an online translation service via his mobile phone, which was a poor substitute for professional interpreting (see below). DCOs wore name badges but the writing on them was too small for detainees to read easily.

Housekeeping point

- I.46** 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.47** Provision for non-English speakers was poor. Although there had been over 850 detentions in the previous three months, the telephone interpreting service had only been used on 16 occasions. One of the two detainees held during our inspection could not speak English, but instead of using professional interpreters, a DCO used Google Translate via his mobile phone, which was an ineffective way to communicate with the detainee. There were insufficient reading and writing materials in foreign languages.
- I.48** Staff had completed paper-based diversity and equality awareness training provided by Tascor's parent company, Capita. This was not specifically tailored to immigration detainees but did cover direct and indirect discrimination and protected characteristics. Detainees could practise their religion, and holy books and prayer mats were available. The direction of Mecca was indicated and a compass was available on request. DCOs opened care plans for detainees with disabilities, and there was an adapted toilet that included grab handles, a low sink and an alarm. However the door to the toilet led directly into the holding room and had a six-inch gap at the top and bottom (see paragraph I.37).

Recommendation

- I.49** **DCOs and Border Force officers should use professional interpreters to communicate with detainees who do not speak English.**

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.50** Detainees could submit written complaints. Complaint forms in a variety of languages were freely available, and a secure complaints box in the holding rooms was emptied daily by a Border Force officer. However, newly arrived detainees were not told they could make a complaint.
- I.51** Three detainees had submitted complaints in the previous 12 months – two about unfair treatment and one on inappropriate behaviour. Tascor investigated the complaints but found all three not substantiated. The documentation did not assure us that there had been efforts to contact detainees about their original complaint and to offer them the opportunity to add more detail. Replies did not always demonstrate balanced consideration of the complaint. One detainee had complained that he was unable to shower and the reply confirmed that he did not receive a shower despite his requests, yet the complaint was found to be unsubstantiated.

Recommendation

- I.52** **Formal complaints should be dealt with fairly, investigations should carefully consider the evidence for and against upholding the complaint, and Tascor should contact complainants to discuss their complaint, recording the contact made.**

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.53** 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 water in the holding room, but had to ask for other drinks. Baby food was available, and detainees could eat at a table. 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.54** The holding room was located airside and detainees had no access to outside space for exercise in the fresh air (see recommendation I.36). The main holding room had a stock of books, some suitable for adolescents, although most were in English. There were also some magazines in English and three daily foreign newspapers. There was a large screen television at one end of the main holding room. Some DVDs were available, some suitable for children, as well as a games console for children and a good stock of toys.

Recommendation

- I.55** 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.56** When they left the facility, 37% of detainees were removed, 30% were granted permission to enter the UK, 14% were transferred to an IRC, 12% were granted temporary admission and 6% entered the non-detained asylum process. The remainder were arrested by the police, taken to hospital or the onward destination was not recorded.
- I.57** Visitors were not permitted in the holding room, as it was airside. Subject to staff availability, detainees were able to 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. Information cards with the address and telephone number of IRCs were available for detainees transferring to further detention.

Housekeeping Point

- I.58** 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 Home Office

- 2.1 Border Force should communicate child safeguarding concerns to DCOs. (1.24)
- 2.2 Border Force officers should not carry batons inside the facility. (1.28)
- 2.3 Border Force should negotiate with the Legal Aid Agency to offer telephone advice to detainees using an interpretation service similar to that used in its police station telephone immigration advice line. (1.30, repeated recommendation 1.32)
- 2.4 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. (1.36)
- 2.5 The rebuild of the facility should be implemented and should address the current poor lighting, ventilation, temperature control and seating arrangements. (1.43)

Recommendation

To Home Office and the facility contractor

- 2.6 DCOs and Border Force officers should use professional interpreters to communicate with detainees who do not speak English. (1.49)

Recommendation

To the escort contractor

Escort vehicles and transfers

- 2.7 Escort staff should wear high visibility clothing only when safety rules require it. (1.2)

Recommendations

To the facility contractor

Arrival

- 2.8 Initial interviews and telephone calls should be conducted in private. (1.7)
- 2.9 All detainees should be able to contact their friends, family and legal representatives. (1.8)

Bullying and personal safety

- 2.10 Unrelated male and female detainees should routinely be given the option of being located in a separate holding room. (1.11, repeated recommendation. 1.45)

Self-harm and suicide prevention

- 2.11** DCOs should be given annual refresher training in the prevention of suicide and self-harm. (1.13, repeated recommendation 1.44)

Safeguarding (protection of adults at risk)

- 2.12** Custody staff should open care plans for all adults at risk, as well as children, and these plans should be kept updated and address any safeguarding concerns. (1.17)
- 2.13** Tascor should be represented at the fortnightly safeguarding case conferences with Hillingdon social services and disseminate learning points to detainee custody officers. (1.18)

Safeguarding children

- 2.14** Responsible adults should be recruited, trained and coordinated independently of the Border Force. (1.25)

Legal rights

- 2.15** Detainees should have access to fax machines. Notices explaining this should be displayed in the holding room. (1.31, repeated recommendation 1.33)

Accommodation

- 2.16** There should be a stock of clean clothing in the holding room for female detainees in a range of sizes, including underwear, and all staff should know that women's clothing is available in Cayley House. (1.42)

Complaints

- 2.17** Formal complaints should be dealt with fairly, investigations should carefully consider the evidence for and against upholding the complaint, and Tascor should contact complainants to discuss their complaint, recording the contact made. (1.52)

Activities

- 2.18** The facility should provide a suitable range of activities including a wide range of books, magazines and DVDs in English and other languages. (1.55)

Housekeeping points

- 2.19** A shower should be offered to all detainees soon after they arrive. (1.44)
- 2.20** DCO name badges should clearly display their name and status. (1.46)
- 2.21** Detainees should be told that they can request supervised access to the internet to check flight and ticket details. (1.58)

Section 3. Appendices

Appendix I: Inspection team

Colin Carroll
Jeanette Hall
Deri Hughes-Roberts

Inspector
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

A female DCO should be present in a holding room whenever a woman is detained there and for the duration of her detention. (1.16)

Achieved

Notices advertising legal advisers should be in different languages. (1.30)

Not achieved

Details of the Community Legal Advice helpline should be available. (1.31)

Achieved

The UK Border Agency (UKBA) should negotiate with the Legal Services Commission to offer telephone advice to detainees using an interpretation service similar to that used in its police station telephone immigration advice line. (1.32)

Not achieved (recommendation repeated, 1.30)

Detainees should have access to fax machines. Notices explaining this should be displayed in the holding room. (1.33)

Not achieved (recommendation repeated, 1.31)

The UKBA should use interpreters when interviewing detainees who are not competent in English. (1.38)

Not achieved

Custody staff should refuse to accept into their care cases where the authority to detain (IS91) has not been issued correctly. (1.39)

Achieved

The IS91 should confirm that a risk assessment has been conducted even when no risk factors have been identified. (1.40)

Not achieved

DCOs should be given annual refresher training in anti-bullying and prevention of suicide and self-harm. (1.44)

Not achieved (recommendation repeated, 1.13)

Unrelated male and female detainees should routinely be given the option of being located in a separate holding room. (I.45)

Not achieved (recommendation repeated, I.11)

DCOs should carry anti-ligature knives at all times. (I.46)

Achieved

All members of the children and young persons team should receive tiers two and three of the 'keeping children safe' training. (I.60)

Achieved

Children should only be detained for the shortest possible periods. (I.61)

Not achieved

Custody officers should receive training in child protection. (I.62)

Achieved

Statistics should be kept on the numbers of children using the Skyflyers lounge as an alternative to detention. (I.63)

Not achieved

There should be a protocol between UKBA and BA clearly defining criteria for use of the Skyflyers Lounge for children, and the responsibility for their welfare. (I.64)

Not achieved

Referrals to the Paladin team should be made without delay. (I.65)

No longer relevant

UKBA managers should approach Hillingdon Social Services to address and resolve the problem of delayed responses to referrals from Terminal 5. (I.66)

Achieved

Detainees who are potential victims of trafficking should be referred to the National Referral Mechanism. (I.67)

Achieved

A female DCO should be present in a holding room whenever a child is detained there and for the duration of his or her detention. (I.68)

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 in a range of sizes, including underwear, for both male and female detainees. (I.17)

Partially achieved

The toilets should have full length doors or a space separating them from the holding room, to ensure the privacy of detainees. (I.18)

Not achieved

Toilets should be fitted with seats. (1.19)

Not achieved

The blocked water fountain should be fixed. (1.20)

Achieved

The drinks machine should be relocated to the holding room, to give detainees 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 adequate sleeping facilities. (1.22)

Not achieved

Additional lounge-type chairs should be provided. (1.23)

Not achieved

The holding room should be kept at a comfortable temperature. (1.24)

Not achieved

Monitoring and recording of medical conditions and requirements for medication should be accurate and consistent. (1.25)

Achieved

Staff should receive routine refresher training in all aspects of diversity policy and procedures. (1.73)

Partially achieved

Equality impact assessments should be completed. (1.74)

Not achieved

Disability questionnaires should always state what has been done to help detainees with disabilities who need assistance. (1.75)

Achieved

Information about complaints against the UKBA should be available locally. (1.82)

Achieved

Ambient meals should be replaced with a range of frozen meals. (1.85)

Not 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. (1.78)

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

Suitable clothing should be available for issue to detainees needing it. (1.89)

Partially achieved

Detainees should be able to receive visits. (1.90)

Not achieved

Detainees should have access to the internet and be able to send and receive emails.

(1.91)

Partially achieved

Appendix III: Photographs

Main holding room



