

## SERVICE IMPROVEMENT PLAN

### UNANNOUNCED INSPECTION OF HEATHROW TERMINAL 3 AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 13 May 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
<b>Recommendation – To the Home Office</b>					
2.1	Border Force should communicate safeguarding concerns about detainees to custody staff. (1.17)	Accept	Ongoing	The policies, forms and guidance in use to convey safeguarding concerns are being reviewed to assess what changes need to be made to improve the sharing of information. In the meantime Border Force has issued a written reminder to regional safeguarding leads to be cascaded to ports within their region. It reminds them to declare <u>all</u> safeguarding concerns in Section 4 of the IS91, and cites potential victims of trafficking or FGM concerns as examples. They have also asked for the message to be reinforced in shift briefs.	6 months
2.2	Responsible adults should be recruited, trained and coordinated independently of Border Force. (1.23)	Reject		Border Force (BF) follows the Home Office policy on the use of responsible adults. Guidance sets out who can and cannot be a responsible adult and the role they play in safeguarding the welfare of the child. Border Force at Heathrow has good arrangements within the Heathrow community such as with the airport chaplaincy and a more formal structure would hamper this. Volunteers are independent of Border Force and numbers are actively kept under review.	
2.3	Border Force officers should not carry batons inside the facility. (1.26)	Reject		BF officers are not based in the holding room but may attend as part of their duties. The batons are part of the standard uniform kit for officers with the appropriate level of training, and are not carried solely for the purpose of entering the holding room.	
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. (1.28)	Reject		There is no statutory requirement for those detained in the holding room to have access to legal advice. Unlike police interviews, immigration interviews at port are not conducted under PACE within the criminal justice framework. The holding rooms already have information in different languages as to how to access legal advice and it is also contained on form IS91R which is explained to detainees, via an interpreter if necessary.	
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. (1.36)	Accepted  Partially Accepted	Ongoing	Border Force seeks to minimise detention in all cases and aims to keep lengths of stay to a minimum with the majority of those detained at Heathrow being held for less than 12 hours. There are occasions when detention needs to be maintained for a longer period for complex cases or for reasons outside of Border Force's control (e.g. delayed return flights).  If detention is to be maintained for a longer period detainees will be transferred to a removal centre where there are a wider range of facilities. In some cases where the availability of a return flight is imminent a detainee may remain in the holding room for a slightly extended period rather than undertake unnecessary journeys elsewhere. The Detainee Escorting Population Management Unit (DEPMU) are considering how best to deploy airbeds to provide sleeping facilities in holding rooms, including at Terminal 3. This will evaluate the space required for their use and storage. It is not possible to provide fresh air and natural light given the location of the holding room. There are showers available at Cayley House and the Terminal 2 holding room and detainees can be transferred to use these facilities if needed.	6 months
2.6	The rebuild of the facility should be implemented and should address the current poor lighting, ventilation and seating arrangements. (1.44)	Accepted	Ongoing	The refurbishment of this holding room is scheduled to begin in March 2016 and be completed by October 2016. This will result in an enhanced facility for detainees at T3 with improved lighting, ventilation and seating.	October 2016
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. (1.51)	Partially Accepted	Ongoing	The needs of disabled detainees will be considered as part of the refurbishment. Plans for the refurbishment are still being finalised. A toilet that is compliant with the Disability Discrimination Act will be included in this.	12 Months

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<b>To the escort contractor</b>					
2.8	Escort staff should wear high visibility clothing only when safety rules require it. (1.2, repeated recommendation 1.3)	Rejected		Tascor wear approved uniform as directed by the Home Office. The wearing of high visibility outer clothing at Heathrow Airport is a requirement of airport authorities when staff are in airside locations and therefore all Tascor staff must adhere to this regulation. Tascor has recently reiterated to escorting staff that there is an obligation not to draw undue attention to detainees and escorts will endeavour to do so.	
<b>To the Home Office and facility contractor</b>					
2.9	Male and female detainees should not be held in the same holding room unless related. (1.10, repeated recommendation 1.38)	Partially Accepted	Completed	Careful consideration is always given to the decision to detain unrelated males and females in the same holding room. Holding room staff will dynamically risk assess any situation where this occurs and male and female officers on duty will provide close supervision. Single females may be held in the second holding room if it is unoccupied. Single females may also be held in the second holding room with a detained family but will be made aware that there may be male detainees in occupancy as part of the family group.	Completed
<b>To the facility contractor - Arrival</b>					
2.10	Initial interviews, rub-down searches and telephone calls should be conducted in private. (1.6)	Partially Accepted	Completed and Ongoing	A portable privacy screen is available at Terminal 3 and all detainees will now be offered the use of this screen to protect their privacy during searching. This requirement has been added to the holding room 'Induction Sheet' used by Tascor staff. Staff are required to record the offer of the screen's use and the individual's response.	N/A
2.11	All detainees should be able to contact their friends, family and legal representatives. (1.7)	Accepted	Completed	As part of the induction process detainee custody officers inform all detainees that there is a payphone available for use in the holding room. All detainees are offered a free five minute phone call to enable detainees to communicate with friends family and legal representatives. Detainees are encouraged to provide the telephone number of the payphone to friends / family so they can receive incoming calls. In addition there are four SIM free mobile phones that can be provided to detainees for use with their own SIM. Information on the use of telephones is contained in the information booklet which is available in 16 languages.	Completed
<b>Self-harm and suicide prevention</b>					
2.12	Staff should receive regular refresher training in suicide prevention and the assessment, care in detention and teamwork self-harm monitoring process. (1.12, repeated recommendation 1.40)	Partially Accepted	Ongoing	All Tascor staff have undertaken management of self harm training in Assessment Care in Detention Teamwork (ACDT) as part of their initial training course. Although it is not a contractual requirement Tascor are assessing the inclusion of ACDT refresher training for 2016 for staff in non-residential holding rooms.  Suicide/Self-Harm Warning Forms are available to detainee custody officers and staff are fully aware of the process for completing these forms and escalating any concerns to senior managers.	6 months
<b>Safeguarding (protection of adults at risk)</b>					
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. (1.16)	Accepted	Ongoing	Tascor has formulated a national safeguarding adult policy and will align this with the Safeguarding Detention Service Order (DSO) once this is published. The safeguarding policy will then be shared with staff and will set out how care plans should be updated and how safeguarding concerns should be addressed.  Current measures in place relating to safeguarding include a disability policy and care plan and the suicide/self-harm warning form. Staff are made aware of the process for completing these forms and escalating any concerns to senior managers.	6 months

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2.14	Tascor should be represented at the fortnightly safeguarding case conferences with Hillingdon social services and disseminate learning points to detainee custody officers. (1.18)	Rejected		A representative from Border Force attends these meetings and ensures that Tascor's Safeguarding Lead is engaged on any issues that result from them which relate to Tascor.  The Tascor Safeguarding Lead disseminates any learning points to staff via the Detainee Welfare Forum, child safeguarding meeting and internal updates.	
<b>Legal rights</b>					
2.15	Detainees should have access to fax machines, and this facility should be advertised in the holding room. (1.29)	Partially Accepted	Completed	There is no dedicated fax or email facility for detainees; however staff will, wherever possible, assist by sending a fax or contacting a detainee's legal representative on their behalf.	N/A
<b>Casework</b>					
2.16	Detainees should be given written reasons explaining why they are being detained in a language they understand. (1.34, repeated recommendation 1.30)	Rejected		The IS91 form provides written reasons for detention and Border Force staff will explain this to detainees, using professional telephone interpretation services where necessary.	
2.17	Detainees entering the non-detained asylum process should be transferred from the facility without delay. (1.35)	Accepted	Ongoing	The Routing Team is operational from 8am - 8pm Monday to Friday and 8am - 4pm Saturday and Sunday. Outside of these hours, and during the hour before the Routing Team closes, the "out of hours" process should be followed. Cases requiring Initial Accommodation (IA) should be referred by Border Force to the COMPASS IA provider for their region. Transport will be arranged by the provider from the point of asylum claim to arrival at the place of initial accommodation. Collection from the point of claim will be within 3 hours of referral.  Border Force has issued reminders of the Asylum "out of hours" process for accessing accommodation via internal communication methods ICE CAST / team meetings and will review guidance for referring cases to NAAU to make sure the out of hours process is documented.	N/A
<b>Accommodation</b>					
2.18	There should be a stock of clean clothing for both male and female detainees in a range of sizes, including underwear. (1.43, repeated recommendation 1.20)	Accepted	Completed	There is a full stock of clean clothing for male and female detainees held at Cayley House. Should clothing be required holding room staff will contact Cayley House to request delivery. Clothing can be delivered to the holding room within 30 minutes.	Completed
<b>Complaints</b>					
2.19	Tascor should contact detainees who have complained to discuss their complaint, and record the efforts made to contact them. (1.53)	Partially Accepted	Ongoing	Once a complaint is allocated to Tascor for investigation the Tascor Complaint Co-Coordinator will send a letter to the detainee informing them that their complaint is being investigated. Once the investigation is completed the outcome will be sent to the detainee at the IRC where they are currently being held. Should the detainee be no longer detained in an IRC this will be sent to any forwarding address provided by the detainee. Tascor will now include in the acknowledgment letter a dedicated Tascor email address and advise the detainee that they can email details for where correspondence can be forwarded to.	6 months
<b>Activities</b>					

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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. (1.56)	Accepted	Completed and Ongoing	The family room has a 14" wall mounted combined TV/DVD and also a 32" wall mounted TV which is connected to a Wii Console. Tascor will liaise with DEPMU to arrange for the purchase of additional DVDs. There are 66 books in foreign language (22 children's & 40 adult) and 159 English books (154 children's & 5 adult). For children there are colouring packs, dominoes, playing cards, a Rubik's Cube and other puzzles. A variety of monthly periodicals are provided based on the five nationalities with the highest proportion of detainees held. English and foreign language newspapers are delivered on a daily basis.	6 months