

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF HEATHROW TERMINAL 5 AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 12 May 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
Recommendation – To the Home Office					
2.1	Border Force should communicate child safeguarding concerns to DCOs. (1.24)	Accepted	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	Border Force officers should not carry batons inside the facility. (1.28)	Rejected		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.	
2.3	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)	Rejected		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.	
2.4	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)	Accepted Partially Accepted	Ongoing 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 5. This will evaluate the space required for their use and storage. There is no provision for detainees to have exercise in the fresh air in an airside environment and is not possible to provide natural light given the location of the holding room. Showers are available at the Terminal 2 holding room and Cayley House and detainees can be transferred to use these facilities if needed.	6 months
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)	Accepted	Ongoing	The refurbishment of the holding room at T5 will address these issues. This work has been deferred until the cost of the refurbishment of the T3 holding room has been finalised. The work, when undertaken, will result in an enhanced facility for detainees with improved lighting, ventilation and seating.	18 months
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)	Accepted	Completed and Ongoing	DCOs are required to assess detainees level of English as part of the induction process and make record of this. Where a detainee does not have sufficient English, telephone interpreting services must be used. Details of this service are placed in prominent positions in the T5 holding room. An Internal Memo was sent to T5 holding room staff in May 2015 reminding them of this service. Border Force guidance is clear on the booking and use of interpreters, both for face-to face and telephone interviews. Interpreters must be drawn from a list of approved Home Office interpreters, and before an interview starts the interviewing officer should establish that the interviewee and the interpreter understand one another.	N/A

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To the escort contractor					
2.7	Escort staff should wear high visibility clothing only when safety rules require it. (1.2)	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 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.	
To the facility contractor – Arrival					
2.8	Initial interviews and telephone calls should be conducted in private. (1.7)	Partially Accepted	Completed and Ongoing	There is limited space within the T5 holding room to offer a separate area for the making of private calls and the conduct of interviews. Detainees are offered the use of a sim-free phone to make and receive calls. DCOs are required to inform detainees of this service as part of the induction process. There is also a payphone located in the holding room which has a privacy hood fitted In exceptional circumstances DCOs will allow a detainee to use the office telephone to communicate the number of the holding room payphone to relatives and legal representatives.	N/A
2.9	All detainees should be able to contact their friends, family and legal representatives. (1.8)	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 them 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 is a SIM free mobile phone 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
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)	Partially Accepted	Completed	There is a separate area which can be used to hold males and females apart but only when it is not in use for families or unaccompanied minors. Any mixing of detainees in holding rooms is subject to dynamic risk assessment and when this occurs male and female officers on duty will provide close supervision. Single females may be held in the second holding room even if it is in use by a detained family but will be made aware that there may be male detainees in occupancy as part of the family group.	Completed
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)	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

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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)	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 aware and familiar with all of these forms and their use and the need to escalate any concerns to senior managers.	6 months
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)	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 will disseminate any learning points to staff via the Detainee Welfare Forum, child safeguarding meeting and internal updates.	
Safeguarding children					
2.14	Responsible adults should be recruited, trained and coordinated independently of the Border Force. (1.25)	Rejected		Border Force 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.	
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)	Partially Accepted	Completed	There is no dedicated fax facility for detainees, however staff, wherever possible, will assist detainees by sending faxes and/or contacting legal representatives on their behalf.	Completed
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)	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
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)	Partially Accepted	Ongoing	Once a complaint has been allocated to Tascor for investigation the Tascor Complaint Co-ordinator 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

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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)	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 53 books in foreign language (13 children's & 40 adult) and 149 English books (144 children's & 5 adult). For children there are colouring packs, playing cards and Jenga available. 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