

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

London City Airport

by HM Chief Inspector of Prisons

11 February 2015

Glossary of terms

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Fact page

Task of the establishment

To hold men, women and families of interest to the Border Force.

Location

London City Airport (airside)

Name of contractor

Tascor

Number held during inspection

0

Last inspection

22 February 2013

Escort provider

Tascor

Overview

London City Airport deals primarily with European routes, including UK internal flights and is used mainly by business travellers. Tascor was contracted to manage both the small holding room at the airport and the escorting of detainees to flights and other places of detention. The holding room was routinely staffed from 7am to 10pm Monday to Friday, 8am to 3pm on Saturday, and 10am to 10pm on Sunday, with usually a minimum of two Tascor detainee custody officers; and its purpose was to hold people who had arrived on flights, but had been refused entry into the country by Border Force staff at passport control. As a very small non residential short term holding facility, the holding room was designed to accommodate detainees for short periods only, while immigration staff considered the immediate circumstances of their cases.

The Border Force was located on site to manage detainees' immigration matters. Most people held were detained directly from flights. There were no detainees at the time of the inspection but we examined holding room logs and all other available documentation for the previous three months.

In the previous three months, the holding room had been used 30 times to hold 30 detainees for an average of just under six hours. One had been held for more than 12 hours. Some had been held in the facility on more than one occasion in a short space of time - for one detainee this resulted in cumulative detention in excess of 24 hours. One accompanied child was held for a total of seven hours and 30 minutes; no unaccompanied children had been held. There was no Independent Monitoring Board.

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 2013, we made 17 recommendations in relation to this healthy establishment test, three of which were achieved, three were partially achieved and 10 not achieved, and one was no longer relevant.
- S2 Detainees escorted by overseas escort staff were routinely handcuffed irrespective of the risks they posed, including in public areas, which was excessive. Not all detainees who passed through the holding room were recorded on the daily log. Detainees were searched in view of others. We were told it was not always possible to have a female officer on duty to help meet the needs of female detainees. Detainees did not always have access to a mobile phone; they were offered a free call but this was not in private. The size and layout of the holding room limited confidentiality.
- S3 Women detainees could not always be held separately from men. There had been no recent incidents of self-harm. Detainee custody officers (DCOs) did not receive regular training in bullying or suicide and self-harm prevention. Despite this, they demonstrated a good awareness of key indicators of these issues. DCOs did not carry anti-ligature knives. Scarves, belts and shoelaces were only removed from detainees on the basis of an individual risk assessment, which was proportionate.
- S4 There was no safeguarding adults policy or procedure, and DCOs had not been trained in this area. There was an adequate Tascor safeguarding children policy, and DCOs and Border Force staff had undertaken safeguarding children training. In the previous three months, one family had been held and were transferred to an immigration removal centre (IRC) very late at night. No unaccompanied children had been held in the previous three months, but Border Force staff were not sufficiently aware of the process for managing detainees whose age was in dispute. We were told about a minor who was transferred into further detention instead of being released to social services.
- S5 Use of force was rare and it was not used to get detainees on to a flight. If force was used, a health practitioner's assessment could not take place until detainees arrived at an IRC.
- S6 Detainees were issued with written reasons for their detention in English only. They could not freely use a fax machine or access email. A member of immigration staff visited the holding room daily. Some detainees were subject to excessive moves to and from the holding room in short periods, sometimes late at night, resulting in cumulatively long periods of detention at the facility.

Respect

- S7 At our inspection in 2013, we made 11 recommendations in relation to this healthy establishment test, two of which were achieved, three were partially achieved and five not achieved, and one was no longer relevant.
- S8 The main holding room was very small and cramped and had no natural light, but was clean and well decorated. A small side room had been designated for families and was adequately equipped with toys and books. There were no tables where detainees could eat and no trays for this. The location of the toilet was not sufficiently private. There was no shower for

detainees. The temperature in each room could be controlled separately and was at suitable levels. Clean pillows and blankets were available.

- S9 Holding room staff were aware of the potential difficulties facing detainees and were generally courteous in describing those in their care. Some rules implemented by overseas escort staff holding detainees at the facility before a flight were disproportionate. Staff did not display name badges prominently.
- S10 Staff had not received recent equality or diversity training. Religious items were provided but holding areas were too cramped for detainees to worship in privacy. Staff told us they used disability care plans. There were no toilet facilities for those with disabilities.
- S11 Complaint forms were available in a range of languages. Detainees could not submit a complaint privately, and we were not assured the complaints box was checked daily.
- S12 Catering was reasonable but food stocks were not sufficiently maintained and there were no healthy snacks. There were no picture menus or translated information about food, and no food comments book for detainees.

Activities

- S13 At our inspection in 2013, we made two recommendations in relation to this healthy establishment test, which were both not achieved.
- S14 There were sufficient activities to occupy detainees held for short periods, although not much foreign language reading material. The television aerial was faulty. Detainees could not go outside for fresh air or exercise, although this was somewhat offset by the short periods of detention for some detainees.

Preparation for removal and release

- S15 At our inspection in 2013, we made no recommendations in relation to this healthy establishment test.
- S16 Detainees did not have access to email, Skype or social networks, which was an inappropriate restriction for a detainee population. They could not make telephone calls in private, and many had no access to a working mobile phone. Detainees were given little information about what happened after they left the facility.

Section 1. Safety

Escort vehicles and transfers

Expected outcomes:

Detainees under escort are treated safely, decently and efficiently.

- I.1 Most detainees arrived at the holding room directly from flights, and a few were transferred from immigration removal centres (IRCs) for interviews. The holding room was also used to hold detainees during overseas escorts before they were taken to their flight. We were told that overseas escort staff routinely handcuffed detainees during these transfers irrespective of the risks they posed, including in public areas, which was excessive.
- I.2 We were not able to check the condition of any escort vehicles as none arrived during our inspection.

Recommendation

- I.3 **Handcuffs should only be used if justified by an individual risk assessment and, whenever possible, detainees should not be escorted through public areas.**
(Repeated recommendation I.6)

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.

- I.4 Immigration staff did not routinely give holding room staff advance notice of new arrivals. Detainee custody officers (DCOs) told us that they would not accept detainees without an appropriately completed written authority to detain notice (IS91), and the few that we were able to check had been completed fully and signed. A daily log sheet of detainees was maintained but we were told that this sometimes did not record detainees awaiting an escort overseas held at the facility until their flight time.
- I.5 Detainees were searched in the main holding room in view of others. We were told it was not always possible to have a female officer on duty to help care for and meet the needs of female detainees. In these circumstances male staff searched women detainees with a search wand rather than through a rub-down search, to avoid physical contact.
- I.6 Detainees were allowed to retain cash but not mobile phones that had internet access or cameras. DCOs had alternative phones for detainees to use with their own SIM card, although these were often not compatible with the SIM and could not, therefore, be used. Detainees were offered a free telephone call, but this was not in private (see recommendation I.67). There was no secure storage space for detainees' luggage.
- I.7 Detainees were given brief induction information. Telephone interpreting for non-English speakers was available, but had been used only three times in the last quarter of 2014. There was no private area for induction interviews or welfare checks, and the size and layout of the room prevented confidential communication between staff and detainees. Detainees were

not seen by a health professional but staff knew how to contact the medical advice line if required.

Recommendations

- 1.8 The detention log should always be fully completed and include all detainees held in the facility for any reason.** (Repeated recommendation 1.21)
- 1.9 There should always be a female and male member of staff on duty.** (Repeated recommendation 1.20)
- 1.10 Detainees should be able to take their free telephone call on arrival in private.**
- 1.11 Detainees should be given an induction interview covering all key information in private, using telephone interpreters where necessary.**
- 1.12 Detainees should be searched by someone of their own gender and in private.**
- 1.13 Detainees should have ready access to a working mobile phone while detained.**

Housekeeping points

- 1.14** Detainee custody officers should be given advance notice of detainee arrivals wherever possible.
- 1.15** Detainees' luggage should be securely stored while they are in the holding room.

Bullying and personal safety

Expected outcomes:

Detainees feel and are safe from bullying and victimisation.

- 1.16** As the holding room was so small, staff had a good view of most areas; with the exception of the toilet, there were no blind spots and CCTV cameras were in operation. Copies of the Tascor basic information booklet setting out basic rules and information, in 15 languages, were freely available.
- 1.17** Women detainees could not always be held separately from men if the family room was in use. DCOs had not undertaken any specific training in recognising and managing bullying, although they were aware of issues of bullying and harassment. Given the close proximity of staff to detainees, there was little potential for bullying to go unnoticed.

Recommendation

- 1.18 Women detainees should not be held together with unrelated male detainees.**

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.19** There had been no recent incidents of self-harm. Although DCOs were first aid trained, they said they did not receive regular training in suicide and self-harm prevention. Despite this, they demonstrated a good awareness of key indicators. Neither of the two DCOs on duty during our visit carried an anti-ligature knife, one because the strap on the pouch was broken, although there were two available in the holding room.
- I.20** If staff had concerns about a detainee, they would open a suicide and self-harm warning form. We were told that scarves, belts and shoelaces were only removed from detainees on the basis of an individual risk assessment.

Recommendations

- I.21** **Staff should receive regular training in the management of self-harm and bullying.** (Repeated recommendation I.24)
- I.22** **All staff should carry anti-ligature knives.** (Repeated recommendation I.28)

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.¹

- I.23** There was no safeguarding adults policy or procedure. DCOs had not been trained in this area, and they were not sufficiently familiar with trafficking indicators. Border Force staff had undertaken a trafficking e-learning package. Staff were not aware if there had been any referrals to the national referral mechanism (used to identify, protect and support victims of trafficking).

Recommendation

- I.24** **Tascor should develop a national safeguarding adults policy, and all relevant staff should be familiar with it.**

¹ 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).

Safeguarding children

Expected outcomes:

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

- I.25** In the previous three months, one child, aged a year old and accompanied by two family members, had been held for a total of seven hours and 30 minutes. The family was initially detained at 4.50pm for six hours and 50 minutes, transferring to Tinsley House IRC at 11.40pm. It was not clear why the transfer took place so late at night. (See also recommendation I.42) They were returned to the holding room at 8.30am the next day before being removed to a flight 40 minutes later. There had been no unaccompanied minors in the holding room in the previous three months.
- I.26** There was an adequate Tascor safeguarding children policy. DCOs opened a care plan for all detainees under 18 entering the holding room, whether accompanied or unaccompanied. Both DCOs we spoke to had recently undertaken Barnardo's safeguarding children training. All Border Force staff had completed level 1 of the Home Office's 'Keeping Children Safe' training, some had completed level 2, and 13 officers had completed the training to level 3 and were designated as the young people's team. However, staff told us there was not always a member of this team on duty.
- I.27** Border Force staff we spoke to were not sufficiently aware of the process for managing detainees whose age was in dispute, and were not aware of the 'Merton' compliant age assessment – the standard social services-conducted assessment. We were not assured that all detainees disputing their age would be referred to social services for this assessment.
- I.28** DCOs and Border Force staff told us about an unaccompanied detainee, who it was agreed was a minor, who had been held at the facility around 18 months previously. He was not released into the care of social services, and instead was transferred elsewhere into further detention on the direction of a senior immigration manager. This was due to a perceived abscond risk, but was inappropriate.

Recommendations

- I.29 All detainees whose age is in dispute should undergo a Merton compliant age assessment by social services.**
- I.30 Minors should be released into the care of social services as soon as possible.**

Housekeeping point

- I.31** A member of the young people's team should always be on duty.

Use of force

Expected outcomes:

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

- I.32** We were told use of force was rare with no incidents in the previous three months, and that it was not used to get detainees on to a flight. The DCOs had completed the new HOMES (Home Office Manual on Escorting Safely) training, which they said was applicable to their role and working environment, but it would not be implemented until all DCOs had completed the training, which was due to happen in the next month. Until then, staff were expected to use control and restraint techniques, in which they were trained, although these required three staff to be present. As there were only ever two DCOs on duty, they told us they would rely on de-escalation to calm a non-compliant detainee.
- I.33** As there was no ready access to health services, if force was used a health practitioner's assessment could not take place until detainees arrived at an IRC.

Recommendation

- I.34** **Detainees subject to control and restraint should be seen by a healthcare practitioner as soon as possible after restraint is removed.** (Repeated recommendation I.41)

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.35** Detainees were given written reasons for their detention (IS91R) in English only, although Border Force staff explained the contents using an interpreter where required. Detainees could call the Civil Legal Advice helpline, which was advertised in a range of languages, and those transferring to an IRC were told they could access legal advice there. Detainees could not freely use a fax machine or access email (see recommendation I.66). A member of Border Force staff visited the holding room daily, and records indicated that they sometimes talked to detainees to check on their welfare.

Recommendations

- I.36** **Written reasons for detention (IS91R) should be issued in a language the detainee can understand.** (Repeated recommendation I.11)
- I.37** **Detainees should be able to send legal documentation to representatives confidentially and quickly.**

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.38** In the previous three months, 30 detainees had been held. The average length of detention was just under six hours.
- I.39** Some detainees were removed from and returned to the facility in a short space of time to facilitate interviews with Border Force officers, which resulted in cumulatively long periods of detention. Transfers sometimes took place late at night. For example, a detainee was detained at 9.25pm, transferred to Colnbrook IRC at 1am, returned to the holding room at 9.30am the same day, transferred back to Colnbrook IRC at 10.15pm that night, and then returned again to the holding room at 11.05am two days later. She was granted temporary admission into the UK at 7.20pm that evening, having been detained in the facility for a cumulative total of 24 hours and 35 minutes.
- I.40** In a second case, a detainee entered the holding room at 4.10pm was transferred to Colnbrook IRC at 2.10am, returned to the holding room at 8.50am the same day and then transferred to a flight for removal at 11.20am. It was not clear why the detainee could not have been transferred to the IRC earlier in the evening.

Recommendations

- I.41 Detainees should not be subject to repeated and excessive moves in short periods.**
- I.42 The transfer of detainees to other places of detention should not take place late at night.**

Respect

Accommodation

Expected outcomes:

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

- I.43** The main holding room was very small and too cramped (see photographs, Appendix III), but clean and well decorated. It was partitioned by a Perspex screen - on one side was the detainee area containing a three-seater sofa, drinks machine, television and a payphone (without a privacy hood); the other side had the staff desk, and was also too cramped. A small side room, designated for families, contained some comfortable seating and a television, as well as some suitable books and toys. There were no tables or trays on which detainees could eat. There was no natural light.
- I.44** There was a unisex toilet off the main seating area, which was shared by all detainees; its location did not offer sufficient privacy. Sanitary items were provided, and a child toilet seat and nappies were available. There was no shower. There was a limited stock of spare clothing and flip flops, and detainees were offered toothpaste, toothbrushes and flannels. The temperature could be controlled separately in each room and was at suitable levels. Clean pillows and blankets were available.

Recommendations

- I.45** There should be sufficient space and privacy for detainees to be held with dignity and for staff to carry out their duties confidentially.
- I.46** Separate toilet and shower facilities for men and women should be provided and be accessible for those with disabilities.
- I.47** The payphone should be fitted with a privacy hood.

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.48** Staff were aware of the potential difficulties facing detainees and were generally courteous in describing them. We were told of one incident where overseas escort staff had blocked the toilet door with their feet while the detainee they were escorting used it, which was inappropriate. Staff did not display name badges prominently.

Recommendation

- I.49** All detainees should be able to use the toilet in private.

Housekeeping point

- I.50** Staff should wear visible name badges.

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.51** Staff told us they had not received recent equality or diversity training. Religious items, including prayer mats and religious texts, were freely available but the holding areas were too cramped for detainees to worship in privacy. Staff told us that they would fill in a disability care plan if necessary, but could not remember when they had last done so. There were no toilet facilities for detainees with disabilities (see recommendation I.46), and no practical information to staff about how to make reasonable adjustments for those with disabilities, if required.

Recommendations

- I.52** Staff should receive refresher training in equality and diversity at appropriate intervals, including the specific experiences of refugees and asylum-seekers.
- I.53** Detainees should have adequate space for religious worship.

Housekeeping point

- I.54** Staff should have practical guidance on how to make reasonable adjustments for detainees with disabilities.

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.55** Complaint forms were available in a range of languages, and a complaints box clearly located on the wall. However, detainees could not submit a complaint without the knowledge of detention staff due to the lack of privacy in the holding room. We were told the complaints box was checked after detainees had been in the facility, and we received a prompt response to the test complaint we posted. Staff said that they regularly received verbal feedback from managers about any complaints. There was no Independent Monitoring Board.

Recommendation

- I.56** Detainees should be able to make a complaint in private.

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.57 Detainees were offered food and drink at appropriate intervals, although there were no picture menus or translated information about the food. There was a range of hot meals, including vegetarian and halal, and some sandwiches, although these had not always been available recently as supplies were not always restocked. No baby food was available; staff said they would buy this in the airport shop if needed, although the shop closed late in the evening. Biscuits and crisps were provided, but no fruit or healthy snacks. There was no food comments book for detainees.

Recommendations

I.58 There should be pictorial and translated information about the full range of food and drink on offer, and how to request alternatives for special diets or allergies.

I.59 There should be sufficient stocks of healthy snacks and baby food.

I.60 Detainees should be able to write comments on the food in their own language, and these should be regularly checked by a manager.

Activities

Expected outcomes:

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

- I.61** There were sufficient activities to occupy detainees held for short periods, including books, magazines and newspapers, although these were mainly in English. There was a television and DVDs in both the main holding room and the family room, although a fault with the aerial limited the range of channels and signal reliability. There was an appropriate range of books and toys for children in the family room. Detainees could not go outside for fresh air or exercise, although this was somewhat offset by the short detention for many detainees.

Recommendations

- I.62** There should be a range of foreign language reading material in the holding room.
- I.63** Detainees held for several hours should have access to exercise in the fresh air. (Repeated recommendation I.79)

Housekeeping point

- I.64** The television aerial should be repaired.

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.65** Detainees were not permitted to have visitors as the facility was airside. They did not have access to email, Skype or social media to inform friends and family of what was happening, which was an inappropriate restriction for a detainee population. The size of the holding room meant it was not possible to make telephone calls in privacy, and many detainees had no access to a working mobile phone (see paragraph I.6). Small cards with IRC addresses and telephone numbers were provided in English only; there was no other written information about what would happen to detainees on release or removal.

Recommendations

- I.66** Detainees should have supervised access to email, the internet and Skype, subject to risk assessment.
- I.67** Detainees should have access to incoming and outgoing calls in sufficient privacy.
- I.68** Detainees should be given written information, in a language they can understand, about what happens to them after they leave the holding room.

Section 2. Recommendations and housekeeping points

Recommendation

To Border Force

- 2.1 Detainees should not be subject to repeated and excessive moves in short periods. (1.41)

Recommendation

To the escort contractor

Escort vehicles and transfers

- 2.2 Handcuffs should only be used if justified by an individual risk assessment and, whenever possible, detainees should not be escorted through public areas. (1.3, repeated recommendation 1.6)

Recommendations

To the facility contractor

Arrival

- 2.3 The detention log should always be fully completed and include all detainees held in the facility for any reason. (1.8, repeated recommendation 1.21)
- 2.4 There should always be a female and male member of staff on duty. (1.9, repeated recommendation 1.20)
- 2.5 Detainees should be able to take their free telephone call on arrival in private. (1.10)
- 2.6 Detainees should be given an induction interview covering all key information in private, using telephone interpreters where necessary. (1.11)
- 2.7 Detainees should be searched by someone of their own gender and in private. (1.12)
- 2.8 Detainees should have ready access to a working mobile phone while detained. (1.13)

Bullying and personal safety

- 2.9 Women detainees should not be held together with unrelated male detainees. (1.18)

Self-harm and suicide prevention

- 2.10 Staff should receive regular training in the management of self-harm and bullying. (1.21, repeated recommendation 1.24)

- 2.11** All staff should carry anti-ligature knives. (1.22, repeated recommendation 1.28)

Safeguarding (protection of adults at risk)

- 2.12** Tascor should develop a national safeguarding adults policy, and all relevant staff should be familiar with it. (1.24)

Safeguarding children

- 2.13** All detainees whose age is in dispute should undergo a Merton compliant age assessment by social services. (1.29)
- 2.14** Minors should be released into the care of social services as soon as possible. (1.30)

Use of force

- 2.15** Detainees subject to control and restraint should be seen by a healthcare practitioner as soon as possible after restraint is removed. (1.34, repeated recommendation 1.41)

Legal rights

- 2.16** Written reasons for detention (IS91R) should be issued in a language the detainee can understand. (1.36, repeated recommendation 1.11)
- 2.17** Detainees should be able to send legal documentation to representatives confidentially and quickly. (1.37)

Casework

- 2.18** The transfer of detainees to other places of detention should not take place late at night. (1.42)

Accommodation

- 2.19** There should be sufficient space and privacy for detainees to be held with dignity and for staff to carry out their duties confidentially. (1.45)
- 2.20** Separate toilet and shower facilities for men and women should be provided and be accessible for those with disabilities. (1.46)
- 2.21** The payphone should be fitted with a privacy hood. (1.47)

Positive relationships

- 2.22** All detainees should be able to use the toilet in private. (1.49)

Equality and diversity

- 2.23** Staff should receive refresher training in equality and diversity at appropriate intervals, including the specific experiences of refugees and asylum-seekers. (1.52)
- 2.24** Detainees should have adequate space for religious worship. (1.53)

Complaints

- 2.25** Detainees should be able to make a complaint in private. (1.56)

Catering

- 2.26** There should be pictorial and translated information about the full range of food and drink on offer, and how to request alternatives for special diets or allergies. (1.58)
- 2.27** There should be sufficient stocks of healthy snacks and baby food. (1.59)
- 2.28** Detainees should be able to write comments on the food in their own language, and these should be regularly checked by a manager. (1.60)

Activities

- 2.29** There should be a range of foreign language reading material in the holding room. (1.62)
- 2.30** Detainees held for several hours should have access to exercise in the fresh air. (1.63, repeated recommendation 1.79)

Preparation for removal and release

- 2.31** Detainees should have supervised access to email, the internet and Skype, subject to risk assessment. (1.66)
- 2.32** Detainees should have access to incoming and outgoing calls in sufficient privacy. (1.67)
- 2.33** Detainees should be given written information, in a language they can understand, about what happens to them after they leave the holding room. (1.68)

Housekeeping points

To Border Force

- 2.34** Detainee custody officers should be given advance notice of detainee arrivals wherever possible. (1.14)
- 2.35** A member of the young people's team should always be on duty. (1.31)

Housekeeping points

To the facility contractor

- 2.36** Detainees' luggage should be securely stored while they are in the holding room. (1.15)
- 2.37** Staff should wear visible name badges. (1.50)
- 2.38** Staff should have practical guidance on how to make reasonable adjustments for detainees with disabilities. (1.54)
- 2.39** The television aerial should be repaired. (1.64)

Section 3. Appendices

Appendix I: Inspection team

Beverley Alden
Sarah Cutler

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

Handcuffs should only be used if justified by an individual risk assessment, and, whenever possible, detainees should not be escorted through public areas. (1.6)

Not achieved (recommendation repeated, 1.3)

Detainees should be given sufficient time to prepare for their journey and be held on vehicles for the shortest possible period. (1.7)

No longer relevant

The daily visit to the holding room by immigration staff should include talking to detainees, to ensure their well-being and keep them informed of progress. (1.10)

Achieved

Written reasons for detention should be issued in a language that the detainee can understand. (1.11)

Not achieved (recommendation repeated, 1.35)

Detainees should receive written information about the place of detention and what will happen next in a language they understand. (1.13)

Partially achieved

Single men, women and families should not be held together. (1.14)

Partially achieved

All detainees should be provided with a free telephone call in private on arrival. Those without the means should be offered further free calls as necessary. (1.16)

Partially achieved

There should always be a female and male member of staff on duty. (1.20)

Not achieved (recommendation repeated, 1.9)

The detention log should always be fully completed and include all detainees held at the facility for any reason. (1.21)

Not achieved (recommendation repeated, 1.8)

Staff should receive regular training in the management of self-harm and bullying. (1.24)

Not achieved (recommendation repeated, 1.20)

All staff should carry anti-ligature knives. (1.28)
Not achieved (recommendation repeated, 1.21)

A policy for managing vulnerable detainees should be developed in liaison with the local director of adult social services and the local safeguarding adults board. (1.30)
Not achieved

All staff in contact with children should receive child protection training, with regular refresher courses. (1.32)
Achieved

A local child protection policy should be produced in collaboration with the local safeguarding children board. This should incorporate agreed reporting procedures and establish formal links between the airport authorities and the local authority that allow relevant information to be shared regularly. (1.33)
Achieved

There should be an age dispute policy, with which all staff are familiar, ensuring that all detainees who claim to be under 18 are subject to a prompt Merton compliant assessment by social services and are properly cared for while in the facility. (1.38)
Not achieved

Detainees subject to control and restraint should be seen by a healthcare practitioner as soon as possible after restraint is removed. (1.41)
Not achieved (recommendation repeated, 1.33)

Detainees should be able to fax documents to their legal representatives free of charge, and have access to email. (1.45)
Not achieved

Respect

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

Recommendations

The facility should be moved to more spacious premises with natural light. (1.53)
Not achieved

Separate toilet facilities for men and women should be provided. (1.55)
Not achieved

The facility should be regularly cleaned and the temperature controlled. (1.58)
Achieved

The toilet should be lockable and adapted for use by detainees with disabilities. (1.59)
Partially achieved

If they are deemed suitable for detention, the access and communication needs of detainees with disabilities should be fully met. (1.51)
Not achieved

Staff should receive diversity refresher training. (1.62)

Not achieved

Equality impact assessments of all locally implemented policies should be undertaken. (1.64)

No longer relevant

Any information about the subject matter of complaints should be made available locally, so that staff have the opportunity to understand the concerns of detainees. (1.66)

Partially achieved

Complaint boxes should be emptied daily and complaints routinely monitored to identify systemic or recurrent problems. (1.69)

Not achieved

Detainees should be able to submit, and receive responses to, complaints in their own language. (1.70)

Achieved

Detainees should be given sufficient and nutritious food, which is suitable for diverse dietary requirements, and have cutlery as needed. (1.73)

Partially achieved

Activities

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

Recommendations

Detainees held for several hours should have access to exercise in the fresh air. (1.79)

Not achieved (recommendation repeated, 1.62)

Up-to-date newspapers, in appropriate languages, should be purchased for detainees in the facility. (1.80)

Not achieved

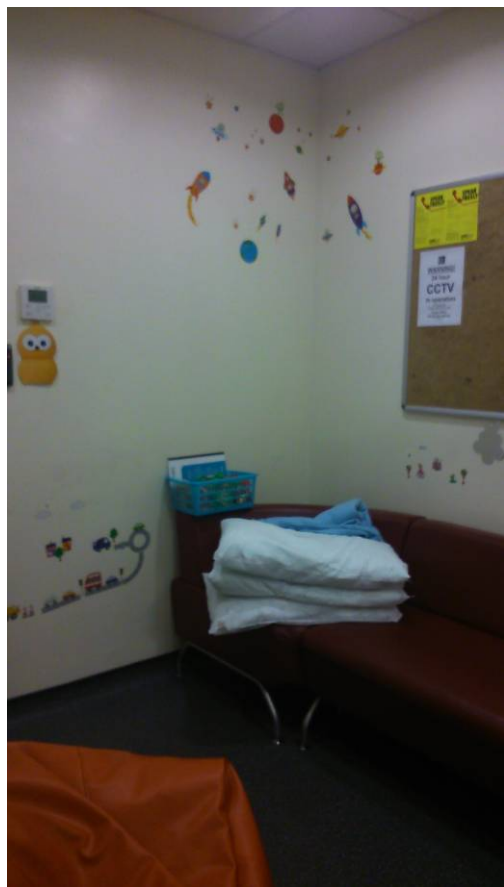
Preparation for removal and release

Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal.

No recommendations made

Appendix III: Photographs

Family holding room



Holding room

