

## SERVICE IMPROVEMENT PLAN

### UNANNOUNCED INSPECTION OF LONDON CITY AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 11 February 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 Border Force</b>					
2.1	Detainees should not be subject to repeated and excessive moves in short periods. (1.41)	Partially accepted	Ongoing	Cases are progressed as quickly as possible. For operational reasons it is not always possible to deal with passengers immediately. If passengers arrive late at night and require an interpreter it may not be possible to conduct an interview until the next day. In such circumstances it is considered in the best interests of the passenger's welfare to allow them a period to rest in a location with more facilities (e.g. an immigration removal centre) before being returned to the port for interview.	
<b>Recommendation – To the Escort Contractor</b>					
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)	Accepted	Completed and ongoing	All moves are risk assessed taking account of factors known about the detainee, the nature of the move and the area where the move takes place. The transfer location from the holding area to the vehicle is insecure and presents an escape risk. This risk is seriously considered as part of the risk assessment for each move and this may lead to the decision that a detainee will be handcuffed to keep them and others safe and secure.	N/A
<b>Recommendations – To the Facility Contractor</b>					
<b>Arrival</b>					
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)	Accepted	Completed & Ongoing	All detainees are recorded in the holding room log, with the exception of individuals subject to overseas escorted removals who are classified as transiting detainees, and are recorded in the occurrence log. An instruction has been issued to staff to remind them of these procedures and all staff are required to sign a register to say they understand this process. All staff have now signed this register and this requirement will form part of the induction process for new employees working at London City Airport holding room.	6 months
2.4	There should always be a female and male member of staff on duty. (1.9, repeated recommendation 1.20)	Accepted	Completed and Ongoing	It is a contractual requirement that a female detainee custody officer (DCO) must be on duty when there is a female detainee in the holding room. Tascor will ensure that this requirement is met. Incidents where this has not happened will be dealt with under contractual performance management procedures  Since early September 2015, additional DCOs have been recruited and there is now dedicated male and female officer on each shift. Additional personnel are available to cover for absences.	N/A
2.5	Detainees should be able to take their free telephone call on arrival in private. (1.10)	Accepted	Completed	The payphone situated in the holding room has now been fitted with a privacy hood, which offers detainees privacy.	Completed
2.6	Detainees should be given an induction interview covering all key information in private, using telephone interpreters where necessary. (1.11)	Partially Accepted	Completed and Ongoing	All detainees are given a full induction into the facility. DCOs are required to assess and record detainees' level of English as part of the induction process. Where a detainee is assessed as requiring an interpreter staff are required to use telephone interpreting facilities. It is not possible to provide the induction in private due to the limited space available in the holding room but officers are required to employ sensitivity and discretion.	N/A
2.7	Detainees should be searched by someone of their own gender and in private. (1.12)	Partially Accepted	Completed	Tascor will ensure that a female member of staff carries out searches of female detainees in line with the requirements of Detention Service Order – DSO 09/2012. The limited space available in the holding room means it is not always possible to conduct searches in a separate room. When unoccupied the family room can be used to conduct searches. Where this is not possible staff will be mindful of the need to protect detainee dignity during any search.	Completed

## SERVICE IMPROVEMENT PLAN

### UNANNOUNCED INSPECTION OF LONDON CITY AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 11 February 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
2.8	Detainees should have ready access to a working mobile phone while detained. (1.13)	Partially Accepted	Completed	There are three SIM-free mobile phones available for detainee use. In the event that the detainee's own SIM card is incompatible with the SIM-free phone provided, or if all three phones are already in use, the use of the landline phone or international calling cards will be offered as an alternative.	Completed
<b>Bullying &amp; Personal Safety</b>					
2.9	Women detainees should not be held together with unrelated male detainees. (1.18)	Partially Accepted	Completed and ongoing	Men and women will always be held in separate rooms unless this can not be facilitated i.e. when the second room is required to hold families with children or unaccompanied minors. When men and women can not be held separately a thorough dynamic risk assessment is undertaken and male and female officers on duty will provide close supervision.  If the second holding room is in use by a detained family, then single females can still utilise that holding room but will be made aware that there may be male detainees also in occupancy as part of the family group.	N/A
<b>Self-harm and suicide prevention</b>					
2.10	Staff should receive regular training in the management of self-harm and bullying. (1.21, repeated recommendation 1.24)	Accepted	Completed and Ongoing	All staff have undertaken management of self harm training in Assessment Care in Detention Teamwork (ACDT) as part of their initial training course.  Tascor are assessing the inclusion of ACDT refresher training for 2016 even though it is not a contractual requirement for staff in non-residential holding rooms.  Suicide/Self-Harm Warning Forms are available to detainee custody officers and staff are made aware of the process for completing these forms and escalating any concerns to senior managers.	12 months
2.11	All staff should carry anti-ligature knives. (1.22, repeated recommendation 1.28)	Accepted	Completed and ongoing	Since April 2015 all DCOs have received and signed for a personal issue anti-ligature knife. There are two spare anti-ligature knives and pouches for staff providing temporary cover  Home Office contract monitors conduct regular audits to check that DCOs are wearing their anti-ligature knives. When a DCO is found not to be, Tascor will be informed of this and appropriate action taken.	N/A
<b>Safeguarding (protection of adults at risk)</b>					
2.12	Tascor should develop a national safeguarding adults policy, and all relevant staff should be familiar with it. (1.24)	Accepted	Ongoing	Tascor has formulated a national safeguarding adult policy and will align this with the Safeguarding detention service order (DSO) that is currently being developed. 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 safe guarding include a disability policy and care plan and a suicide/self-harm warning form. Staff are aware and familiar with all of these policies and reporting forms as they form part of the requirements of an officers initial training course	6 months
<b>Safeguarding children</b>					
2.13	All detainees whose age is in dispute should undergo a Merton compliant age assessment by social services. (1.29)	Accepted	Completed and Ongoing	Our policy is not to detain children or those whose age is disputed. A claim is disputed where there is little or no evidence of age and there is doubt about whether an individual is a child, as claimed. Where new information comes to light which indicates that a person who is being treated as an adult and is being held in detention may be under 18, the Home Office would release the individual to the local authority at the earliest safe opportunity for a Merton and further case law compliant age assessment.	N/A

## SERVICE IMPROVEMENT PLAN

### UNANNOUNCED INSPECTION OF LONDON CITY AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 11 February 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
2.14	Minors should be released into the care of social services as soon as possible. (1.30)	Accepted	Completed and Ongoing	Border Force will always aim to deal with cases involving children as quickly as possible, with due regard for their safety and welfare. However there are occasions when Social Services are unavoidably delayed in collecting the child due to competing demands on their resources.	N/A
<b>Use of force</b>					
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)	Partially Accepted	Completed and ongoing	It is not possible, due to the lack of airside healthcare facilities, for detainees to routinely be seen by healthcare following any use of force incident. Tascor staff are contractually required to complete a Use of Force – Medical Examination Form following force being used on detainees. Staff will call paramedics if required.	N/A
<b>Legal rights</b>					
2.16	Written reasons for detention (IS91R) should be issued in a language the detainee can understand. (1.36, repeated recommendation 1.11)	Rejected		The IS91R form is in English but must be explained to the detainee, using an interpreter where necessary. It is not feasible to have the form pre-printed in all languages.	
2.17	Detainees should be able to send legal documentation to representatives confidentially and quickly. (1.37)	Partially Accepted	Completed and ongoing	There is no dedicated fax or email facility for detainees; however DCOs will, wherever possible, assist detainees by sending a fax or contacting legal representatives on their behalf.	N/A
<b>Casework</b>					
2.18	The transfer of detainees to other places of detention should not take place late at night. (1.42)	Rejected		The Home Office requires its escort supplier to carry out moves 24 hours per day but it aims to keep the number of night moves to an absolute minimum.  Night-time moves may take place to meet time-critical elements such as opening times of prisons, early arrivals for flights, hospital appointments, and court hearings. They allow detainees to be moved from the holding room to an immigration removal centre where they will have access to a greater range of facilities. All proposed moves consider the impact on the care and welfare of individual detainees.	
<b>Accommodation</b>					
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)	Partially Accepted	Ongoing	Although there is limited space within the holding room, DCOs are required to make the best use of the accommodation to maintain detainee dignity such as, where possible, separating unrelated male and female detainees by using the family room.	N/A
2.20	Separate toilet and shower facilities for men and women should be provided and be accessible for those with disabilities. (1.46)	Rejected		It is not possible to provide separate toilet and shower facilities for men and women in the current space available.  Staff are vigilant when the toilet facilities are used by female detainees when male detainees are present to preserve their dignity.	
2.21	The payphone should be fitted with a privacy hood. (1.47)	Accepted	Completed	A privacy hood was fitted to the payphone in May 2015.	Completed

## SERVICE IMPROVEMENT PLAN

### UNANNOUNCED INSPECTION OF LONDON CITY AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 11 February 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
<b>Positive relationships</b>					
2.22	All detainees should be able to use the toilet in private. (1.49)	Partially Accepted	Completed	Detainees are able to use the toilet in private except when they are accompanied by overseas escorts as part of an outbound removal flight. In these circumstances dynamic risk assessments are undertaken to consider the risks associated with behaviours that may be employed to prevent a lawful removal. To mitigate against any identified risks the toilet door may be prevented from closing fully but the escort will endeavour to ensure that the gap does not cause undue impact to detainees' dignity and privacy.	Completed
<b>Equality and diversity</b>					
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)	Accepted	Ongoing	Tascor employees undertake mandatory training on equality and diversity which is refreshed on an annual basis. All staff at London City Airport have completed this. Tascor is reviewing the refresher training provided to holding room staff with consideration being given to including modules covering the specific experiences of refugees.	6 months
2.24	Detainees should have adequate space for religious worship. (1.53)	Partially Accepted	Completed	Religious items are available for detainees wishing to pray. DCOs will, as far as possible, facilitate religious worship within the accommodation confines of the holding room. The limited accommodation at the airport means it is not possible to provide a dedicated prayer room.	Completed
<b>Complaints</b>					
2.25	Detainees should be able to make a complaint in private. (1.56)	Partially Accepted	Completed and Ongoing	There is a lack of private space in the holding room due to accommodation limitations. Detainees wishing to complete a complaint form in private can make use of the family room if it is unoccupied. Completed complaint forms are placed in a secure complaint box. The only key holders for the complaint box are local Border Force officers. Complaints may also be made once a detainee has left the holding room.	N/A
<b>Catering</b>					
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)	Accepted	Completed	Posters are on display in the holding room which show the range of food and drinks available. These have been in place since May 2015. Information on the food and drink available is also included in the Detainee Welfare Book which is currently available in 16 languages.	Completed
2.27	There should be sufficient stocks of healthy snacks and baby food. (1.59)	Accepted	Completed and ongoing	Since July 2015, fresh fruit has been delivered to the holding room on a weekly basis. There is also a selection of baby food on site which is available on request.	N/A
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)	Partially Accepted	Completed	Detainees can offer any comment regarding the food or any other aspect of their stay using the complaint forms or feedback forms which are available in 16 languages and are positioned prominently around the holding room.	Completed

**SERVICE IMPROVEMENT PLAN**

**UNANNOUNCED INSPECTION OF LONDON CITY AIRPORT SHORT TERM HOLDING FACILITY**

Inspected on 11 February 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
<b>Activities</b>					
2.29	There should be a range of foreign language reading material in the holding room. (1.62)	Accepted	Completed and ongoing	Tascor supply a monthly pack of periodicals in English and foreign languages that are specific to the nationalities of detainees held at London City Airport. A temporary interruption in delivery at the time of the inspection has been rectified. Since October 2015 a daily newspaper, in English, is now being provided.	N/A
2.30	Detainees held for several hours should have access to exercise in the fresh air. (1.63, repeated recommendation 1.79)	Rejected		The short term holding facility is used for limited periods of detention. Detainees will generally be either removed or transferred to a removal centre which has a wider range of facilities. There is no provision for detainees to have exercise in the fresh air in an airside environment.	
<b>Preparation for removal and release</b>					
2.31	Detainees should have supervised access to email, the internet and Skype, subject to risk assessment. (1.66)	Rejected		Detainees only spend a short period of time in the holding room and it is not practicable to provide or supervise access to the internet.	
2.32	Detainees should have access to incoming and outgoing calls in sufficient privacy. (1.67)	Partially Accepted	Completed	A privacy hood was fitted to the payphone in May 2015. The family room offers additional privacy and detainees can utilise this room for private calls if it is unoccupied.	Completed
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)	Partially Accepted	Completed	If a detainee is being transferred to an IRC they are provided with business cards about the individual centre. The cards have the full address, telephone and fax numbers of the IRC on one side, on the reverse side there is a map of the UK and a red dot indicates where the IRC is located. Telephone translating facilities are used to explain the cards for those detainees who do not speak English. In addition the detainee welfare book is available in 16 languages and the first section of this book provides an explanation of why a person has been detained and what will happen to them.	Completed