

**SERVICE IMPROVEMENT PLAN**

**UNANNOUNCED INSPECTION OF LONGPORT FREIGHT SHED, DOVER SEAPORT AND FRONTIER HOUSE**

**INSPECTED BETWEEN 7 SEPTEMBER, 1-2 OCTOBER AND 5-6 OCTOBER 2015**

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
<b>To the Home Office and Tascor</b>					
4.1	Detainees should not be transferred late at night unless there are urgent operational reasons.	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. All proposed moves consider the impact on the care and welfare of individual detainees. Where moves do take place during the night detainees are provided with as much advance notice as possible.	
<b>Longport freight shed</b>					
4.2	The use of Longport freight shed to hold detainees should immediately cease.	Accepted	Completed	Longport freight shed was used on an exceptional basis in response to an unprecedented increase in the number of migrants entering the UK illegally.	Completed
<b>Dover Seaport</b>					
<b>Arrival</b>					
4.3	Detainees should be searched and interviewed in private.	Partially Accepted	Completed & Ongoing	The layout of the interview/search room and location of the phone used for telephone interpretation mean it is not possible to conduct all interviews in private.  A privacy screen is in place in the interview/search room and detainee custody officers (DCOs) were reminded in a memo dated 28 January 2016 (with a read-by date of 15 February) that the screen should be used to preserve detainee dignity during searches.	N/A
4.4	All new arrivals should have free access to showers and be given clean clothing if required. They should be offered an immediate free phone call and have access to a working telephone thereafter.	Accepted	Completed	All staff have been informed that detainees are entitled to have access to a shower.  Full stocks of clean clothing are available in a variety of sizes. Should clothing be required, holding room staff will always provide it.  There is one payphone available in the holding room and any faults with the payphone are reported to BT immediately. The payphone fault identified at the time of the inspection has been resolved. The payphone telephone number is provided to detainees during the induction process and detainees are encouraged to give this to friends / family to enable them to receive incoming calls. International calling cards are available and this enables the user to make a free five minute call worldwide. There are additionally four sim-free mobile phones available which can be used by any detainees present in the holding room at the time. All information pertaining to telephones and calls is included in the Detainee Welfare Book provided during the induction process. This book is available in 16 languages.	Completed

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<b>Safeguarding adults at risk</b>					
4.5	Managers should ensure that detainee custody officers understand and implement best practices in relation to safeguarding adults, trafficking and suicide and self-harm prevention.	Accepted	Ongoing	<p>Tascor has formulated a national safeguarding adult policy and will align this with the Home Office Detention Service Order (DSO) on Safeguarding, which is under development, 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.</p> <p>Current measures in place relating to safeguarding include a disability policy, 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.</p> <p>The Home Office has arranged for all Dover Detainee Custody Officers (DCO) and managers to receive training in how to recognise victims of trafficking. This training was delivered during February 2016 by the external organisation 'Stop the Traffik'.</p> <p>Suicide and self-harm prevention training is delivered on the Initial Training Course to all DCOs. In addition to this, a one day annual refresher course has been developed for all operational staff which includes training in the prevention of suicide and self-harm. It is planned to roll this out in April 2016.</p>	12 Months
<b>Safeguarding children at risk</b>					
4.6	Children should only be detained exceptionally and for the shortest possible time.	Partially Accepted	Completed & Ongoing	<p>It is important that children, especially when unaccompanied, are correctly assessed by social services. This may result in increased time in detention while assessments are carried out and transportation/accommodation is arranged.</p> <p>Where possible children will be allowed to wait in the Atrium instead of the holding room. This will be subject to the child being fingerprinted, the availability of responsible adults and the level of activity in the Atrium. Children will not be left unattended within this area.</p>	N/A
4.7	Suitable separate facilities should be provided for receiving women and children, including those with families. Unaccompanied children should never be held with unrelated adults.	Partially Accepted	Completed	<p>A separate family room is available in the holding room and this can be used to keep unaccompanied minors separate from unrelated adults and women separate from unrelated men.</p> <p>The holding room and family room is covered by CCTV and is monitored by four DCOs. Holding room staff will dynamically risk assess any situation where mixing of unrelated detainees occurs and male and female officers on duty will provide close supervision. In the event that a family member or child is deemed vulnerable or at risk, then these concerns will be raised to the immigration team and a care plan put in place to ensure the best possible care is provided.</p>	Completed

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4.8	All detainees claiming to be children should undergo a Merton compliant age assessment by social services.	Partially Accepted	Ongoing	The Home Office is bound by section 55 of the Borders, Citizenship and Immigration Act 2009 which places the Secretary of State under a statutory duty to make arrangements to safeguard and promote the best interests of children. Home Office 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.  Age dispute cases will be managed in line with Detention Services Order 14/2012 'Care and Management of Age Dispute Cases'.	N/A
<b>Legal rights and casework</b>					
4.9	Detainees should promptly be given written reasons for detention (IS91R) in a language they can understand, and have free access to a telephone and fax machine to contact legal representatives.	Partially Accepted	Completed	It is not practical to provide IS91R forms in the full range of languages that would be needed for every detainee to understand. The use of an interpreter ensures detainees understand the information contained on the IS91.  Detainees have access to a telephone in the holding room and can also make use of one of several mobile phones available from DCOs. There is no dedicated fax or email facility for detainees but staff will, wherever possible, assist by sending a fax or contacting a detainee's legal representative on their behalf.	Completed
4.10	The Home Office and Tascor teams should be sufficiently staffed to ensure that detainee welfare can be assured and detention is kept to a minimum.	Accepted	Completed & Ongoing	Additional Home Office and Tascor staff have been provided to Dover holding room from July 2015. The Home Office will continue to monitor the provision of additional Tascor staff to ensure that staffing levels meet demand. Additional resource is available seven days a week, twenty four hours a day and can be drafted in at short notice to meet any increase in demand.	N/A
<b>Environment and relationships</b>					
4.11	All detainees should be held in decent, well ventilated and properly maintained accommodation which is suitable for their specific needs. They should have access to blankets and pillows and to hot drinks.	Partially Accepted	Ongoing	The holding room meets the requirements of the Home Office National Holding Room Standards and where there has been insufficient capacity, detainees have been diverted to the holding room at Frontier House. Detainees are provided with hot drinks on a regular basis by holding room staff.  Since the inspection the Dover holding room ceiling has been repaired, repainted and an extractor fan has been fitted. This work was completed in December 2015.  A vending machine to supply hot drinks is available and hot drinks are offered on a regular basis or on request. A water fountain is also available, situated in the detainee area. Pillows and blankets are available. Disposable pillow cases are in use and blankets are laundered on a regular basis. The pillows and blankets are available on request and detainees are advised of this information in the Detainee Welfare Booklet given to detainees during their induction. This is available in 16 languages.	6 Months

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4.12	DCOs should be able to regularly and proactively check on individual detainees' welfare, using telephone interpretation where required.	Accepted	Completed & Ongoing	DCOs conduct regular welfare checks on detainees. All detainees are given a high level of care and welfare while in Tascor custody. DCOs use the telephone interpretation line to communicate with detainees who have concerns and do not understand the information that is being provided. Telephone interpreting is used at all stages during a detainee's stay in the holding room. Tascor staff are fully aware of the translation information service and the relevant telephone numbers.	N/A
4.13	DCOs should receive regular training that helps them to understand the needs of refugees and asylum-seekers.	Partially Accepted	Ongoing	Tascor have reviewed the refresher training provided to holding room staff and have developed a revised programme consisting of training in Equality, Diversity and the prevention of suicide and self-harm. It is planned to roll out these annual refresher training courses from April 2016.	12 Months
4.14	The holding rooms should have appropriate foreign language reading material, and those held for longer periods should have access to fresh air.	Partially Accepted	Completed	Tascor supply a monthly pack of magazines and periodicals which are delivered to Dover each month and the selection of reading materials is aligned to the nationalities most frequently encountered at the facility. In addition to this, the staff purchase daily newspapers in English for detainee use. It is not practical to provide access to fresh air. Detainees will be either released or transferred to an IRC where they can access fresh air should they wish to do so.	Completed
<b>Health services</b>					
4.15	A full review should be carried out to establish what type of service provision is required to meet the health needs of detainees. In the meantime, all detainees should receive a health screening to identify any appropriate treatment pathway and potential public health issues.	Accepted subject to resources	Ongoing	Discussions are continuing with a range of healthcare providers to consider options around providing enhanced healthcare at the facility.	N/A
4.16	Custody staff should be trained to use the external automated defibrillator, which should have regular documented checks.	Rejected		Provision of a defibrillator is subject to the successful negotiation of healthcare provision referred to in recommendation 4.15. The defibrillator at Dover Seaport was equipment brought to the facility by a temporary healthcare provider and does not form part of the equipment provided by Tascor or the Home Office. Tascor staff are not trained in the use of this defibrillator and due to its loan status there are no plans to include this in future training.	
4.17	The medical room should be fit for purpose with a desk and telephone access for interpretation services, and medication should be stored appropriately.	Accepted subject to resources	Ongoing	Implementation of this recommendation is subject to the successful negotiation of healthcare provision referred to in recommendation 4.15. Procurement of the necessary fixtures and fittings for a medical room will be included in any commercial arrangement with the identified service provider.	N/A
<b>Preparation for removal and release</b>					
4.18	Detainees should have supervised access to the internet, email and Skype facilities.	Rejected		Detainees only spend a short period of time in the holding room and there is a high throughput at this site. It is not practicable to provide or supervise access to the internet.	

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<b>Frontier House</b>					
4.19	Detainees should only be handcuffed if justified by an individualised risk assessment.	Accepted	Completed & Ongoing	Tascor staff conduct individual risk assessments on each occasion restraints are used in line with DSO 7/2014 Risk Assessment Guidance for Contracted Escort Staff. This includes assessments on the detainee and the location through which they are to be escorted. Should the detainee be elderly, pregnant or infirm then this is taken into account in the decision making process. Tascor staff complete a form each time that restraint is used and this is reviewed by the Home Office use of force monitor.	N/A
4.20	All detainees should be held in accommodation that is fit for purpose, with access to phones, email and internet, adequate sleeping facilities and hot and cold drinks, snacks and hot meals.	Partially Accepted	Completed	This facility [Frontier House] was used on a limited basis in response to exceptional circumstances. The Home Office does not provide access to email/internet or sleeping facilities in any holding room. Snacks and drinks will be made available to detainees when requested.	Completed
4.21	DCOs should be able to regularly and proactively check on individual detainees' welfare, using telephone interpretation where required.	Accepted	Completed & Ongoing	DCOs conduct welfare checks on a regular basis. DCOs will always demonstrate a high level of care and welfare to detainees in their care irrespective of the numbers of detainees present.  Where a detainee is assessed as requiring an interpreter staff are required to use telephone interpreting facilities. During quieter times, staff will take extra time to interact with detainees in a meaningful manner.	N/A