

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

Birmingham Airport

by HM Chief Inspector of Prisons

30 November 2015

Glossary of terms

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Fact page

Task of the establishment

To hold individuals and families of interest to Border Force.

Location

Birmingham Airport (airside)

Name of contractor

Tascor

Last inspection

20 April 2010

Escort provider

Tascor

Overview

Birmingham Airport receives European and long-haul flights, including travellers worldwide via links with major international airport hubs such as Amsterdam, New York and Dubai. In 2014, almost 10 million passengers passed through the airport. A small minority of passengers are stopped by Border Force officers for questioning, and some are then held in the airport's short-term holding facility (STHF). There had been 141 detentions in the three months before our inspection.

The facility is located airside next to immigration control. The private contractor Tascor ran the facility on behalf of Border Force, 24 hours a day, seven days a week. Two detainee custody officers (DCOs), one male and one female, staffed the facility at any time. On release, detainees were refused entry to the UK and removed on a flight, granted temporary admission or granted permission to enter the UK. The Independent Monitoring Board regularly visited the facility.

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 2010, we made 13 recommendations in relation to this healthy establishment test; at this inspection we found four of these were achieved, three partially achieved and six not achieved.
- S2 Detainees who were transferred to vehicles for further detention were escorted in handcuffs through public areas without an individual assessment of risk. There was evidence that detainees were released for short periods and re-detained rather than being held for long periods in the facility. Most detainees were held at the facility after they arrived by plane at the airport.
- S3 Detainees could communicate with the outside world by telephone. The facility contained three holding rooms and men and women could be held separately. Inappropriate behaviour between detainees was rare. Detainee custody officers (DCOs) carried anti-ligature knives and opened suicide and self-harm warning forms if necessary. DCOs were not aware of a Tascor safeguarding adults policy or the national referral mechanism (NRM).¹ Border Force officers had referred two adults to the NRM in the previous three months.
- S4 In the previous three months, four children had been held. Border Force's children and young persons team was focused on its duty to promote and safeguard the welfare of children. Local authority social workers were sometimes slow to attend the airport.
- S5 Force was rarely used. Facility staff did not use force to facilitate removals but were trained in the Home Office manual for escorting safely.
- S6 Detainees could retain the document giving the reasons for their detention (IS91R). Those who already had a lawyer could continue to contact them by telephone and fax. In the previous three months, there had been 141 detentions, which lasted for an average of six hours and six minutes. DCOs refused to hold detainees without written authority to do so (IS91).

Respect

- S7 At our inspection in 2010, we made 15 recommendations in relation to this healthy establishment test; at this inspection we found nine of these were achieved, one partially achieved and five not achieved.
- S8 The holding rooms had been refurbished and were in good in condition. Unlike many other facilities, the large holding room used for families had natural light. The facility now had a shower, which both men and women could use, and detainees could use fresh towels. A single reclining chair was available but was not equivalent to proper sleeping facilities.
- S9 We did not observe staff interacting with detainees but DCOs demonstrated decent and appropriate attitudes when talking about their experiences of caring for detainees. Detainees could practise their religion. Care plans were completed for detainees with disabilities.

¹ Put in place in the UK in April 2009 to identify, protect and support victims of trafficking.

Detainees could complain in writing. Fruit and snacks were freely available for detainees, and microwave meals were provided. If necessary, DCOs used petty cash to buy food from the airport.

Activities

- S10 At our inspection in 2010, we made two recommendations in relation to this healthy establishment test, neither of which we found at this inspection were achieved.
- S11 Detainees could not go outside for fresh air or exercise. There was a suitable range of activities, including television and reading materials, for those held for short periods.

Preparation for removal and release

- S12 At our inspection in 2010, we made two recommendations in relation to this healthy establishment test; at this inspection we found one of these was achieved and one not achieved.
- S13 Detainees could not receive visitors or use the internet or email, but they had good access to telephones. DCOs changed money for detainees if necessary in the airport. Detainees who were transferred to other facilities were given a card containing the relevant contact details.

Section 1. Safety

Escort vehicles and transfers

Expected outcomes:

Detainees under escort are treated safely, decently and efficiently.

- 1.1 We were not able to monitor any arrivals. DCOs said that when they brought detainees through the public areas of the airport they always handcuffed them, with no regard to any specific risk factors for the individual. As at our last inspection, detainees who were escorted to flights and who remained airside at all times were not handcuffed.
- 1.2 Logs showed recent occasions when detainees had been transferred to an immigration removal centre (IRC) overnight but were then brought back to the airport the following day, rather than be kept in the holding room throughout the night. There was evidence that in each case the best interests of the detainee were considered when deciding whether to send them to an IRC overnight or keep them in the short-term holding facility (STHF).
- 1.3 DCOs said that there were often delays between the decision to move detainees to an IRC and escorts arriving, because of problems issuing movement orders and arranging escort vehicles.

Recommendations

- 1.4 **Detainees should not be handcuffed unless there is specific information indicating an increased risk of escape or harm to the detainee, staff or the public.** (Repeated recommendation 1.4)
- 1.5 **Once a decision has been made to move a detainee to a residential holding facility or removal centre, they should be transferred promptly to avoid long detention in an unsuitable environment.** (Repeated recommendation 1.5)

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.

- 1.6 Most detainees held in the facility were detained after arriving at the airport on a flight.
- 1.7 Detainees were searched in the staff area, and staff said that they would never admit anyone without the formal authority to detain (form IS91). We were told there was a male and a female officer on duty at all times. Staff described occasions when they had used professional telephone interpreting, and said that they would always do so if no interpreter was available and the person did not understand English. Records showed that in the three months to August 2015, professional interpreting had been used on 10 occasions.
- 1.8 Staff said that all detainees could make a telephone call on arrival, subject to any instructions from immigration staff. This could be on their own mobile (if it did not have a camera or internet access), on a Tascor mobile into which they could put their SIM card, on the

payphone (for which staff could use change from the petty cash) or even from the telephone in the staff office, for which staff issued £5 call cards for international calls. The payphone could take incoming calls.

Bullying and personal safety

Expected outcomes:

Detainees feel and are safe from bullying and victimisation.

- 1.9** DCOs said that they had never witnessed bullying or intimidation between detainees. Since the last inspection, the facility had been altered and now contained three holding rooms instead of two. DCOs used these rooms flexibly to hold men and women separately, and families with children separately from single adults. Unlike in many STHFs, DCOs could not look directly into the holding rooms but they were covered by CCTV, which the DCOs monitored. The CCTV footage was recorded in case any incidents needed to be reviewed. As a further safeguard, the doors to the holding rooms were not locked, which allowed detainees to leave the room if necessary and DCOs to hear what was going on inside them. DCOs did not receive refresher training in bullying and personal safety (see recommendation 1.11).

Self-harm and suicide prevention

Expected outcomes:

The facility provides a safe and secure environment which reduces the risk of self-harm and suicide.

- 1.10** DCOs on duty during our visit had never witnessed detainees trying to harm themselves. If a detainee made a threat of self-harm, DCOs opened a suicide and self-harm warning form, which they sent with the detainee if they were transferred to further detention. Both DCOs carried anti-ligature knives. DCOs had not received training in suicide and self-harm prevention or assessment, care in detention and teamwork (ACDT) case management for detainees at risk of suicide or self-harm. However, both DCOs were aware of their obligation to complete observational entries in the relevant documents if a detainee arrived on an ACDT from an IRC, although neither DCO had experience of caring for a detainee from an IRC who was in crisis.

Recommendation

- 1.11** **Detainee custody officers should receive refresher training in anti-bullying and suicide and self-harm prevention and be trained in the assessment, care in detention and teamwork (ACDT) case management system.** (Repeated recommendation 1.44)

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.²

- 1.12** Tascor did not have a national safeguarding adults policy, DCOs had not received training in adult safeguarding and DCOs were not aware of the national referral mechanism.³ A care plan for an elderly detainee in a wheelchair had been opened shortly before our inspection. Border Force staff had referred two adults to the national referral mechanism in the previous three months. The Disclosure and Barring Service had checked the backgrounds of DCOs to enhanced level.

Safeguarding children

Expected outcomes:

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

- 1.13** In the previous three months, four children had been held, all of who were accompanied by an adult. These children were held for an average of four hours and 30 minutes – the longest for six hours and 45 minutes. The youngest child held was five years old.
- 1.14** Border Force had a team of officers who had received enhanced training in interviewing children and managing their cases. In theory, there should have been two members of the children and young persons team (CYP) on each shift, but staffing difficulties meant this was not always possible. The member of the CYP team we spoke with was knowledgeable and focused on its duty to promote and safeguard the welfare of children. Relationships with the local authority social services children department in Solihull were described as good, but social workers were sometimes slow to attend the airport, especially out of normal working hours.
- 1.15** Tascor staff completed plans for all children held in the facility, both accompanied and unaccompanied. Only one of the two DCOs on duty had been trained in safeguarding children (on her initial training course).

Recommendation

- 1.16 DCOs should receive training in safeguarding children.** (Repeated recommendation 1.49)

² 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).

³ Put in place in the UK in April 2009 to identify, protect and support victims of trafficking.

Use of force

Expected outcomes:

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

- 1.17 DCOs had been trained in the Home Office manual for escorting safely⁴ but had never had to use restraint techniques. A small rucksack in the DCOs' office contained a waist restraint belt and Velcro leg restraints but had not been used. Force had not been used in the facility in the previous three months. Facility DCOs would not force a detainee to board a plane but would cancel the removal and transfer the detainee to an IRC instead, for removal with an overseas escort at a later date.

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.

- 1.18 Detainees retained their IS91R, the document issued by Border Force explaining the reasons for detention. These documents were issued in English only but Border Force said they used telephone interpreting to explain the contents for non-English speakers. Detainees who already had a lawyer could continue to contact with them by telephone and fax (see paragraph 1.42), although there were no notices advising detainees they could use the holding room fax machine. Notices were displayed promoting the Civil Legal Advice helpline for arrivals without a lawyer, which detainees could telephone to find one. DCOs told detainees transferring to an IRC that they could contact a lawyer there.

Recommendations

- 1.19 **Written reasons for detention should be provided in a language the detainee can understand at the time of detention.** (Repeated recommendation 1.30)

Housekeeping point

- 1.20 Notices advising detainees that they have free access to a fax machine should be displayed in the holding rooms.

⁴ The Home Office manual for escorting safely is a restraint package developed specifically for transferring non-compliant immigration detainees. The package includes techniques to restrain detainees in the confined environment of a Tascor escort vehicle and aircraft.

Casework

Expected outcomes:

Detention is carried out on the basis of individual reasons that are clearly communicated. Detention is for the minimum period necessary.

- 1.21** In the previous three months, 114 individuals had been held at the facility with 17% held on more than one occasion, making a total of 141 detentions. Detainees were held for an average of six hours and six minutes with the longest held for 25 hours and three minutes. DCOs were adamant that they would not accept anyone into their custody without an IS91, the document giving them the power to hold someone.

Respect

Accommodation

Expected outcomes:

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

- 1.22** The three separate holding rooms had been thoroughly refurbished and were in good condition, and a cleaner cleaned the facility thoroughly each day. One room had a payphone and held four seats bolted to the floor and a reclining chair; this was an improvement, but still not satisfactory for anyone needing to sleep overnight. A second room had a row of three upholstered seats. Neither this nor the first room had natural light. The family room was larger and had a translucent glass external wall. It held a table with two upholstered benches and five seats, as well as a children's area with two large beanbags, a large-screen television, play mat, and toys and games. There were also two new interview rooms.
- 1.23** There was a supply of pillows, and also pillowcases and blankets, which were laundered after each use.
- 1.24** There were separate men's and women's toilets, with baby changing facilities in the women's. A shower had been installed since the last inspection and could be used by men and women, with fresh towels provided. These rooms were well equipped, and the women's toilet stored nappies and sanitary items. Hygiene packs with essential toiletries, socks etc were available, and new clothing in an adequate range of sizes was available.
- 1.25** Detainees were given a copy of the contractor's booklet on detention in a holding room, which contained useful information in 16 languages. Their property was stored on open shelves in the main staff area, rather than locked in a cupboard, although money and small valuables were locked in a safe. There had been no difficulties with the safe keeping of property.
- 1.26** If a detainee arrived with medication, staff called the telephone medical triage and advice line for advice on whether to allow them to have it in possession. In case of medical emergency, the airport paramedics were available, and could call a doctor if required.
- 1.27** Fire evacuation procedures were displayed in the holding room, and the airport's fire officers regularly checked DCOs' familiarity with fire prevention measures.
- 1.28** Immigration staff had their main office next door and visited the holding room frequently. Visits by a higher grade officer on duty were recorded at least once a day. The Independent Monitoring Board also visited once a week.

Recommendation

- 1.29** **Detainees should not be held for substantial periods or overnight without sufficient sleeping, dining, washing and exercise facilities.** (Repeated recommendation 1.22)

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.

- 1.30** Although we had no opportunity to observe staff interacting with detainees, the way that DCOs spoke about detainees and described their past interactions indicated an attitude that was decent and appropriate. Staff were clear that they went frequently to the rooms to check on the detainee's welfare rather than relying on the CCTV monitors. They described occasions when they had taken care to attend to the needs of individuals, and spoke about the stresses on detainees and how they used their skills to reduce detainee anxiety and tensions.

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.

- 1.31** Each of the three rooms contained books and magazines in a variety of languages, and one had an up-to-date Arabic newspaper. Any racist incidents were reported on the standard complaints form (see paragraph 1.37).
- 1.32** Detainees were able to practise their religion. Qur'ans and a Bible were freely available in the holding rooms, together with prayer mats. Qur'ans were appropriately stored in clear plastic bags. A compass was available to locate the direction of Mecca.
- 1.33** Staff said that they had not received training in diversity issues other than on their initial training. Diversity and disability policies were available to detainees in each holding room. We saw a disability care plan, completed two weeks previously, when a 75-year-old woman wheelchair user from Somalia had been detained. It appeared that good care had been given, although the written care plan only said 'no issues'.
- 1.34** The women's toilet was designed and equipped for use by those with mobility difficulties. There was a folding cot and baby seat, and suitable provision for children.

Recommendation

- 1.35 All staff should receive refresher diversity training, including a course on the wide-ranging backgrounds of, and particular issues faced by, detainees in the immigration system.**

Housekeeping point

- 1.36** Disability care plans should always contain a description of the care required.

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.

- 1.37** Detainees could submit written complaints. Complaints forms and boxes were available in each holding room, but one box was not securely locked and fastened only with re-usable adhesive. Complaint forms were available in English and other main languages. Tascor had not received any complaints from detainees held at the airport since at least 2013.

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.

- 1.38** There was a selection of sandwiches and microwave meals suitable for a range of dietary requirements, including vegetarian and halal, which were renewed as necessary. Pictures of the food options were displayed in the holding rooms. Meals were provided to detainees at any time on request, and fruit and snacks were available in all the holding rooms. There was no kitchen or food preparation area. Staff also offered hot and cold drinks regularly, and there was a water cooler. Staff mentioned occasions when they had used petty cash to buy other food from outlets in the airport, especially for children who did not want any of the available options.

Activities

Expected outcomes:

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

- 1.39** The holding room was located airside and detainees had no access to outside space for exercise in the fresh air. There was a large television in the family room, but no TV or radio in the other rooms. There were books and magazines in each room, and an English-language newspaper was delivered daily, with a foreign language newspaper delivered regularly as well. The family room contained a good selection of toys and games for a variety of ages, and books suitable for children. A portable DVD player with some children's DVDs was also available. These activities were sufficient for those held for short periods.

Recommendations

- 1.40** Detainees held for several hours should have access to exercise in the fresh air. (Repeated recommendation 1.59)
- 1.41** There should be a television or radio in each holding room.

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.

1.42 No visitors were allowed as the facility was airside. Detainees had good access to telephones (see paragraph 1.8). Staff changed money for detainees in the airport if requested. There were some basic, tracksuit-type clothes available for issue, and a stock of large nylon zip bags for anyone who did not have bags or cases. Detainees did not have access to email or the internet, but could send faxes. Those transferred to IRCs were given a small card with the address, map location and contact details of the centre.

Recommendation

1.43 Detainees should have access to email and the internet.

Section 2. Recommendations and housekeeping points

Recommendation

To the escort contractor

Escort vehicles and transfers

- 2.1 Detainees should not be handcuffed unless there is specific information indicating an increased risk of escape or harm to the detainee, staff or the public. (1.4, repeated recommendation 1.4)

Recommendations

To the facility contractor

Escort vehicles and transfers

- 2.2 Once a decision has been made to move a detainee to a residential holding facility or removal centre, they should be transferred promptly to avoid long detention in an unsuitable environment. (1.5, repeated recommendation 1.5)

Self-harm and suicide prevention

- 2.3 Detainee custody officers should receive refresher training in anti-bullying and suicide and self-harm prevention and be trained in the assessment, care in detention and teamwork (ACDT) case management system. (1.11, repeated recommendation 1.44)

Safeguarding children

- 2.4 DCOs should receive training in safeguarding children. (1.16, repeated recommendation 1.49)

Legal rights

- 2.5 Written reasons for detention should be provided in a language the detainee can understand at the time of detention. (1.19, repeated recommendation 1.30)

Accommodation

- 2.6 Detainees should not be held for substantial periods or overnight without sufficient sleeping, dining, washing and exercise facilities. (1.29, repeated recommendation 1.22)

Equality and diversity

- 2.7** All staff should receive refresher diversity training, including a course on the wide-ranging backgrounds of, and particular issues faced by, detainees in the immigration system. (1.35)

Activities

- 2.8** Detainees held for several hours should have access to exercise in the fresh air. (1.40, repeated recommendation 1.59)
- 2.9** There should be a television or radio in each holding room. (1.41)

Preparation for removal and release

- 2.10** Detainees should have access to email and the internet. (1.43)

Housekeeping points

- 2.11** Notices advising detainees that they have free access to a fax machine should be displayed in the holding rooms. (1.20)
- 2.12** Disability care plans should always contain a description of the care required. (1.36)

Section 3. Appendices

Appendix I: Inspection team

Colin Carroll
Martin Kettle

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

Detainees should not be handcuffed unless there is specific information indicating an increased risk of escape or harm to the detainee, staff or the public. (1.4)

Not achieved (recommendation repeated, 1.4)

Once a decision has been made to move a detainee to a residential holding facility or removal centre, they should be transferred promptly to avoid long detention in an unsuitable environment. (1.5)

Not achieved (recommendation repeated, 1.5)

Written reasons for detention should be provided in a language the detainee can understand at the time of detention. (1.30)

Not achieved (recommendation repeated, 1.19)

Details of the community legal advice line should be displayed in the holding rooms. (1.31)

Achieved

Detainees being detained further should be provided with bail application forms and written guidance on how to make a bail application. (1.32)

Not achieved

Detainees should be able to make calls in private. (1.33)

Partially achieved

Detainees should have free access to a fax machine. Notices explaining this should be displayed in the holding room. (1.34)

Partially achieved

Documents being faxed by a detainee should not be disclosed to an immigration officer. (1.35)

Achieved

Detainees should not be held in the detention facility without an IS91 and IS91R. (1.39)

Achieved

Those who have complied with the conditions of their temporary admission and returned to the airport for further interview should not be held by DCOs. (1.40)

Not achieved

Detainee custody officers should receive refresher training in anti-bullying, and suicide and self-harm prevention and be trained in the assessment, care in detention and teamwork (ACDT) care planning system. (1.44)

Not achieved (recommendation repeated, 1.11)

DCOs should carry anti-ligature knives. (1.45)

Achieved

DCOs should receive training in safeguarding children. (1.49)

Partially achieved (recommendation repeated, 1.16)

Respect

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

Recommendations

The holding room should be repainted and the decoration regularly inspected and maintained when necessary. (1.17)

Achieved

The holding room should be staffed by both male and female detainee custody officers (DCOs) at all times. (1.18)

Achieved

Detainees' property should be kept in a secure area. (1.19)

Not achieved

Toilet areas should have mirrors. (1.20)

Achieved

Hygiene packs containing essential toiletries and clean towels should be available. (1.21)

Achieved

Detainees should not be held for substantial periods or overnight without sufficient sleeping, dining, washing and exercise facilities. (1.22)

Not achieved (recommendation repeated, 1.29)

Immigration staff should conduct daily visits to the holding room to check both the facilities and the well-being of any detainees held. (1.23)

Achieved

Staff should use the telephone interpreting service to communicate with detainees who have little or no English. (1.29)

Achieved

DCOs should receive training in diversity. (1.53)

Not achieved

Bibles, Qur'ans and prayer mats should be located in the holding rooms. (1.54)

Achieved

The disabled toilet should have grip rails and a raised seat. (1.55)

Achieved

Closed-circuit television footage should be recorded and retained. (1.62)

Achieved

The complaints boxes should be emptied daily and complaints replied to swiftly. (1.64)

Partially achieved

A range of frozen meals should be offered to detainees. (1.66)

Not achieved

A food comments book should be available. (1.67)

Not achieved

Activities

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

Recommendations

There should be a television in both holding rooms. (1.58)

Not achieved

Detainees held for several hours should have access to exercise in the fresh air. (1.59)

Not achieved (recommendation repeated, 1.40)

Preparation for removal and release

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

Recommendations

Non-transparent property bags should be available to detainees. (1.71)

Achieved

Detainees should have access to email. (1.72)

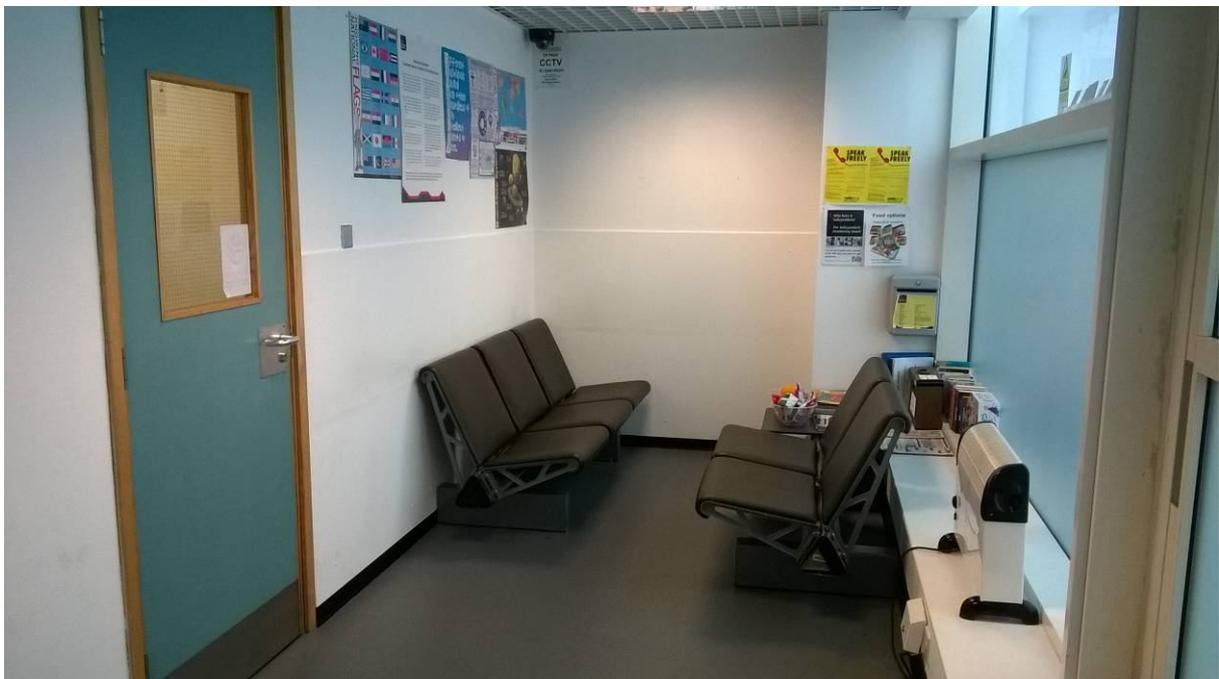
Not achieved

Appendix III: Photographs

Family holding room



Family holding room



Family holding room



Second holding room



Third holding room



Third holding room

