

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF SANDFORD HOUSE SHORT TERM HOLDING FACILITY

Inspected on 1 December 2015

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
Recommendation – To the Home Office					
2.1	The Detainee Escorting and Population Management Unit should issue movement orders promptly, and escort vehicles should be arranged as quickly as possible. (1.5)	Accepted	Completed and Ongoing	The Detainee Escorting and Population Management Unit (DEPMU) monitor lengths of stay in holding rooms and investigate any which appear to be excessive. DEPMU will issue a movement order as quickly as possible. Tascor is contractually required to move a detainee within three hours of receipt of a movement order and performance against this target is monitored by the DEPMU contract monitoring team.	N/A
2.2	Immigration staff should not routinely wear protective clothing when interviewing detainees in the holding room, unless documented risks indicate the need for this. (1.17)	Accepted	Completed and Ongoing	All detainees are risk assessed prior to detention. Interviews in the holding room can be part of the detention process. Protective clothing is worn as deemed necessary under the risk assessment.	N/A
To the facility contractor					
Escort vehicles and transfers					
2.3	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. (1.6)	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. This may lead to the decision that a detainee will be handcuffed to keep them and others safe and secure. Tascor staff were reminded of the correct risk assessment process in a memo dated 23/02/2016 from Tascor management.	N/A
Bullying and personal safety					
2.4	Unrelated male and female detainees should not be held in the same holding room. (1.11, repeated recommendation 1.8)	Partially Accepted	Completed and Ongoing	Detainees are risk assessed prior to detention and risks that would prevent unrelated males and females from being detained together would be identified at this stage. There is one holding room at Sandford House, therefore there will be occasions when due to the limitations of space that it may be necessary to hold unrelated male & female detainees together; careful consideration would always be given to any decision to do so. Male and female detainee custody officers (DCOs) monitor detainees while they are in the holding room which is additionally covered by CCTV.	N/A
Equality and diversity					
2.5	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. (1.30, repeated recommendation 1.32)	Partially Accepted	Ongoing	Tascor has reviewed the refresher training provided to staff and revised refresher training will include a review of the equality and diversity training delivered in the initial training course. Tascor believe that the refresher training package, which has been tailored in line with the Shaw report, will enable DCOs to carry out their duties in full. These courses commenced on 22 nd March 2016 and will be delivered annually.	12 months
Preparation for removal and release					
2.6	Detainees should be able to receive visits. (1.37, repeated recommendation 1.39)	Rejected		It is not deemed necessary or proportionate to facilitate visits due to detainees' short lengths of stay.	
2.7	Detainees should have access to the internet and be able to send and receive emails. (1.38)	Rejected		There is a high throughput at this site and detainees only spend a short period of time in the holding room. It is not practicable to provide or supervise access to the internet.	