

## SERVICE IMPROVEMENT PLAN

### MANCHESTER AIRPORT SHORT-TERM HOLDING FACILITY - UNANNOUNCED INSPECTION 13 JANUARY 2016

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 the Home Office</b>					
2.1	All staff who have contact with children in detention should have an enhanced level Disclosure and Barring Service (DBS) check and receive regular safeguarding children training. (1.25)	Accepted	Ongoing	All Tascor staff are cleared to enhanced DBS standard and this is a requirement to work on the escorting and detention contract. All staff in the Border Force specialist Safeguarding and Trafficking team are DBS checked. Regular child safeguarding training is undertaken by all Border Force and Tascor staff. In addition, Tascor staff have completed child safeguarding training delivered by Barnardo's. Tascor's programme of refresher training includes a review of the safeguarding children training provided during the initial training course. Refresher courses commenced in March 2016 and will be delivered annually.	12 months
2.2	The memorandum of understanding between the Home Office and Manchester social services should contain defined timeframes for referral responses. (1.26, repeated recommendation 1.27)	Accept subject to resources?	Ongoing	Border Force will explore the possibility of including defined timeframes for responding to referrals in the memorandum of understanding with Manchester Social Services.	Within 6 months
2.3	The Home Office should progress cases speedily to ensure that detainees are held for the minimum time. (1.32, repeated recommendation 1.33)	Accepted subject to resources	Completed and Ongoing	Cases are already progressed as speedily as possible, subject to available resources. Priority is always given to families and vulnerable passengers, including unaccompanied minors.	N/A
2.4	The internet should become a meaningful resource for communication, information and recreation for detainees at all immigration facilities. Detainees should have access to all documents and websites, including email, social networking sites and Skype, unless an individual risk assessment indicates otherwise. (1.60)	Rejected		There is a high throughput at this site and detainees only spend a relatively short period of time in the holding room. It is not practicable to provide or supervise access to the internet. When a detainee is moved to a residential STHF or IRC they can then access the internet. A new Detention Services Order on internet provision will be published shortly.	
<b>To the Home Office and facility contractor</b>					
2.5	The legal and practical implications of detaining people in interview rooms should be clarified by the Home Office and Tascor. (1.34, repeated recommendation 1.35)	Accepted	Ongoing	Passengers are not detained in interview rooms and it is not Border Force policy to leave an individual in an interview room unsupervised. A local instruction has been issued (13 May 2016) reminding staff of this requirement. If a Border Force officer is required to leave the interview room individuals should be returned to the primary control point under the supervision of other Border Force staff until such time as the interview can resume. Tascor will not take custody of or supervise any individual without the receipt of an IS91 Authority to Detain form. This has been reiterated in an internal memo sent to Tascor staff on 18/04/2016 which they are required to sign to confirm their understanding. Once an IS91 form has been served, the detainee will be escorted into the holding room and supervised.	6 months

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<b>To the facility contractor</b>					
<b>Arrival</b>					
2.6	Detainees should be searched in a suitable private area. (1.6, repeated recommendation 1.7)	Accepted	Completed	A privacy screen has now been provided and is offered to all detainees prior to the search commencing. All Tascor staff have been briefed to offer the privacy screen on every occasion. This is recorded on Tascor paperwork as part of the induction process and detainees sign this paperwork to confirm that this has been explained to them in a language they understand.	Completed
2.7	Detainees should be offered a free telephone call on arrival, and have further access to a telephone to contact family, friends and legal representatives. (1.7)	Accepted	Completed	Detainees have free access to a payphone within the holding room which they can use at any time. Should a detainee not have the funds to use the payphone, they are able to utilise a free phone card provided by Tascor. Where a free phone card is issued to a detainee this is recorded on the Tascor induction sheet and electronically. The detainee can then provide the phone number of the payphone and ask for friends, family or legal representatives to call back on this number.	Completed
2.8	Detainees should have access to appropriate health care provision. (1.8)	Partially Accepted	Completed	In line with arrangements at other port holding rooms, there is no healthcare provision on site at Manchester T2 holding room. In the event that staff need to attend to a detainee's medical needs they have access to a triage service which is operational 24/7 or are able to call on the paramedics based at the airport. All Tascor officers are first aid trained.	Completed
<b>Bullying and personal safety</b>					
2.9	The purpose of the vulnerable detainee room should be clarified and governance arrangements, including legal and practical implications, made clear and robust. (1.11)	Accepted	Ongoing	The room mentioned is a family room, not a vulnerable detainee room, and its management is the responsibility of Border Force. Border Force use this room as a waiting facility for passengers subject to further enquiries relating to their eligibility to enter the UK. The room offers a more comfortable, private and appropriate waiting area for families with children, single females, vulnerable adults or unaccompanied children awaiting collection by Social Services. Border Force will develop terms of reference to clarify the room's use and governance including the circumstances under which the room can be used, the length of time that passengers are able to remain in the room, monitoring arrangements by Border Force staff and how passengers' welfare needs will be met while using the room.	6 months
<b>Self-harm and suicide prevention</b>					
2.10	Staff should receive up-to-date training in suicide and self-harm prevention. (1.13, repeated recommendation 1.12)	Accepted	Ongoing	All Tascor staff have undertaken training in Assessment Care in Detention Teamwork (ACDT) which is the system used to manage individuals at risk of self-harm and suicide. This forms part of the initial training course for staff. Suicide/Self-Harm Warning Forms are available to detainee custody officers and staff are fully aware of the process for completing these forms and escalating any concerns to senior managers. Tascor has reviewed the refresher training provided to holding room staff and the revised refresher training will repeat the initial training provided on anti-bullying and suicide / self-harm prevention. This training commenced in March 2016 and will be delivered annually.	12 months

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<b>Safeguarding (protection of adults at risk)</b>					
2.11	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. (1.17, repeated recommendation 1.14)	Accepted	Ongoing	Tascor's Safeguarding Vulnerable Adults Policy was issued on 21st March 2016. A Detention Service Order (DSO) on safeguarding is also due to be issued shortly. All Tascor staff were required to read the new policy, confirm their understanding and acknowledge acceptance of its contents by 21 April 2016. All staff on active duty at this holding room have completed this.  Once the DSO on safeguarding has been issued, Tascor will issue a Standard Operating Procedure (SOP) in compliance with the DSO. The SOP will implement appropriate procedures and reporting mechanisms to support the DSO and any additional policy documents.	6 months
2.12	Staff should be trained in the identification of trafficking victims and concerns relating to trafficking should be shared by DCOs with immigration staff at the earliest opportunity. (1.18)	Accepted	Not started	Border Force, in partnership with Tascor, has agreed to provide Safeguarding and Trafficking Awareness training to Tascor staff based in Manchester. This training began on 20 <sup>th</sup> May 2016.	6 months
<b>Safeguarding children</b>					
2.13	Children's care plans should be purposeful; they should set out tailored planning which protects and promotes the welfare and safety of children while in detention. (1.24)	Accepted	Completed and Ongoing	Each child that comes into Tascor care has a child care plan opened for them, and staff are required to comment on all levels of care that have been provided. These care plans are then reviewed by the Tascor Child Safeguarding Manager.	N/A
<b>Casework</b>					
2.14	Detainees should be provided with written reasons for their detention in a language they can understand. (1.33, repeated recommendation 1.34)	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.	
2.15	Professional interpreting should be used to communicate with detainees who cannot understand English. (1.35)	Accepted	Completed and Ongoing	Border Force guidance is clear on the booking and use of interpreters, both for face-to-face and telephone interviews. Before an interview starts the interviewing officer will establish that the interviewee and the interpreter are able to understand one another.  Tascor staff will always use an interpreter when required to do so in any case where it is perceived that the individual being interviewed shows difficulties in understanding English. This will be facilitated either by use of the Capita Translation Service which is available 24/7 or by utilising the interpreter booked by Border Force. The use of the interpreter service is documented by Tascor electronically and on detainees' induction paperwork. Border Force records the use of an interpreter on the case file.	N/A
<b>Accommodation</b>					
2.16	Women, families and children should be detained in separate and appropriate accommodation with supervision from suitably trained staff. (1.39)	Rejected		It is not possible to provide separate facilities for men and women in the current space available. Staff are vigilant when men and women are detained in the facility. Male and female detainee custody officers (DCOs) monitor detainees while they are in the holding room by conducting routine checks. The room is additionally covered by CCTV.	

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<b>Positive relationships</b>					
2.17	All DCOs should be proactive in engaging with detainees. (1.43)	Accepted	Completed and 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, in conjunction with other duties.	N/A
<b>Equality and diversity</b>					
2.18	Staff should receive ongoing equality and diversity training. (1.49)	Accepted	Ongoing	Tascor has reviewed the refresher training provided to staff and the revised refresher training will include a review of the equality and diversity training delivered in the initial training course. This training commenced in March 2016 and will be refreshed annually	12 months
<b>Activities</b>					
2.19	Detainees held for more than a few hours should have access to the fresh air. (1.57)	Rejected		People are only detained in the short term holding facility for limited periods of time. 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 access to fresh air in an airside environment.	