

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF DRUMKEEN HOUSE SHORT TERM HOLDING FACILITY

Inspected on 2 February 2016

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
Recommendations – To the facility contractor					
Safeguarding (protection of adults at risk)					
2.1	Tascor should develop local safeguarding processes with the Department of Health, Social Services and Public Safety and the Local Safeguarding Adult Partnership. (1.10, repeated recommendation 1.11)	Partially Accepted	Ongoing	<p>Tascor's Safeguarding Vulnerable Adults Policy was issued on 21st March 2016 with Home Office agreement and in advance of the Detention Service Order (DSO) on safeguarding currently being prepared.</p> <p>Tascor will produce a Standard Operating Procedure (SOP) to ensure compliance with the new DSO and implement appropriate procedures and reporting mechanisms to support the DSO and policy documents.</p> <p>All Tascor staff are required to read, question where necessary, confirm understanding and acceptance of the contents of the policy and later the SOP when it is issued within agreed timescales. For the policy, completion of this exercise was required and completed in April 2016</p>	6 Months
Casework					
2.2	Detainees should be issued with and allowed to keep the reason for detention (IS91R) document in a language they can understand. (1.15, repeated recommendation 1.17)	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.	
Accommodation					
2.3	Detainees should have access to toilets with seats and floor to ceiling screening, which provide suitable privacy. (1.17, repeated recommendation 1.19)	Partially Accepted	Ongoing	A business case for the replacement of the toilet doors is under consideration. While there are currently no plans to replace the steel toilet, a pilot scheme to provide disposable toilet seat covers is currently ongoing across the short-term holding facility estate including Drumkeen House. Subject to the results of this pilot scheme, the Home Office will consider providing these seat covers in all holding rooms.	6 months
Preparation for Removal and Release					
2.4	Detainees should have access to email and the internet. (1.24, repeated recommendation 1.31)	Rejected		<p>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 subject to the provisions of DSO 4/2016</p> <p>The provision of internet access across the detention estate is an important means of helping detainees to remain in contact with family, friends and legal representatives and to prepare for removal.</p> <p>Internet access across the detention estate has been standardised to prevent misuse or access to inappropriate material and ensure parity of access for detainees. Detention Services Order 4/2016 on Detainee Access to the Internet was published in May 2016.</p> <p>There are no plans to enable detainees to access social media or Skype.</p>	