

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF DALLAS COURT SHORT TERM HOLDING FACILITY

Inspected on 23 March 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 Home Office					
Arrival					
2.1	Immigration enforcement officers should induct detainees fully and promptly after arrival at the facility; possessions and money should be handed over promptly. (1.10)	Accepted	Completed & Ongoing	The protocol at Dallas Court for Immigration enforcement officers complies with this recommendation. In May 2016 staff were reminded of the need to adhere to this protocol and this is reiterated every 4-6 weeks at team meetings.	Ongoing
Legal rights and casework					
2.2	Immigration enforcement officers should serve all legal documentation as soon as detention begins. (1.18)	Accepted	Completed	Immigration enforcement officers comply with this recommendation. To ensure continued compliance a reminder was issued to all staff in April 2016 about the timely service of all legal documentation to detainees.	N/A
2.3	Detainees should not be held for substantial periods without access to exercise in the fresh air. (1.20, repeated recommendation 1.49)	Rejected		Individuals are only detained in the short term holding facility for limited periods of time. Where a longer period of detention is indicated they will be transferred to a removal centre which has a wider range of facilities and space for detainees to exercise. This cannot be provided in this environment due to security concerns and a lack of available space.	
Preparation for removal and release					
2.4	Detainees should have access to the internet, including email, social networking sites and Skype, unless an individual risk assessment indicates otherwise. (1.37)	Rejected		<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> <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. If 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>	
Recommendations – To the Home Office and facility contractor					
Accommodation and facilities					
2.5	Toilets should be fully screened and should have lids and seats. (1.29)	Rejected		There are currently no plans to provide fully screened toilet doors at Dallas Court. While there are currently no plans to replace the steel toilet, a pilot scheme of providing disposable toilet seat covers is currently ongoing across the short-term holding facility estate. This is to assess the effectiveness and usage levels of the toilet seat covers. Subject to the results of this pilot scheme, the Home Office will look to provide these seat covers on a permanent basis in all holding rooms.	

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Recommendations – To the facility contractor					
Arrival					
2.6	Detainees should be able to make a free telephone call in private promptly after they arrive in the facility. (1.9)	Partially Accepted	Completed	<p>Detainees are offered a free phone call upon arrival. This can be facilitated by the offer of an international calling card which the detainee can use the holding room payphone for.</p> <p>Alternatively the use of the Detainee Custody Office landline telephone is available at the discretion of staff. Detainees who enter the facility with a smart phone will be offered the use of a SIM Free phone to use with their own SIM card.</p> <p>Staff at Dallas Court were reminded of this process through an instruction issued in May 2016. All staff had read and signed the register confirming their understanding of the instruction by the end of May.</p>	N/A
Keeping detainees safe					
2.7	There should be an effective policy and procedures for managing at-risk detainees safely, with which staff should be familiar. (1.15)	Accepted	Ongoing	<p>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, all holding room staff based in Salford completed this exercise by 21st April 2016.</p> <p>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.</p>	6 months
Legal rights and casework					
2.8	Details of the Civil Legal Advice helpline should be available. (1.19)	Accepted	Completed	The poster which displays details of the Civil Legal Advice helpline was removed in error. This was placed back on display on 23 rd May 2016.	N/A
Accommodation and facilities					
2.9	Reading material should be available in a range of languages. (1.30)	Accepted	Completed	A pack of magazines is delivered to the Dallas Court holding room each month aligned to the nationalities most frequently detained. In addition a daily English language newspaper is provided.	N/A