

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF GLASGOW AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 25 May 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					
Safety					
2.1	Passengers who are refused immediate entry into the country should not spend unreasonable time sitting in the passport control area. (1.5)	Partially Accepted	Completed and Ongoing	Passengers are transferred to the holding room as soon as possible subject to the availability of holding room staff being on duty. Delays may be experienced when detaining outside of the holding room hours of operation.	N/A
2.2	DCOs should receive ongoing training in suicide and self-harm prevention and adult safeguarding. (1.15)	Accepted	Completed and Ongoing	All escort Detainee Custody Officers (DCOs) 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. This content is now included in the one day refresher course provided to DCOs every 2 years. A National Safeguarding Adult Policy will be developed by the new escort provider (Mitie Care and Custody), who took over the contract in May 18. Once this policy has been approved, it will be disseminated to all staff to enable them to familiarise themselves on the content.	6 months
2.3	A member of the safeguarding and trafficking team should be available on every shift to advise colleagues and all relevant Border Force staff should undergo background checks by Disclosure Scotland to an enhanced level. (1.16)	Accepted	Completed and Ongoing	Every effort is made to ensure that a member of the SAT team is available on every shift but to improve availability the team has now been increased from 8 to 12 staff. Work is ongoing to increase this number of specialist staff however all staff are trained to deal with passengers where there may be Safeguarding and trafficking concerns. All Safeguarding officers have enhanced clearance with Disclosure Scotland	N/A
2.4	Children should remain with their family unless there is evidence of safeguarding risks. (1.22)	Partially Accepted	Completed and Ongoing	Border Force will always seek to ensure that children remain with their family unless their interests or public policy require them to be split up. Border Force guidance is clear that where children are involved, either unaccompanied or within a family, the presumption will always be in favour of granting temporary admission. Detention is used as a last resort and only after all other available alternatives have been considered.	N/A
2.5	The risk assessment section on the written authority to detain (IS91) should be completed and, where there are no risks, the IS91 should reflect this. (1.28, repeated recommendation 1.21)	Accepted	Completed and Ongoing	Staff are regularly reminded of the importance of ensuring the risk assessment section of the IS91 is fully completed. This now forms part of the local assurance checks carried out by the Higher Officer.	N/A
2.6	Written reasons for detention should be issued in a language the detainee can understand. (1.29)	Rejected		The IS91 form provides written reasons for detention and Border Force staff will explain this to detainees, using professional telephone interpretation services where necessary. This recommendation is rejected on the grounds that it would not be cost effective to provide translated copies of IS91s.	
Respect					
2.7	Detainees should have access to single sex sanitation facilities, including showers. (1.33)	Partially Accepted	Ongoing	The Home Office continues discussions with the port authority to provide a unisex shower and w/c at the holding room at Glasgow Airport.	12 months

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF GLASGOW AIRPORT SHORT TERM HOLDING FACILITY

Inspected on 25 May 2016

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
Preparation for removal and release					
2.8	If detainees arrive in detention with English bank notes, money returned to them on removal should also be in English notes. (1.48)	Accepted	Completed and Ongoing	This issue related specifically to Dungavel IRC. The service provider at Dungavel IRC, GEO, has agreed to record if a detainee arrives with English notes and will ensure that they leave with the same form of currency.	N/A
2.9	Detainees should have access to the internet, including email, social networking sites and Skype, unless an individual risk assessment indicates otherwise. (1.49)	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.</p> <p>The provision of internet access is an important means of helping detainees to remain in contact with family, friends and legal representatives and to prepare for removal. When a detainee is moved to a residential short term holding facility (RSTHF) or immigration removal centre (IRC) they can then access the internet subject to the provisions of Detention Services Order (04/2016) published in May 2016.</p> <p>The Home Office is undertaking an initial scoping exercise on the use of Skype in IRCs for detainee contact with families abroad.</p>	
Recommendations – To the Home Office and facility contractor					
Respect					
2.10	Detainees held for more than a few hours should have access to fresh air. Nicotine replacement therapy should be provided to those requiring it. (1.36)	Partially Accepted	Completed and Ongoing	<p>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. Access to outside areas cannot be provided in this environment due to the location of the holding room and the lack of a suitably secure area.</p> <p>Nicotine lozenges were trialled early 2017 and rolled out across the short- term estate later that year.</p>	N/A
Recommendations – To the facility contractor					
Safety					
2.11	Property belonging to detainees should be stored securely. (1.6, repeated recommendation 1.9)	Partially Accepted	Completed	<p>Detainee valuables are stored in a secure, lockable cabinet. Access to the cabinet is controlled by holding room employees only</p> <p>Due to limited space, large items of property are stored in the reception area, and remain in sight of detainee through the vision panel in the holding room door. This area is also covered by CCTV.</p>	N/A
2.12	Men and unrelated women should be held separately in rooms with appropriate facilities. (1.13, repeated recommendation 1.28)	Rejected		<p>Across all single holding rooms 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 currently only one holding room at Glasgow Airport; therefore there will be occasions when, due to the limitations of space, it may be necessary to hold unrelated male and 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.</p> <p>In exceptional circumstances, a detainee can be accommodated in the adjoining interview room where they can be closely observed by a dedicated DCO.</p>	

SERVICE IMPROVEMENT PLAN**UNANNOUNCED INSPECTION OF GLASGOW AIRPORT SHORT TERM HOLDING FACILITY**

Inspected on 25 May 2016

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
2.13	Confiscation of clothing items should be based on an individual risk assessment. (1.14, repeated recommendation 1.34)	Accepted	Completed and Ongoing	Dynamic risk assessments are carried out on each detainee and detainees are permitted to keep the vast majority of their clothing based on this individual risk assessment. Staff were reminded in writing of this process following the inspection and all staff working at Glasgow Airport were asked to provide signed confirmation that they received this communication and understood the process.	N/A
Respect					
2.14	Detainees should be offered food of reasonable quality. (1.34)	Accepted	Completed	A range of food to suit different cultural/religious or personal needs is provided in the holding room. This includes Halal and vegetarian options. Food is provided in unlimited quantities and without charge. In addition to the food provided on site, staff are able to purchase additional food for detainees from local sources.	N/A
2.15	The vending machine should be relocated so that detainees have access to drinks without the need to ask staff. (1.35, repeated recommendation 1.58)	Rejected		It is not possible to move the vending machine into the detainee area of the holding room. This machine must be connected to the water supply in order to function and this can only be accessed in the staff office.	
2.16	The complaints box should be emptied daily. (1.44)	Accepted	Completed and Ongoing	A reminder was issued to local Border Force Higher Officers about the need to conduct daily checks of the complaints box to ensure that it has been emptied. Assurance checks are now in place to ensure this is happening	N/A