

## SERVICE IMPROVEMENT PLAN

### UNANNOUNCED INSPECTION OF GATWICK AIRPORT NORTH TERMINAL SHORT TERM HOLDING FACILITY

Inspected on 3 May 2016

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
<b>Recommendations – To the Home Office</b>					
<b>Safety</b>					
2.1	Potential victims of child trafficking should not be subject to unnecessarily intrusive multiple identification procedures. DNA should not be taken from children when fingerprints have already been provided. (1.8)	Partially Accepted	Completed and Ongoing	<p>Potential victims of trafficking are only required to undertake identification procedures necessary to the handling of their case. As part of a joint Sussex Police and Social Services safe guarding operation Border Force facilitate the taking of DNA from children who have been trafficked and who are considered to be vulnerable.</p> <p>Border Force continue to review the process with Sussex police to ensure the taking of DNA samples is only conducted where such action is deemed to be reasonable and proportionate.</p>	N/A
<b>Respect</b>					
2.2	The holding rooms should be redecorated and refurbished, and one should be suitable for families with children. (1.30)	Partially Accepted	Completed and Ongoing	<p>The holding rooms were redecorated in 2017. Further to this a range of improved seating was introduced that same year.</p> <p>The Home Office and escort provider keep under review the available provisions for families and children to see what improvements can be made.</p>	N/A
<b>Preparation for removal and release</b>					
2.3	Detainees should have access to fax machines and the internet, including email, social networking sites and Skype, unless an individual risk assessment indicates otherwise. (1.42)	Partially Accepted	Ongoing	<p>There is no dedicated fax or email facility for detainees but DCOs will, wherever possible, assist by sending a fax or contacting a detainee's legal representative on their behalf. All holding room staff were reminded of the need to provide this assistance in a management communication issued in April 2016.</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.</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>	N/A
<b>Recommendations - To the Home Office and facility contractor</b>					
<b>Respect</b>					
2.4	Detainees should not be held for long periods or overnight without access to appropriate sleeping and washing facilities. (1.31)	Partially Accepted	Completed and ongoing	<p>Detainees whose detention is to be maintained for a longer period will be transferred to an immigration removal centre where there is a wider range of facilities. In some cases where the availability of a return flight is imminent, a detainee may remain in the holding room for a slightly extended period rather than undertake unnecessary journeys elsewhere.</p> <p>Access to showers is available at the South terminal and detainees are being transferred to this facility to use them. All detainees are offered the use of the shower facilities and records are kept to ensure that this takes place. Following the inspection all staff were reminded of the requirement to offer and record the use of the shower facilities.</p>	N/A

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2.5	Detainees held for more than a few hours should have access to fresh air and nicotine replacement therapy should be available to those who require it. (1.33)	Partially Accepted	Completed and Ongoing	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.  Nicotine lozenges were trialled early 2017 and rolled out across the short- term estate later that year.	N/A
<b>Recommendations – To the facility contractor</b>					
<b>Respect</b>					
2.6	Long-life sandwiches should be withdrawn and detainees offered reasonable quality food. (1.32)	Accepted	Completed	A range of food to suit different cultural and dietary needs is provided, including the provision of fresh fruit. The food is provided free of charge and there are no limitations to the quantities that a detainee can have. In addition to the food provided on site, holding room staff are able to purchase additional food for detainees sourced locally. The use of long life sandwiches has been withdrawn	N/A