

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF GATWICK AIRPORT SOUTH 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]
Recommendations – To the Home Office					
Safety					
2.1	Detainees should be held for no longer than necessary and should not be held overnight if they arrive during the day. (1.8)	Partially Accepted	Completed	<p>Detainee lengths of stay are carefully monitored and all lengths of stay in the holding room are kept to a minimum. The escort provider will always make every effort to comply with contractual requirements to move detainees in an efficient and timely manner. The Operational Control Centre has an overview of all detentions throughout the estate and will task vehicles to the most direct route keeping the length of time a detainee will spend on a vehicle to a minimum.</p> <p>Holding Room staff carry out regular welfare checks on detainees to ensure that they are well looked after while in detention and have access to a range of facilities while the interview process with Border Force staff is completed. Detainees are moved out of the facility as quickly as possible. Where an overnight stay takes place this is closely monitored by Border Force.</p>	N/A
2.2	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. (1.17)	Partially Accepted	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>	Ongoing
Preparation for removal and release					
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. (1.39)	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>	Ongoing

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Recommendations – To the Home Office and facility contractor					
Respect					
2.4	Detainees should not be held for long periods or overnight without access to appropriate sleeping and washing facilities. (1.27)	Partially Accepted	Completed and Ongoing	Detainees whose detention is to be maintained for a longer period will be transferred to an immigration removal centre where there are 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. Access to showers is available along with a supply of fresh towels, toiletries, blankets and pillow cases. There are also two reclining loungers to permit a more comfortable resting position. All detainees held overnight are offered the use of the shower facilities and records are kept to ensure that this takes place.	N/A
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. (1.29)	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 trialed early 2017 and rolled out across the short- term estate later that year.	N/A
Recommendations - To the facility contractor					
Safety					
2.6	A female DCO should be on duty at all times. (1.6)	Accepted	Completed and Ongoing	Holding rooms should always be staffed by a dedicated male and female crew. If due to unforeseen circumstances a female officer cannot attend, the escort provider is expected to invoke contingency arrangements and draw on alternative resources if necessary.	N/A
2.7	DCOs should routinely check if newly arrived detainees need to make a telephone call. Facilities for making and receiving calls should be explained clearly. Detainees with no telephone or money should be given a free five-minute phone call. (1.7)	Accepted	Completed and Ongoing	Every detainee should be given a thorough induction to the holding room which is performed using a standardised checklist. This includes ensuring that the use of a telephone is offered and that an explanation is provided on the telephone facilities that are available. Detainees sign the induction sheet to confirm the information has been explained to them in a language that they understand. SIM-free mobile phones are available as an alternative for detainees whose own phones are not permitted (i.e. camera / internet enabled phones). International calling cards are also available. Staff allow the use of the office landline phone to allow detainees to provide the telephone number of the payphone situated in the holding room to friends / family / solicitors to enable them to receive incoming calls.	N/A
2.8	Managers should review all incidents where force is used. All sections of the use of force incident form should be completed. (1.14)	Accepted	Completed and Ongoing	DCOs involved in an incident are required to complete either a 'General Incident Report' or 'Use of Force Report'. These reports should be reviewed and checked by managers to ensure that they are completed in full. The Home Office Use of Force monitor also independently reviews each incident report. The Home Office and escort provider hold a monthly Use of Force Quality Assurance Meeting, where cases are reviewed and discussed as appropriate and any follow up action agreed.	N/A

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2.9	Electronic holding room logs should record detainees' details and their length of detention accurately. (1.21)	Accepted	Completed and Ongoing	Mitie Care and Custody took over the escorting contract in May 18 and will now review the current processes for how detainee information is recorded in holding rooms to see what improvements can be made to help reduce and identify errors.	6 Months
Respect					
2.10	Long-life sandwiches should be withdrawn and detainees offered reasonable quality food. (1.28)	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
2.11	Telephone interpretation should be used to communicate with detainees who speak little or no English, especially to ensure that they understand how they can make telephone calls. (1.35)	Accepted	Ongoing	The Home Office and escorting provider accepts the need to improve the use of telephone interpretation services across the short term holding estate. A review will now be undertaken to ascertain why interpreting services are not being used as effectively as they should, with a view to implementing changes to improve uptake.	12 months