

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF LUNAR HOUSE 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					
Respect					
2.1	The complaints box should be emptied each day that the holding room is open. (1.33)	Accepted	Ongoing	An instruction has been issued to local Immigration Enforcement staff, reminding them that the complaints box must be opened every day, with any complaints being promptly forwarded to the designated handling team.	N/A
Recommendations – To the Home Office and facility contractor					
Respect					
2.2	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. (1.27)	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 in early 2017 and rolled out across the short- term estate later that year.	N/A
Preparation for removal and release					
2.3	Detainees should be able to board and leave vehicles in a private and secure area. (1.38)	Partially Accepted	Completed & Ongoing	Where, due to height restrictions, an escort vehicle is unable to access the private entrance to the area external to the holding room, an alternative and secure procedure is put in place to preserve the privacy of detainees while exiting and boarding vehicles.	N/A
2.4	Detainees should have access to the internet, including email, social networking sites and Skype, unless an individual risk assessment indicates otherwise. (1.39)	Rejected		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. 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. The Home Office is undertaking an initial scoping exercise on the use of Skype in IRCs for detainee contact with families abroad.	
Recommendations - To the facility contractor					
Safety					
2.5	DCOs should search detainees out of the view of other detainees. (1.4)	Accepted	Completed & Ongoing	A privacy screen is available and should be used when searching detainees. As an alternative, if the family holding room is unoccupied, staff can utilise this area to conduct the search process. A reminder was issued to staff following the inspection.	N/A

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2.6	Incident reports should be completed by each member of staff involved in the incident. All sections of incident forms should be completed. (1.13)	Accepted	Completed & Ongoing	Escort provider staff involved in an incident are required to complete either a 'General Incident Report' or 'Use of Force Report'. These reports are reviewed and checked by managers to ensure that they are completed in full.	N/A
2.7	All use of force should be necessary, proportionate and for the shortest time necessary. Any concerns raised by staff about the management of incidents should be communicated quickly to all agencies involved and investigated promptly. (1.14)	Accepted	Completed & Ongoing	Use of restraint, including equipment, must only be used where it is necessary, reasonable and proportionate having regard to the relevant circumstances. Where restraint is used, this should be kept under regular review and only used for the length of time considered appropriate to reduce the risk of a detainee absconding; harming the public, detainees or staff; damaging property; preventing their own removal from the UK or preventing staff from managing another detainee. Use of force reports are reviewed by qualified staff within the Home Office and any use of restraints that is not deemed justifiable will be passed back to the escort provider operational management team for further investigation and appropriate action. Where concerns involving other agencies are highlighted; these are escalated as soon as possible to the appropriate agency for further investigation. In the case highlighted within the report; the incident was referred to a senior Home Office manager for investigation and officers were found to have used approved techniques.	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. (1.15)	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
2.9	Electronic holding room logs should record detainees' details and the length of their detention accurately. (1.22)	Accepted	Ongoing	Mitie Care and Custody took over the escorting contract in May 2018 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. (1.26)	Accepted	Completed	A range of food to suit different cultural and dietary needs is provided this includes 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 are not fluent in English. (1.32)	Accepted	Ongoing	The Home Office and escorting provider accept 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