

Report on unannounced inspections of the UK  
short-term holding facilities at

# **Coquelles and Calais**

by HM Chief Inspector of Prisons,  
accompanied by the Contrôleur Général des Lieux de  
Privation de Liberté

**6 – 7 July 2016**

## **Glossary of terms**

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

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This publication is available for download at: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

Printed and published by:  
Her Majesty's Inspectorate of Prisons  
Victory House  
6th floor  
30–34 Kingsway  
London  
WC2B 6EX  
England

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# Fact page

**Task of the establishment**

To hold people with no right of entry to the UK, usually before transfer to the French border police

**Location**

Calais seaport and Coquelles Eurotunnel approach, France

**Name of contractor**

Tascor

**Last inspection**

6 – 7 November 2012

**Escort provider**

Tascor and Eamus Cork Security

# Introduction

The UK Border Force manages three short-term holding facilities in Calais and Coquelles. The facilities form part of the UK juxtaposed controls where Border Force identify clandestine travellers and those to be refused entry before they leave French territory. These juxtaposed controls are set out in two bilateral agreements: the Sangatte agreement and the Le Touquet agreement.

There are two facilities at Coquelles within the secure perimeter of the Eurotunnel site. The Coquelles tourist facility holds people travelling on coaches and cars. It was largely unchanged from our last inspection and remained noisy and uncomfortable. It was the busiest of the three facilities and held around 240 detainees a month, twice as many as at our last inspection in 2012.

The second facility, Coquelles freight, held people who had been found hidden in commercial vehicles in the freight lanes. They were usually transferred straight to the French Border Police, Police aux Frontières (PAF). If PAF were unable to receive detainees immediately, they were taken to the facility. At our last inspection in November 2012, we recommended that the facility 'be closed or completely refurbished and made fit for purpose'. The Home Office accepted this recommendation, but the facility remained in use and unchanged. Plans were in progress to build a more appropriate facility. Approximately 64 detainees a month were held in it.

The third facility, Calais tourist, had been rebuilt and improved since our last inspection. It was used to detain people travelling in cars and coaches boarding ferries to the UK. We were pleased to find that the Calais freight facility which we described in 2012 as 'basic and stark' was closed. Detainees now found in commercial vehicles in the Calais freight lanes were transferred directly to the PAF. Approximately 133 detainees a month were held in the Calais tourist facility.

An independent monitoring board did not visit the facility.

# About this inspection and report

Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, immigration detention facilities and police custody.

All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

The Contrôleur Général des Lieux de Privation de Liberté (CGLPL) fulfils the responsibility of the French government to establish a national preventive mechanism to independently inspect all places of deprivation of freedom which arise from its status as partner to the OPCAT.

All Inspectorate of Prisons reports carry a summary of the conditions and treatment of detainees, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests have been modified to fit the inspection of short-term holding facilities, both residential and non-residential. The tests for short-term holding facilities are:

**Safety** – that detainees are held in safety and with due regard to the insecurity of their position

**Respect** – that detainees are treated with respect for their human dignity and the circumstances of their detention<sup>1</sup>

**Preparation for removal and release** – that detainees are able to maintain contact with family, friends, support groups, legal representatives and advisers, access information about their country of origin and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property.

Inspectors kept fully in mind that although these were custodial facilities, detainees were not held because they had been charged with a criminal offence and had not been detained through normal judicial processes.

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<sup>1</sup> Non-residential STHFs are unsuitable for long stays and detainees should not be held in them for more than a few hours. This limits what activities can or need to be provided. We will therefore report any notable issues concerning activities in the accommodation and facilities section.

# Summary

- S1 At our inspection in 2012, we made 59 recommendations, 17 of which we found at this inspection were achieved, three were partially achieved, 37 not achieved and two were no longer relevant.

## Coquelles tourist

- S2 Detainees had short journeys to the facility. They arrived on foot from the adjacent arrivals hall or by car. Cars were parked near the facility. Staff gave detainees the opportunity to make a telephone call on arrival. Men and women could not be held separately but detainee custody officers (DCOs) had good oversight of the single holding room. There had only been one self-harm attempt in the previous year and DCOs handled it appropriately. Force was rarely used, but Border Force officers had applied velcro leg restraints to detainees without the necessary training. The Border Force safeguarding and trafficking team were alert to the risks faced by some detainees and travellers. Potential victims of trafficking could not be referred to the national referral mechanism. More children were being held at the facility than at our last inspection. Border Force officers were focused on their duty to promote and safeguard the welfare of children.
- S3 The facility had not changed since our 2012 inspection and remained uncomfortable and noisy. There was no shower or adequate sleeping facilities. Snacks, microwave meals and drinks were available. Some activities were provided to keep detainees occupied but detainees could not go outside for fresh air. DCOs interacted appropriately with the one detainee held during our inspection. The complaints box was only emptied once a week. There were wheelchair accessible toilets. DCOs used a telephone interpreting service to communicate with detainees who did not speak English. Health professionals could not see detainees face to face in non-urgent situations. The procedure for calling the emergency services was protracted.
- S4 On release from the facility, detainees continued their journey or were transferred to the PAF. Detainees could not access the internet or their email accounts.

## Coquelles freight

- S5 Detainees travelled the short journey from the freight lanes to the facility in one of two Tascor vehicles, both of which were properly equipped. Border Force officers and DCOs were focused on the welfare of detainees found hidden in lorries. Border Force preferred to transfer detainees straight to the PAF rather than hold them in the facility. The facility lacked CCTV and it was difficult for detainees to get the attention of DCOs. DCOs carried anti-ligature knives and had up-to-date restraint training. Detainees could not be referred to the national referral mechanism. The facility was not fit to hold children but six had been held during the previous three months. IS91s (the documents authorising detention) were sometimes incomplete.
- S6 The facility remained unchanged since our last inspection and unfit for purpose. The accommodation was poor. Detainees were held in stark, poorly ventilated holding rooms with squat toilets in the corner. DCOs were patient and polite to detainees being transferred from the freight lanes. DCOs were first aid trained and could access basic first aid supplies.

- S7 All detainees were transferred to the PAF on leaving the facility. There was no pay phone in the facility. Detainees could not access the internet or email.

### Calais tourist

- S8 A new facility had been built since our last inspection near the arrivals hall and tourist lanes. Most detainees had a short journey to the facility. DCOs did not assess a newly arrived detainee's risks or needs adequately on arrival. Men and women could be held separately and DCOs had good oversight of both holding rooms. Incidents involving self-harm or force were extremely rare. The Border Force safeguarding and trafficking team was alert to the risks of trafficking and focused on promoting and safeguarding the welfare of children. Some DCOs had received child safeguarding training from Barnardo's. The facility was equipped to hold children. No information was displayed on detainees' legal rights. More people had been held during the previous three months than at the last inspection.
- S9 The facility was in good condition and well presented. The shower facility was locked and detainees could not use it. Detainees were provided with microwave meals, snacks and drinks. There were some activities to keep detainees occupied but they could not go outside for fresh air. DCOs were kind and polite to detainees. Detainees could submit written complaints. Detainees could practise their religion. Toilets were accessible for detainees with disabilities. The system to call emergency services was protracted. A Border Force officer refused to call a doctor because he believed the detainee was 'faking'.
- S10 Detainees leaving the facility were transferred to PAF or allowed to continue their journey to the UK. There was no pay phone or internet access. Detainees were not routinely offered telephone calls on arrival or before release.

# Section 1. Coquelles tourist

## Safety

### Arrival

#### Expected outcomes:

**Detainees under escort are treated safely, decently and efficiently. Detainees taken into detention are treated with respect, have the correct documentation, and are held in safe and decent conditions. Family accommodation is suitable.**

- I.1** Border Force officers checked the documentation of passengers travelling in cars and coaches through the channel tunnel to the UK. Passengers travelling by car who were stopped for further questioning were asked to park their car near the facility. Passengers travelling on coaches disembarked and presented their travel documents at the border control which was in the same building as the facility. On leaving the facility, detainees who were refused entry to the UK were transferred to the nearby Police aux Frontières (PAF) headquarters. We did not inspect the vehicle used for this journey.
- I.2** We saw a man being detained who spoke English and French fluently. He was initially taken into a caged property area, which was visible to the public and noisy because of its proximity to the border control. Detainee custody officers (DCOs) took his phone and the contents of his pockets and gave him a thorough rub-down search in a private interview room behind the caged area. We were told that if this room was occupied, searches took place in an open area which was still reasonably private.
- I.3** Before he was moved to the holding room, staff allowed the detainee to call his employer using his own mobile phone. This call failed and he was later allowed to use an official phone to try again. Staff gave a basic introduction to the facility and written information was available in a wide range of languages.

## Keeping detainees safe

#### Expected outcomes:

**Detainees feel and are safe from bullying and victimisation. The facility provides a safe and secure environment which reduces the risk of self-harm and suicide. The centre promotes the welfare of all detainees, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>2</sup> Force is only used as a last resort and for legitimate reasons.**

- I.4** DCOs had good oversight of the holding room and could monitor detainees easily. Men and women were held together and the potential for sexual harassment could not be eliminated. DCOs on duty had not witnessed tensions or bullying between detainees but said they would intervene or, in extremis, call the PAF. Border Force officers said they did not usually hold a facilitator (the driver of a vehicle carrying clandestine entrants) with the detainee trying to enter the UK illegally and asked the facilitator to wait in their vehicle.

<sup>2</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- I.5** During the previous year, one detainee had tried to scratch himself with a broken plastic spoon. DCOs intervened quickly and proportionately to remove the broken spoon and the detainee was not injured. DCOs completed a suicide and self-harm warning form which was printed in English and French. The PAF arrived to collect the detainee a short time later. DCOs gave the PAF the suicide and self-harm warning form with a verbal briefing on the detainee's risks. DCOs carried anti-ligature knives.
- I.6** DCOs were trained in the Home Office Manual for Escorting Safely (HOMES) and received refresher training every six months. Force had been used once in the previous year. A male detainee had kicked walls and furniture and attempted to urinate on a wall in the holding room. DCOs restrained the detainee using rigid bar handcuffs and Border Force officers applied velcro leg restraints. As the situation became calmer, the handcuffs were replaced with a waist restraint belt. The use of force was necessary and proportionate.
- I.7** Border Force had a team of officers who had received additional training in safeguarding and trafficking. A higher officer from the team spoke knowledgeably about his role and the risks faced by some passengers. Border Force could not access the UK national referral mechanism (used to identify victims of trafficking) because of jurisdiction issues. If Border Force were concerned about a passenger denied access to the UK, they informed the PAF. While France had ratified the Council of Europe Convention on Action against Trafficking in Human Beings in 2008, it had yet to create a national referral mechanism to identify and protect victims of human trafficking. If Border Force had concerns about a passenger but no grounds to refuse entry to the UK, they informed social services and the police in the UK.
- I.8** DCOs were unaware of any Tascor safeguarding policy and had not received specific training in safeguarding. They said they would open a care plan for a detainee with a disability which would accompany the detainee if transferred to the PAF.

## Recommendation to the French Ministry of Social Affairs and Health

- I.9** **The French authorities should create a national referral mechanism to identify victims of trafficking.**

## Safeguarding children

### Expected outcomes:

**The facility promotes the welfare of children and protects them from all kinds of harm and neglect.**

- I.10** During the previous three months, 91 children had been held: 34 were accompanied by an adult and 57 were unaccompanied compared with 14 and eight respectively at our last inspection. Accompanied children were held for an average of four hours 47 minutes, unaccompanied children for four hours 17 minutes. Most children were refused leave to enter the UK.
- I.11** A higher officer from the Border Force safeguarding and trafficking team focused on promoting and safeguarding the welfare of children. He was alert to the risks of children being trafficked to the UK and gave us examples of Border Force intervention to disrupt trafficking. He was also alert to young travellers at risk of female genital mutilation but said such cases were very rare. Border Force did not have a child-friendly room for interviewing children.

- I.12** DCOs had undertaken child safeguarding training during their initial training course and one DCO had received refresher training with Barnardo's. DCOs said they completed child care plans for all children. The facility contained food, nappies, wipes and a cot for babies. There were some activity packs, games, books and DVDs and some colouring books. The holding room was not fully partitioned from the arrivals hall where border control was located. The room was noisy and we heard staff in the arrivals hall shouting, which was not an appropriate atmosphere for children. Children were usually searched using a hand-held metal detector.

## Recommendation

- I.13 Children should be held and interviewed in an environment appropriate to their age.**

## Legal rights and casework

### Expected outcomes:

**Detainees are fully aware of and understand their detention. Detainees are supported by the facility staff to exercise their legal rights freely. Detention is carried out on the basis of individual reasons that are clearly communicated. Detention is for the minimum period necessary.**

- I.14** Detainees could not receive independent legal advice in the facility. Apart from a notice in Arabic promoting the services of the International Organisation for Migration, no information about detainees' legal options was displayed. The detainee held during our inspection understood why he had been refused entry and why he was detained. He was given written reasons for his detention in English only (form IS91R). The document authorising detention (the IS91) was completed correctly.
- I.15** Detainees were either detained after being denied entry to the UK or for Border Force officers to carry out enquiries. Some detainees tried to enter the UK clandestinely in vehicles; others presented themselves at border control in good faith but did not meet the immigration rules. During the previous three months, 712 detainees had been held, twice as many as at our last inspection. The average length of detention was three hours 11 minutes and the longest period of detention was 11 hours 50 minutes.

## Recommendation

- I.16 Detainees should be able to receive independent legal advice from French organisations.** (Repeated recommendation I.24)

# Respect

## Accommodation and facilities

### Expected outcomes:

**Detainees are held in a safe, clean and decent environment. Detainees are offered varied meals to meet their individual requirements. Food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations. The facility encourages activities to preserve and promote the mental and physical well-being of detainees.**

- I.17** The holding room was unchanged since our previous inspection and remained grubby, noisy and uncomfortable, with 29 moulded plastic chairs arranged in rows. The toilets were private and sanitary protection was freely available. Some toiletries were available on request, but were not routinely offered. There was no shower and no towels for washing. There was one bean bag but no sleeping facilities. There were no separate facilities for women or families. Blankets and pillows were provided, but they were not fresh for each new detainee.
- I.18** Cooled water, fruit and snacks were freely available in the holding room. A good selection of microwave meals were provided, including vegetarian and Halal options. Staff described some meals as Halal when they were not labelled as such. Sandwiches were also provided, although no vegetarian options were available. DCOs routinely offered hot drinks to detainees.
- I.19** Detainees could watch digital television channels. A large number of magazines were provided but most were outdated and in English. There were no current newspapers. A few adult and children's books were provided, mainly in English. Detainees still had no access to the fresh air and could not smoke, even when held for long periods.

### Recommendations

- I.20** Detainees should routinely be offered basic toiletries and should be able to lie down comfortably.
- I.21** Detainees should have access to a reasonable range of diversionary activities and detainees who are held for more than a few hours should have access to the fresh air.

## Respectful treatment

### Expected outcomes:

**Detainees are treated with respect by all staff, with proper regard for the uncertainty of their situation and their cultural backgrounds. Effective complaints procedures are in place for detainees which are easy to access and use, in a language they can understand. Responses are timely and can be understood by detainees. There is understanding of the diverse backgrounds of detainees and different cultural backgrounds. The distinct needs of each protected characteristic, including race equality, nationality, religion, disability, gender, transgender, sexual orientation, age and pregnancy, are recognised and addressed.**

- I.22** DCOs were kind and polite to the detainee held during our inspection. Staff wore uniforms with name badges on lanyards.
- I.23** A locked complaints box and complaint forms in multiple languages were freely available in the holding room. Child-friendly complaint forms in a variety of languages were also available. Complaints could be submitted in any language, but were only answered in English. The dummy complaint that we submitted was responded to the following day, but the complaints box was only emptied once a week. Detainees had not complained about the service provided by Tascor or the conduct of DCOs since our last inspection.
- I.24** Staff had not received any refresher training in equality and diversity, but had a sound understanding of policy and could answer questions based on scenarios satisfactorily. An English language Bible was available, and English and Arabic versions of the Qur'an. There was a prayer mat and a compass and DCOs knew the direction of Mecca. The toilets were accessible to wheelchair users.
- I.25** DCOs could access telephone interpreting services to communicate with detainees who did not speak English. The service had been used 128 times in the previous year.
- I.26** All DCOs were trained in first aid, had access to basic first aid supplies and could seek medical advice by telephone. DCOs checked with the medical advisers before supervising the administration of the medication to detainees at the required times. However, detainees could not see health professionals in non-urgent situations or receive over-the-counter medication. DCOs and Border Force officers confirmed that emergency services responded for non-urgent matters but this was an inefficient use of the service. The procedure for calling emergency services remained too protracted: DCOs called a Border Force higher officer who called the control tower who alerted the French emergency services. This created unnecessary delays. DCOs were unaware of the location of the nearest defibrillator but we were told that one was about to be installed in the building.

### Recommendations

- I.27** **The complaint box should be emptied each day.**
- I.28** **Health professionals should be able to assess detainees face to face for non-urgent medical issues. DCOs should be able to access a defibrillator and emergency services promptly.**

## Preparation for removal and release

### Expected outcomes:

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property. Families with children and others with specific needs are not detained without items essential to their welfare.**

- I.29** On release from the facility, detainees were allowed to continue their journey to the UK or were transferred to the PAF. There was a pay phone which could receive incoming calls, but detainees could not use the internet or email. Staff allowed detainees to use their telephone on request, but did not routinely offer a free telephone call on arrival or before release. Tascor could lend detainees a mobile phone to insert their own SIM card but this facility was not routinely offered. DCOs had no information to assist detainees, such as embassy contact details or local welfare organisations.

### Recommendations

- I.30** Detainees should have a free telephone call before release and should have access to basic information about potential sources of help before they are released.
- I.31** All detainees should have access to email, fax and internet facilities for communication and information purposes. (Repeated recommendation I.46)

## Section 2. Coquelles freight

### Safety

### Arrival

#### Expected outcomes:

**Detainees under escort are treated safely, decently and efficiently. Detainees taken into detention are treated with respect, have the correct documentation, and are held in safe and decent conditions. Family accommodation is suitable.**

- 2.1** Detainees were transferred from the freight lanes to the facility in one of two Tascor vehicles. Both vehicles had CCTV and contained first aid kits and appropriate supplies for the short journeys. Most detainees were found hidden in the back of lorries waiting in freight lanes to board trains passing through the channel tunnel. During our inspection, four young Iraqis were found in the rear of a refrigerated lorry in a temperature of about -20 degrees centigrade. Border Force got the young men out of the lorry quickly and wrapped them in foil blankets. Tascor transferred the men to Border Force offices where they were interviewed briefly by officers from Kent police. Tascor then transferred the men to PAF. A family of three adults and four children were found later the same day hidden in a different lorry. Tascor transferred the family from the freight lanes to the facility using a child seat for the youngest child. The family waited outside the facility for a short time until PAF were ready to see the family. The van door was opened and DCOs gave the family sandwiches and drinks. They were allowed to get off the van to stretch their legs and use the toilet in the facility. The family waited outside the facility for about 15 minutes before being transferred to the PAF.
- 2.2** No detainees were held in the facility during our inspection. Detainees were searched in a dark, austere entrance room with bare breezeblock walls and no seats (see recommendation 2.18). DCOs said new arrivals were given a rub-down search and offered hot drinks and food. Property was bagged and an identification tag attached. Copies of a Tascor information booklet in English and other languages was available in the holding rooms. During the day, four DCOs and a detainee custody manager staffed the facility, all of whom were male at the time of our inspection. Four DCOs staffed the facility at night. DCOs offered detainees the opportunity to make a telephone call.

## Keeping detainees safe

### Expected outcomes:

**Detainees feel and are safe from bullying and victimisation. The facility provides a safe and secure environment which reduces the risk of self-harm and suicide. The centre promotes the welfare of all detainees, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>3</sup> Force is only used as a last resort and for legitimate reasons.**

- 2.3** The four holding rooms enabled men and women to be held separately. DCOs had poor oversight of the holding rooms. The DCOs' office was apart from the holding rooms and there was no CCTV in the rooms. Detainees could not be constantly supervised and could only attract attention by banging on the doors or shouting.
- 2.4** DCOs said detainees did not try to harm themselves and were not disruptive. Tascor records confirmed that no detainees had tried to harm themselves since our last inspection. DCOs carried anti-ligature knives.
- 2.5** DCOs were trained in the Home Office Manual for Escorting Safely and received refresher training every six months. Two waist and two leg restraints kept in the facility had never been used.
- 2.6** Border Force had a team of officers trained in safeguarding and trafficking. They could not use the national referral mechanism because they were outside UK jurisdiction and France had yet to create a national referral mechanism (see paragraph 1.7 and recommendation 1.9).

### Recommendation

- 2.7** **Detainees should be able to request help easily from a holding room.**

## Safeguarding children

### Expected outcomes:

**The facility promotes the welfare of children and protects them from all kinds of harm and neglect.**

- 2.8** The facility was unfit to hold adults and wholly inappropriate to hold children (see paragraphs 2.15–2.17). During the previous three months, six children had been held: five accompanied by an adult and one unaccompanied. Accompanied children were held for an average of four hours 32 minutes. A 16-year old unaccompanied child was held for five hours 25 minutes.
- 2.9** One of the rooms had been designated a family room for mothers and children. It differed very little from the other rooms.

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<sup>3</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- 2.10** Members of the Border Force safeguarding and trafficking team had received additional training in safeguarding children. DCOs on duty had received training during their initial training course and some had received refresher training from Barnardo's.

## Legal rights and casework

### Expected outcomes:

**Detainees are fully aware of and understand their detention. Detainees are supported by the facility staff to exercise their legal rights freely. Detention is carried out on the basis of individual reasons that are clearly communicated. Detention is for the minimum period necessary.**

- 2.11** No information was displayed in the facility about French organisations offering legal advice or how detainees could claim asylum in France.
- 2.12** Border Force preferred to transfer clandestine travellers straight from the freight lanes to the PAF without using the facility. Despite this the facility was still used too often. During the previous three months, 193 detainees had been held for an average of two hours 40 minutes. The longest period of detention was five hours 40 minutes. Border Force told us that delays were caused by the PAF. A few days before our inspection, 20 detainees had been held at the same time. Unlike at the juxtaposed controls in Dunkerque (see our 2016 Dunkerque STHF report), Border Force did not take detainees' biodata. As a result, detainees were held for less time.
- 2.13** Documents giving Tascor the authority to detain (IS91s) were incomplete. The sample that we reviewed did not contain names, dates of birth or port reference numbers.

### Recommendation

- 2.14 Documentation authorising detention (IS91s) should be completed in full.**

# Respect

## Accommodation and facilities

### Expected outcomes:

**Detainees are held in a safe, clean and decent environment. Detainees are offered varied meals to meet their individual requirements. Food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations. The facility encourages activities to preserve and promote the mental and physical well-being of detainees.**

- 2.15** At our last inspection, we described the accommodation as ‘some of the worst we have seen’. The facility remained unchanged and was unfit to hold detainees even for short stays. The facility comprised an austere search room (see paragraph 2.2), a reception desk, a DCOs’ office and six holding rooms, four of which were ready for use. The rooms were poorly ventilated and the squat toilets in the corner of each room smelt unpleasant. Detainees could use plastic mattresses on raised plinths and blankets and pillows were provided. The bare concrete floors and the walls were grubby. Detainees could not shower but DCOs gave them hygiene packs. Small stainless steel sinks in the holding rooms had no hot water. A new facility was being built from prefabricated materials next to the existing facility.
- 2.16** Detainees were offered hot and cold drinks on arrival. A range of unappetising microwave meals were available, including vegetarian and halal options.
- 2.17** A television, a few out-of-date magazines and old books were available in each holding room, but there was little else to occupy detainees. It was a no-smoking facility.

### Recommendations

- 2.18** The holding rooms should be closed or completely refurbished and made fit for purpose, including the provision of hot water, clean and accessible toilets, new flooring and shower facilities. (Repeated recommendation 2.26)
- 2.19** Detainees should have access to a reasonable range of diversionary activities and detainees who are held for more than a few hours should have access to the fresh air.

## Respectful treatment

### Expected outcomes:

**Detainees are treated with respect by all staff, with proper regard for the uncertainty of their situation and their cultural backgrounds. Effective complaints procedures are in place for detainees which are easy to access and use, in a language they can understand. Responses are timely and can be understood by detainees. There is understanding of the diverse backgrounds of detainees and different cultural backgrounds. The distinct needs of each protected characteristic, including race equality, nationality, religion, disability, gender, transgender, sexual orientation, age and pregnancy, are recognised and addressed.**

- 2.20** DCOs were polite and patient when transferring detainees from the freight lane, and showed concern for their wellbeing. Border Force officers appeared more distant and officious, but they did focus on the welfare of the four young men found in the refrigerated lorry (see paragraph 2.1).
- 2.21** We were not confident that all detainees could submit a written complaint. Complaint forms in English and other languages were accessible, but complaint boxes were not provided in all the rooms and it was unclear if they were emptied regularly.
- 2.22** The facility was unsuitable for detainees with a physical disability.
- 2.23** All DCOs were trained in first aid, had access to basic first aid supplies and could telephone medical advisers before giving detainees their prescribed medication. Health care professionals could not assess detainees face to face in non-urgent situations. The procedure for calling emergency services remained too complex and protracted (see paragraph 1.26). Delays were exacerbated by the size of the port and the number of security barriers. DCOs were unaware of the location of the nearest defibrillator but one was about to be installed in the nearby Border Force offices.

### Recommendations

- 2.24 Detainees should be able to submit complaint forms freely and unobserved.**  
(Repeated recommendation 2.33)
- 2.25 Health professionals should be able to assess detainees face to face for non-urgent medical issues. DCOs should be able to access a defibrillator and emergency services promptly.**

## Preparation for removal and release

### Expected outcomes:

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property. Families with children and others with specific needs are not detained without items essential to their welfare.**

**2.26** All detainees were handed to the PAF on release. Detainees did not have access to email, fax or the internet and no information was displayed about what would happen next. There was no pay phone in the facility. Detainees with a fear of persecution in their country of origin could advise the PAF that they wanted to claim asylum, in which case they were provided with accommodation and entered the French asylum system. PAF released those who were not claiming asylum but had permission to be in France. The remainder were issued with a notice requiring them to leave the country. Staff said that detainees knew they would be released into the community shortly after transfer to the PAF.

### Recommendations

- 2.27** Detainees should be able to make a free telephone call and should have access to basic information about potential sources of help before they are released.
- 2.28** All detainees should have access to email, fax and internet facilities for communication and information purposes. (Repeated recommendation 2.38)

## Section 3. Calais tourist

### Safety

#### Arrival

##### Expected outcomes:

**Detainees under escort are treated safely, decently and efficiently. Detainees taken into detention are treated with respect, have the correct documentation, and are held in safe and decent conditions. Family accommodation is suitable.**

- 3.1** The holding room was near the arrivals hall where immigration control was located. Foot and coach passengers made the short journey to the facility on foot. Those arriving in their own cars who were to be detained drove the short distance from the tourist lanes to the facility. Very occasionally, someone apprehended in the freight lanes transferred to the facility in a vehicle, but we did not see this. Most people detained in the freight lanes were handed straight over to the PAF, but there were some unacceptably long delays. These detainees were held on the lorry in which they were found, or in a filthy secure 'transit' vehicle, without access to basic facilities such as water, sometimes for hours.
- 3.2** We saw a detainee arrive in the facility. Staff gave him a thorough rub-down search next to the entrance, which was not private. Belts were sometimes removed from detainees. DCOs used the telephone interpreting service, but the conversation concentrated on detention. DCOs did not focus sufficiently on the detainees' needs or risks or tell them of available welfare services.

#### Recommendation

- 3.3 DCOs should identify newly arrived detainees' needs and risks, and advise detainees of the services provided in the facility.**

### Keeping detainees safe

##### Expected outcomes:

**Detainees feel and are safe from bullying and victimisation. The facility provides a safe and secure environment which reduces the risk of self-harm and suicide. The centre promotes the welfare of all detainees, particularly adults at risk, and protects them from all kinds of harm and neglect.<sup>4</sup> Force is only used as a last resort and for legitimate reasons.**

- 3.4** There were two holding rooms and men and women could be held separately if no children were held. DCOs could not recall any tensions between detainees. Facilitators could be held in their vehicles if necessary to avoid animosity over failed attempts to enter the UK. DCOs had very good sightlines to the two holding rooms through large office windows.

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<sup>4</sup> We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- 3.5** No detainee had tried to harm themselves in the previous year. If a detainee was at risk, DCOs completed a suicide and self-harm warning form, which accompanied the detainee when transferred to the PAF. The form was in English and French. DCOs carried anti-ligature knives.
- 3.6** Force had not been used at the facility since our previous inspection. Staff were trained in the Home Office Manual for Escorting Safely and received refresher training every six months. Waist and leg restraint belts were kept in the facility but had not been used.
- 3.7** The Border Force safeguarding and trafficking team comprised trained officers who led or advised colleagues on cases of suspected trafficking or safeguarding concerns. The team was alert to the risks of trafficking and could name trafficking indicators. As the facility was outside the UK, Border Force could not access the national referral mechanism which was used to identify victims of trafficking (see paragraph 1.7 and recommendation 1.9). If Border Force were concerned about a passenger denied access to the UK, they informed the PAF or, if there were no grounds to refuse entry to the UK, they passed information to the UK police and social services.
- 3.8** DCOs said they referred cases to Border Force if they had safeguarding concerns. They opened a care plan for detainees with a disability which accompanied the detainee on transfer to the PAF.

## Safeguarding children

### Expected outcomes:

**The facility promotes the welfare of children and protects them from all kinds of harm and neglect.**

- 3.9** During the previous three months, 25 children had been held in the facility: six accompanied and 19 unaccompanied. Accompanied children were held for an average of seven hours six minutes, the longest for eight hours 50 minutes. Unaccompanied children were held for seven hours 42 minutes, and two unaccompanied children had been held for more than 12 hours.
- 3.10** The safeguarding and trafficking team managed cases involving children or advised colleagues on how to manage them. A member of the team was on duty on every shift. Border Force officers interviewed children in rooms used to interview adults, with chairs chained to the floor. The higher officer we spoke to focused on promoting and safeguarding the welfare of children.
- 3.11** DCOs received child safeguarding training during their initial training course. One DCO had received updated training from Barnardo's. DCOs completed child care plans for accompanied and unaccompanied children. The facility contained a travel cot, nappies, baby wipes, a potty, breast-feeding pillow, play mats, books and toys. A fold-down baby changing table was available in the holding room used by families.

### Recommendation

- 3.12 Children should be interviewed in a child friendly environment.**

## Legal rights and casework

### Expected outcomes:

**Detainees are fully aware of and understand their detention. Detainees are supported by the facility staff to exercise their legal rights freely. Detention is carried out on the basis of individual reasons that are clearly communicated. Detention is for the minimum period necessary.**

- 3.13** No information was displayed on detainees' legal rights or organisations that could provide legal advice.
- 3.14** Detainees were held after being denied entry into the UK. Some presented themselves at the immigration control in good faith, while others attempted to enter hidden in vehicles. During the previous three months, 395 detainees had been held compared with 238 at the previous inspection. The average length of detention was five hours 26 minutes. Detainees were given the reasons for detention in writing (form IS91R). The form was only available in English but Border Force officers used telephone interpreting services to explain them to detainees who could not speak English.

### Recommendation

- 3.15 Detainees should be able to receive independent legal advice from French organisations.**

# Respect

## Accommodation and facilities

### Expected outcomes:

**Detainees are held in a safe, clean and decent environment. Detainees are offered varied meals to meet their individual requirements. Food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations. The facility encourages activities to preserve and promote the mental and physical well-being of detainees.**

- 3.16** The facility was new and well presented. There were two interview rooms and a fingerprint facility, and two air-conditioned holding rooms, one for general use and the other equipped for families with children. The family room was decorated appropriately and had four plastic chairs, two soft mats for sleeping on and a beanbag. The general holding room had eight plastic moulded chairs and two soft mats for sleeping on.
- 3.17** Both holding rooms had toilet facilities with sanitary protection readily available, but those in the general room were smelly. There was a shower but it was locked and detainees were not allowed to use it. No towels were available. Blankets and pillows were provided, but they were not clean for each new detainee. Cooled water, fruit and snacks were freely available. The number of detainees sometimes exceeded the maximum capacity of the facility (12). When this happened, detainees had to wait in an enclosed area in the arrivals hall, in full view of other travellers.
- 3.18** Snacks including fruit and cold water were freely available in the holding rooms. A choice of nine microwave meals was provided, but the only vegetarian option was porridge. Sandwiches were usually available but no vegetarian options were provided. Hot drinks were offered. DCOs said they bought additional food if a detainee had special dietary needs.
- 3.19** Detainees could watch a reasonable range of DVDs in both holding rooms and a portable DVD player was available. Magazines were provided but some were old and most were in English. There was a small selection of books in English but no current newspapers. Detainees still had no access to the fresh air and could not smoke, even when held for longer periods.

### Recommendation

- 3.20 Detainees held for more than a few hours should have access to fresh air and exercise.**

## Respectful treatment

### Expected outcomes:

**Detainees are treated with respect by all staff, with proper regard for the uncertainty of their situation and their cultural backgrounds. Effective complaints procedures are in place for detainees which are easy to access and use, in a language they can understand. Responses are timely and can be understood by detainees. There is understanding of the diverse backgrounds of detainees and different cultural backgrounds. The distinct needs of each protected characteristic, including race equality, nationality, religion, disability, gender, transgender, sexual orientation, age and pregnancy, are recognised and addressed.**

- 3.21** DCOs were kind and polite but opportunities to develop relationships were limited by language barriers. Staff wore uniforms with name badges on lanyards.
- 3.22** A locked complaints box and complaint forms in various languages were available in both holding rooms. Complaints could be submitted in any language, but were only answered in English with the exception of health care complaints. Staff told us that complaint boxes were checked regularly and our test complaint was responded to the same day. Tascor had not received any complaints about its staff or service since the previous inspection.
- 3.23** Staff had not received any refresher training in equality and diversity, but had a sound basic understanding of policy and could answer questions based on scenarios satisfactorily. The Bible and the Qur'an were available in English only. There was a prayer mat but no compass. Staff said they knew the direction of Mecca. Toilets were accessible for detainees with mobility difficulties.
- 3.24** Telephone interpreting services had been used on 153 occasions in the last 12 months.
- 3.25** DCOs had received first aid training and had access to basic first aid supplies. They could telephone for medical advice on whether medication was appropriate or to manage non-urgent medical concerns. However, there was no face-to-face service. Staff said that the French emergency services attended even for non-urgent matters, which was not an appropriate use of this service. We were concerned to note that on 1 July 2016, a Border Force officer had refused a detainee access to a doctor without seeking medical advice because he believed the detainee was 'faking'.
- 3.26** The system to call the emergency services remained too protracted and could result in poor outcomes for detainees (see paragraph 1.26). Staff did not know where to find a defibrillator.

### Recommendation

- 3.27 Health professionals should be able to assess detainees face to face for non-urgent medical issues. DCOs should be able to access a defibrillator and emergency services promptly.**

## Preparation for removal and release

### Expected outcomes:

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal. Detainees are able to retain or recover their property. Families with children and others with specific needs are not detained without items essential to their welfare.**

- 3.28** There was no pay phone or internet access, and DCOs did not routinely offer detainees a free telephone call on arrival or before release. DCOs on duty were unclear about when detainees could retain mobile phones. The official policy was for detainees to retain phones which had no camera, or to put their SIM in a loaned telephone. However, some DCOs routinely took telephones away, and only returned them with the approval of a Border Force officer. The option of borrowing a mobile phone was not routinely offered.
- 3.29** Detainees who were not allowed to continue their journey to the UK were transferred to the PAF. DCOs had no information to assist detainees, such as embassy contact details or local welfare organisations.

### Recommendations

- 3.30** Detainees should have a free telephone call on arrival and before release and should have access to basic information about potential sources of help before they are released.
- 3.31** All detainees should have access to email, fax and internet facilities for communication and information purposes. (Repeated recommendation 3.58)

## Section 4. Summary of recommendations

### Coquelles tourist

#### Recommendation To the French Ministry of Social Affairs and Health

- 4.1** The French authorities should create a national referral mechanism to identify victims of trafficking. (I.9)

#### Recommendations To Border Force and the facility contractor

- 4.2** Children should be held and interviewed in an environment appropriate to their age. (I.13)
- 4.3** Detainees should be able to receive independent legal advice from French organisations. (I.16)
- 4.4** Detainees should have access to a reasonable range of diversionary activities and detainees who are held for more than a few hours should have access to the fresh air. (I.21)
- 4.5** Health professionals should be able to assess detainees face to face for non-urgent medical issues. DCOs should be able to access a defibrillator and emergency services promptly. (I.28)
- 4.6** All detainees should have access to email, fax and internet facilities for communication and information purposes. (I.31)

#### Recommendations To the facility contractor

##### Accommodation and facilities

- 4.7** Detainees should routinely be offered basic toiletries and should be able to lie down comfortably. (I.20)

##### Respectful treatment

- 4.8** The complaint box should be emptied each day. (I.27)

##### Preparation for removal and release

- 4.9** Detainees should have a free telephone call before release and should have access to basic information about potential sources of help before they are released. (I.30)

## Coquelles freight

### Recommendations

To Border Force

- 4.10 Documentation authorising detention (IS91s) should be completed in full. (2.14)
- 4.11 The holding rooms should be closed or completely refurbished and made fit for purpose, including the provision of hot water, clean and accessible toilets, new flooring and shower facilities. (2.18)
- 4.12 All detainees should have access to email, fax and internet facilities for communication and information purposes. (2.28)

### Recommendations

To Border Force and the facility contractor

- 4.13 Detainees should have access to a reasonable range of diversionary activities and detainees who are held for more than a few hours should have access to the fresh air. (2.19)
- 4.14 Health professionals should be able to assess detainees face to face for non-urgent medical issues. DCOs should be able to access a defibrillator and emergency services promptly. (2.25)

### Recommendations

To the facility contractor

#### Keeping detainees safe

- 4.15 Detainees should be able to request help easily from a holding room. (2.7)

#### Respectful treatment

- 4.16 Detainees should be able to submit complaint forms freely and unobserved. (2.24)

#### Preparation for removal and release

- 4.17 Detainees should be able to make a free telephone call and should have access to basic information about potential sources of help before they are released. (2.27)

## Calais tourist

### Recommendation

To Border Force

- 4.18** Children should be interviewed in a child friendly environment. (3.12)

### Recommendations

To Border Force and the facility contractor

- 4.19** Detainees should be able to receive independent legal advice from French organisations. (3.15)
- 4.20** Health professionals should be able to assess detainees face to face for non-urgent medical issues. DCOs should be able to access a defibrillator and emergency services promptly. (3.27)
- 4.21** All detainees should have access to email, fax and internet facilities for communication and information purposes. (3.31)

### Recommendations

To the facility contractor

#### Arrival

- 4.22** DCOs should identify newly arrived detainees' needs and risks, and advise detainees of the services provided in the facility. (3.3)

#### Accommodation and facilities

- 4.23** Detainees held for more than a few hours should have access to fresh air and exercise. (3.20)

#### Preparation for removal and release

- 4.24** Detainees should have a free telephone call on arrival and before release and should have access to basic information about potential sources of help before they are released. (3.30)

## Section 5. Appendices

### Appendix I: Inspection team

Colin Carroll  
Jeanette Hall  
Majella Pearce  
Cédric de Torcy  
Anne-Sophie Bonnet

HM Inspectorate of Prisons  
HM Inspectorate of Prisons  
HM Inspectorate of Prisons  
Contrôleur Général des Lieux de Privation de Liberté  
Contrôleur Général des Lieux de Privation de Liberté

## Appendix II: Progress on recommendations from the last report

The following is a list of all the recommendations made in the last report, organised under the four tests of a healthy establishment. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

### Coquelles tourist

#### Safety

**Detainees are held in safety and with due regard to the insecurity of their position.**

##### Recommendations

Reliance and the PAF should coordinate transfers to ensure that detainees are taken into police custody expeditiously. (1.2)

**Achieved**

Detention officers should be able to call a medical service as soon as requested by a detainee and, if needed, the emergency services directly without having to seek permission. (1.5)

**Not achieved**

Staff should routinely carry anti-ligature knives. (1.10)

**Achieved**

Staff should receive refresher training in suicide and self-harm prevention and be informed of learning from incidents at other holding facilities. (1.11)

**Not achieved**

UKBF staff should be aware of central referral mechanisms for victims of trafficking. (1.13)

**Achieved**

DCOs should have up-to-date safeguarding training and be fully conversant with their statutory duty to protect children. (1.17)

**Partially achieved**

There should be a robust safeguarding policy which recognises the French jurisdiction and sets out referral pathways to the French authorities. (1.18)

**Not achieved**

Child care plans should contain an individual assessment of need and key risks. They should be shared with PAF when detainees are transferred. (1.19)

**Not achieved**

UKBF should ensure that members of the children's and young people's team understand their roles and responsibilities, and are provided with the necessary training and support. (1.20)

**Achieved**

Independent legal advice from French organisations should be available to detainees. (I.24)

**Not achieved** (Recommendation repeated, I.16)

## Respect

**Detainees are treated with respect for their human dignity and the circumstances of their detention.**

### Recommendations

The holding room should be decorated and deep cleaned so that it is a clean and welcoming environment. (I.28)

**Not achieved**

Reclining seats should be available for detainees who need to sleep. (I.29)

**Not achieved**

There should be a separate area to detain women, children and families. (I.30)

**Not achieved**

The fire exit doors should be replaced with emergency exit doors that can be controlled by staff. (I.31)

**Not achieved**

DCOs should receive up-to-date equality and diversity training which includes the requirements of equality legislation. (I.35)

**Not achieved**

Equality impact assessments should be undertaken to help identify and address potential discrimination. (I.36)

**No longer relevant**

Pictorial prompts should be introduced to facilitate detainee-staff communication. (I.37)

**Achieved**

Complaint forms should be freely available, and the complaints box should be securely locked. (I.39)

**Achieved**

Detainees should have access to books and current newspapers in a range of languages. (I.42)

**Not achieved**

## Preparation for removal and release

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal.**

### Recommendations

Detainees with no independent means should not be released without assistance. (I.48)

**Not achieved**

Detainees should have free access to email, fax and controlled internet for communication and information purposes. (1.46)

**Not achieved** (Recommendation repeated, 1.31)

DCOs should be familiar with PAF procedures so that they can be explained to detainees. (1.47)

**Achieved**

## Coquelles freight: Safety

**Detainees are held in safety and with due regard to the insecurity of their position.**

### Recommendations

All use of the holding rooms should be rigorously recorded. (2.6)

**Achieved**

Detainees should be able to request help easily if necessary. (2.9)

**Not achieved**

Staff should routinely carry anti-ligature knives. (2.11)

**Achieved**

Staff should receive refresher training in suicide and self-harm prevention and informed of learning from incidents at other holding facilities. (2.12)

**Not achieved**

UKBF staff should be aware of central referral mechanisms for victims of trafficking. (2.14)

**Achieved**

DCOs should have up-to-date safeguarding training and be fully conversant with their statutory duty to protect children. (2.16)

**Achieved**

There should be a robust safeguarding policy which recognises the French jurisdiction and sets out referral pathways to the French authorities. (2.17)

**Not achieved**

Child care plans should contain an individual assessment of need and identify key risks. Plans should be shared with PAF when detainees are transferred. (2.18)

**Partially achieved**

Detainees should be able to receive independent legal advice from French organisations. (2.22)

**Not achieved**

## Respect

**Detainees are treated with respect for their human dignity and the circumstances of their detention.**

### Recommendations

Detention officers should be able to call a medical service as soon as requested by a detainee and, if needed, the emergency services directly without having to seek permission. (2.7)

**Not achieved**

The holding rooms should be closed or completely refurbished and made fit for purpose, including the provision of hot water, clean and accessible toilets, new flooring and shower facilities. (2.26)

**Not achieved** (Recommendation repeated, 1.49)

DCOs should receive up-to-date equality and diversity training which includes the requirements of equality legislation. (2.29)

**Not achieved**

Equality impact assessments should be undertaken to help identify and address potential discrimination. (2.30)

**Not achieved**

Pictorial prompts should be introduced to facilitate detainee-staff communication. (2.31)

**Not achieved**

Detainees should be able to submit complaints freely and unobserved. (2.33)

**Not achieved** (Recommendation repeated, 1.55)

Detainees should have access to a working television, books and current newspapers in a range of languages. (2.36)

**Not achieved**

## Preparation for removal and release

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal.**

### Recommendations

Detainees should have free access to phone, email, fax and controlled internet for communication and information purposes. (2.38)

**Not achieved** (Recommendation repeated, 1.59)

DCOs should be familiar with PAF procedures so that they can explain them to detainees. (2.39)

**Not achieved**

## Calais tourist: Safety

**Detainees are held in safety and with due regard to the insecurity of their position.**

### Recommendations

Detention officers should be able to call a medical service as soon as requested by a detainee and, if needed, the emergency services directly without having to seek permission. (3.12)

**Not achieved**

UKBF staff should be aware of central referral mechanisms for victims of trafficking. (3.21)

**Achieved**

Detainees should be able to receive independent legal advice from French organisations. (3.29)

**Not achieved**

Reliance and the PAF should ensure that important written information is passed over on transfer. (3.3)

**Achieved**

Children should not be searched unless intelligence indicates that there is something concealed on their person. (3.10)

**Achieved**

The welfare items and services available should be publicised and reinforced verbally to all detainees. (3.11)

**Not achieved**

Staff should receive refresher training in suicide and self-harm prevention and be informed of learning from incidents at other holding facilities. (3.18)

**Not achieved**

Staff should routinely carry anti-ligature knives. (3.19)

**Achieved**

DCOs should have up-to-date safeguarding training and be fully conversant with their statutory duty to protect children. (3.24)

**Achieved**

There should be a robust safeguarding policy which recognises the French jurisdiction and sets out referral pathways to the French authorities. (3.25)

**Not achieved**

Child care plans should derive from an individual assessment of need and should identify key risks. They should be shared with PAF when detainees are transferred, together with any other information about vulnerable detainees. (3.26)

**Partially achieved**

## Respect

**Detainees are treated with respect for their human dignity and the circumstances of their detention.**

### Recommendations

Reclining seats should be available for detainees who wish to sleep. (3.34)

**Not achieved**

There should be a separate area to detain women, children and families. (3.35)

**Achieved**

DCOs should receive equality and diversity training which should include information on the requirements of equality legislation. (3.42)

**Achieved**

Equality impact assessments should be undertaken to help identify and address potential discrimination. (3.43)

**No longer relevant**

Pictorial prompts should be introduced to facilitate detainee-staff communication. (3.44)

**Not achieved**

## Preparation for removal and release

**Detainees are able to maintain contact with the outside world and be prepared for their release, transfer or removal.**

### Recommendations

Detainees with no independent means should not be released without assistance. (3.60)

**Not achieved**

Detainees should have free access to email, fax and controlled internet for communication and information purposes. (3.58)

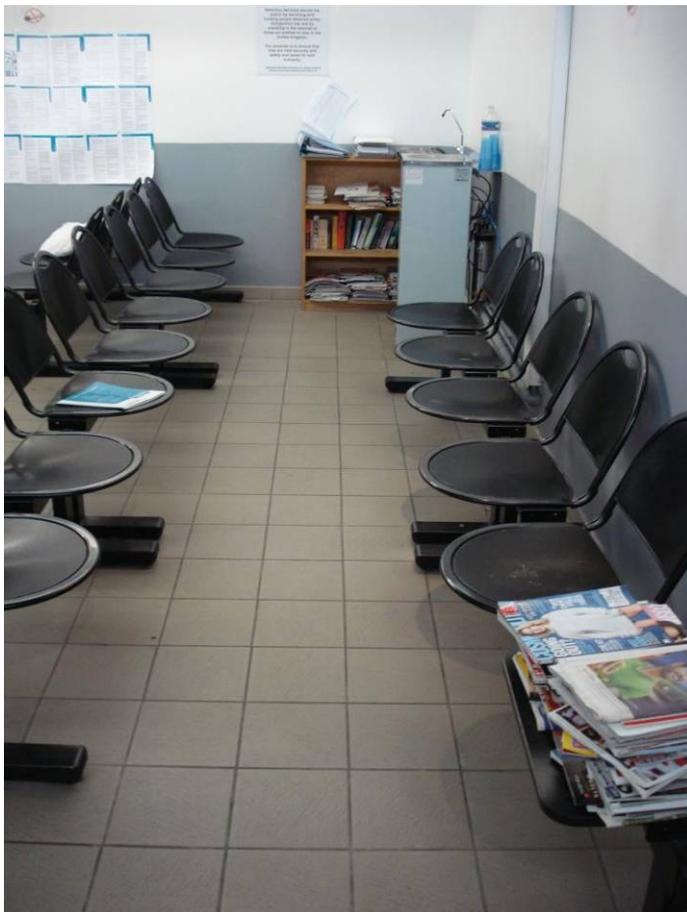
**Not achieved** (Recommendation repeated, 1.90)

DCOs should be familiar with PAF procedures so that they can explain them to detainees. (3.59)

**Not achieved**

## Appendix III: Photographs

Coquelles tourist, holding room



Coquelles freight, corridor to holding rooms



Coquelles freight, mother and children's room



Coquelles freight, escort vehicle



Calais tourist secure transit vehicle



Calais tourist, holding room

