

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF DETAINEES UNDER ESCORT & REMOVAL TO JAMAICA

Inspected 7 – 8 MARCH 2017

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 and Tascor					
6.1	Physical force, waist restraint belts and handcuffs should be used in a planned and sequenced way, ensuring that each use is limited to situations where it is required to prevent harm or to enforce compliance when all other means have failed. It should also be proportionate. (3.17)	Accepted	Completed and ongoing	<p>Escort Detainee Custody Officers (DCOs) are fully trained in Home Office Manual for Escorting Safely (HOMES) techniques and undertake regular refresher training courses. DCOs are required to adhere to HOMES techniques and a national decision making model used to assess situations requiring a use of force.</p> <p>The HOMES training is delivered by the National Tactical Response Group (NTRG). NTRG is independent of the escort provider and will fail any officer that is not deemed suitable to carry out HOMES duties effectively and safely.</p> <p>Escort DCOs are required to complete a Use of Force (UoF) Incident Report and explain their justification for using force. These reports are reviewed by staff of increasing seniority to ensure that action taken is justified and proportionate. Any supporting video or CCTV footage is also scrutinised.</p> <p>The Home Office Use of Force monitor also independently reviews each incident report. The Home Office holds monthly Use of Force quality assurance meetings with the escort supplier, where cases are reviewed and discussed and any follow up action agreed.</p>	N/A
6.2	Custody officers should understand how to respond to the unexpected in a calm and measured way. (3.18)	Accepted	Completed and ongoing	<p>DCOs are trained in how to respond and manage spontaneous situations.</p> <p>Staff have been reminded of conduct requirements in the workplace in the form of a document titled 'Communications & Behaviour', issued by the Head of Overseas Escorting in March 2017. This document was emailed to all officers working on overseas escorts and was also displayed in relevant staff areas.</p>	N/A
6.3	Escort staff should be informed of any detainees on self-harm monitoring case management immediately on their arrival at the IRC. (3.19)	Accepted	Completed and ongoing	<p>Charter flight passenger manifests are updated on a daily basis leading up to the flight's departure date to capture any new or changing special needs. This information is continually shared with the escort provider and a final manifest is issued prior to departure.</p> <p>Following the inspection reminders to staff were issued locally by the IRC service provider and a further estate wide instruction was issued by the Home Office to remind all IRC staff that escorts should be immediately informed if a detainee has been the subject of any monitoring in relation to self-harm or any other medical issues.</p> <p>This instruction will be issued estate wide periodically to remind existing and inform new staff of the importance of this action.</p>	N/A
Recommendation – To Tascor					
6.4	Detainees should be held on a coach for the shortest time possible. (4.13)	Accepted	Completed and ongoing	<p>The time spent on coaches is monitored, kept to a minimum and logged on the individual detainees' Person Escort Record (PER).</p> <p>The discharge process for charter flights at IRCs is designed for the optimum safety, comfort and manageability of detainees.</p> <p>Coaches provide facilities and activities to minimise discomfort (e.g. access to food, drink, toilet facilities and DVDs).</p> <p>Unexpected delays are documented in a report submitted to the Home Office and followed up as appropriate.</p>	N/A
6.5	Staff should not crowd around detainees in such a way as to intimidate them, except where close guarding is justified by evidence of a specific risk. (4.14)	Accepted	Completed and ongoing	<p>Staff numbers are determined and increased (by the security team or by senior staff) during a charter flight operation in response to dynamic risk assessments such as when in-flight immigration surgeries are held for returning detainees.</p> <p>A minimum of three escorting staff are present at all times during the 'surgery' in order to ensure the safety and security of all detainees and staff on the flight.</p> <p>Less formal interactions between staff and detainees will take place according to an individual risk assessment and clear signs of compliance.</p>	N/A

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6.6	Staff should, at every stage, explain to detainees what is going to happen in sufficient detail to allay fears and enable them to prepare. (4.15)	Accepted	Completed and ongoing	DCOs are aware of the requirement to inform detainees that they will be filmed before boarding the aircraft for the safety of all detainees and officers. This footage is for internal use only by the escort provider and the Home Office. A 'charter flight information booklet' has been developed and this simple form explains to detainees what is going to happen from the point of leaving the Immigration Removal Centre (IRC), and includes information on searching, property, access to mobile phones, filming etc. This booklet was provided on this flight and a similar booklet will be provided by the new escort provider on future flights.	N/A
6.7	Luggage should not make detainees easily recognisable as returnees on arrival. (5.7)	Accepted	Completed and Ongoing	The bags supplied by the Home Office to detainees without their own luggage are lightweight, cost effective and fit for purpose. They do not have any markings to indicate that they belong to returnees or are issued by the Home Office and these bags are commonly used by the general public, including as luggage.	N/A