

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF LOUGHBOROUGH STHF

Inspected 18 APRIL 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					
2.1	Detainees should have access to emails and the internet. (1.33, repeated recommendation 1.37)	Rejected		<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 for detainee contact with families abroad.</p>	
Recommendations – To the Home Office and contractor					
Keeping detainees safe					

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2.2	Unrelated male and female detainees should not be held in the same holding room. (1.12, repeated recommendation 1.9)	Rejected		The footprint of the holding room makes it unsuitable to split into two separate male and female areas. Detainees are risk assessed prior to detention and risks that would prevent unrelated males and females from being detained together would be identified at this stage. Careful consideration is always given to the decision to detain unrelated males and females.	
Legal rights and casework					
2.3	Detainees should be held for the minimum time. Onward transportation from the facility should be arranged speedily. (1.18, repeated recommendation 1.22)	Accepted	Completed and Ongoing	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.	N/A
Recommendations - To the escorting contractor					
Arrival					
2.4	Detainees should only be handcuffed following an individualised written risk assessment. (1.6, repeated recommendation 1.3)	Accepted	Completed and Ongoing	When collecting detainees from holding rooms or any other location, the escort provider should always undertake a full risk assessment of both the location where the escort is to take place and the individual detainee before applying passive restraints. Should it be deemed necessary to apply passive restraints, this decision must be proportionate, measurable and justified when escorting in an insecure area. Passive Restraint Forms are completed as necessary.	N/A

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2.5	Detainee risk factors should be fully described in all escort documentation. (1.7)	Accepted	Completed and Ongoing	<p>All known risks must be recorded on the Person Escort Records (PERs) documentation by the Detainee Custody Officers (DCOs), once confirmation of destination is known.</p> <p>DCOs have been reminded of the process for completing PER documentation and have been required to confirm their understanding. All staff have read and signed the register confirming their understanding of the instructions.</p>	N/A
Recommendations – To the facility contractor					
Keeping detainees safe					
2.6	There should be a formal procedure for and liaison with the local authority to safeguard vulnerable adults. (1.13)	Partially Accepted	Completed and Ongoing	<p>Although no formal procedure is in place, vulnerability factors are considered before any detention, in line with Home Office policy. Any concerns raised during the mitigating circumstances interview will be fully considered before determining if further detention is appropriate.</p> <p>If contact with social services is required, it is made with the relevant local authority where the individual resides and is not the responsibility of social services in Loughborough unless that is also the area of residence of the subject. The Immigration Enforcement staff have contact details for all the relevant social services offices covered by the reporting centre.</p>	N/A

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2.7	Waist restraint belts should not be used solely to prevent self-harm. (1.14)	Accepted	Completed and Ongoing	<p>The Home Office Manual for Escorting Safely (HOMES) teaches that reasonable use of force can be used to prevent risk to life or injury.</p> <p>DCOs are required to complete a Use of Force (UoF) Incident Report and explain their justification for using force. These reports are reviewed by the line manager and then an operational assurance manager. The Home Office UoF monitor also independently reviews each incident report. The Home Office and escort provider hold a monthly UoF quality assurance meeting, where cases are reviewed and discussed as appropriate and any follow up action agreed.</p>	N/A
Accommodation and facilities					
2.8	The toilet in the holding room should have a seat, and be adapted for use by people with disabilities. (1.23)	Rejected		<p>Holding rooms are high traffic areas and the existing steel toilets are robust, anti-vandal and anti-ligature and there are currently no plans to replace.</p> <p>The limited footprint of the holding room makes it unsuitable to accommodate an accessible toilet.</p>	
2.9	The holding room should have a working television. (1.24)	Accepted	Completed	The holding room does have a working television. However, this is unable to receive a terrestrial tv signal, due to the constraints of the building lease which prevents the Home Office from installing an aerial. The TV is able to play DVDs and there are other recreational items which can be used by detainees during their stay.	N/A

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2.10	Detainees should have access to time in the fresh air, and nicotine replacement should be available to those who require it. (1.25)	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
Respectful treatment					
2.11	Staff should wear visible name badges. (1.30)	Accepted	Ongoing	Staff should always have name badges with clearly legible names. This will be monitored during audits (internal and Home Office).	N/A
2.12	Telephone interpretation should be used to communicate with non-English speakers. (1.31, repeated recommendation 1.31)	Accepted	Completed and Ongoing	The escort provider uses a translation service which is available 24/7. This service is widely advertised within all holding rooms, including Loughborough, and staff are fully aware of how to access a translator if required. Holding room staff have been reminded of this service in the form of a memo issued by their manager and a register which they will sign to confirm their understanding. All staff have read and signed the register confirming their understanding of the instruction.	N/A