

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF LUTON AIRPORT 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 and contractor					
Safeguarding children					
2.1	The Home Office should work with local social services to ensure that social workers attend promptly when their services are required. (1.16, repeated recommendation 1.22)	Accepted	Ongoing	<p>Regular contact exists with local social services through quarterly meetings.</p> <p>In most cases, delays to social services attendance are usually later in the evening / at night when the only social worker who is available is working as part of a small emergency duty team (note: this can be one person).</p> <p>In such instances the child / vulnerable adult who is in our care is deemed by social services to be in a safe environment and is therefore classed as low risk. This will continue to be reviewed on a case by case basis.</p>	Ongoing
Preparation for removal and release					
2.2	Detainees should have access to the internet, including email, social networking sites and Skype, unless an individual risk assessment indicates otherwise. (1.38)	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 escort contractor					
Arrival					
2.3	Detainees should not be transferred to facility staff in view of the public and should only be handcuffed following an individual risk assessment. (1.6, repeated recommendation 1.4)	Accepted	Completed and Ongoing	<p>All moves are risk assessed taking account of factors known about the detainee, the nature of the move and the area where the move takes place. This is seriously considered and taken account of in risk assessing each move and this may lead to the decision that a detainee will be handcuffed to keep them and others safe and secure.</p> <p>The use of passive handcuffs is covered in all induction training courses and annual refreshers for Detainee Custody Officers (DCOs).</p>	N/A

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2.4	Detainees should only be brought to the facility a few hours before their flight is due to depart. (1.7)	Accepted	Completed and Ongoing	The escort provider endeavours to ensure detainees do not arrive at an airport significantly before flight departure time. Operationally there may be occasions when there is a necessity to arrive earlier, however this should never be more than the contractually agreed time limit.	N/A
Recommendations – To the facility contractor					
Arrival					
2.5	Detainees should be searched in a private area. (1.8)	Accepted	Completed and Ongoing	<p>There is a modesty search screen available at Luton Airport holding room, which has been relocated to the staff area of the holding room</p> <p>Staff will be reminded of the process for using the screen in the form of a memo, which the staff will sign to confirm their understanding. All staff have read and signed the register confirming their understanding of the instruction.</p> <p>This ongoing use of the screens will be monitored during audits (both Home Office and internal).</p>	N/A
Safeguarding children					
2.6	All detainee custody officers working with children should have suitable training in safeguarding children. (1.17)	Accepted	Completed and Ongoing	<p>All staff at the facility have undertaken training in Child Safeguarding. This forms part of the initial training course for staff. Child Care Plans are available to detainee custody officers and staff are fully aware of the process for completing these forms. In the event that a detainee is deemed vulnerable or at risk, then these concerns will be raised to the immigration team.</p> <p>The refresher training provided to holding room staff has been reviewed. Revised refresher training will repeat the initial training provided in child safeguarding. All holding room employees in Luton received this refresher training in July 2017</p>	N/A

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Accommodation and facilities					
2.7	The Tascor information leaflet should be available in Romanian. (1.25)	Accepted subject to resources.	Ongoing	Detention Services will ensure an information leaflet is available in Romanian when the new Home Office escorting contract begins in May 2018.	N/A
2.8	Detainees should have access to fresh air, and nicotine replacement therapy should be available to those who require it. (1.26)	Partially Accepted	Completed	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
2.9	Detainees should be held in the facility for the minimum period possible. (1.27)	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
Respectful treatment					
2.10	Detainees should be able to make confidential comments or complaints using a secure complaints box. (1.34)	Accepted	Completed	The complaints boxes were unlocked as the locks had been damaged by persistent vandalism. The locks have now been replaced and Border Force have confirmed that complaints boxes will be kept locked.	N/A