

SERVICE IMPROVEMENT PLAN

UNANNOUNCED INSPECTION OF DETAINEES UNDER ESCORT AND REMOVAL TO PAKISTAN

Inspected 14-15 FEBRUARY 2018

Ref	HMCIP Recommendation	Accepted / Partially Accepted / Accepted Subject to Resources / Rejected	Progress	Action Taken / Proposed	Expected Completion Within [6 / 12 / 18 months]
Recommendation – To the Home Office					
6.1	Detainees should have time to pack their own belongings before removal. (3.6)	Accepted	Completed and Ongoing	The expectation is that detainees should, wherever possible, pack their own belongings; there may be exceptions to this when, for instance, the detainee does not wish to comply with requests.	N/A
Recommendations – To the Home Office & Tascor					
6.2	Managers should ensure that staff are attentive through the initial staff briefing and that guidance is given on welfare issues. (3.5)	Accepted	Completed and Ongoing	All escort staff receive a generic briefing when they muster for duty which covers the general duties that are required to safely and effectively manage the charter flight operation. A more concise briefing is conducted by individual coach commanders on route to the respective immigration removal centres (IRC) which covers specific detainee risks. This enables the allocation of officers and/or equipment according to the needs of detainees risk assessments. This includes, but is not limited to; Home Office Manual for Escorting Safely (HOMES) Kit and disability aids. Since the contract change over (1 st May 2018) these briefings are now conducted in a different part of the building which provides a more suitable setting. Also in addition as of 17th May 2018 all briefings are now recorded on Camera. The Home Office and escorting provider will review the contents of the briefing given to staff at muster to ensure this provides sufficient focus on welfare considerations.	3 months
6.3	Physical restraints should only be applied for as long as necessary for safety or effective removal. Staff should remove restraints if they assess that the risks have reduced. (3.21)	Accepted	Ongoing	The Home Office accepts that more needs to be done on the use of restraints; and are working with the new Escort Provider (Care & Custody) and the Training Provider - National Tactical Response Group (NTRG) to undertake a review of the use of restraints and how this is evidenced, in particular the de-escalation of these when they are used.	6 months
6.4	Detainees should be told how to make complaints or submit comments about Home Office or escort staff during or after the removal. (4.17, repeated recommendation 4.16)	Accepted	Completed and Ongoing	The Home Office operates a comprehensive complaints system, which is widely advertised (in core languages) throughout the Immigration Detention Estate. The recently introduced, Home Office - 'Charter Flight Information Booklet' given to each detainee expressly informs how to make a complaint at any point during or after the removal. This booklet is currently only available in English, but will now be translated into other languages, starting initially with Urdu and Punjabi.	6 Months
6.5	Escort staff should be informed in advance of detainees who do not speak English, and professional interpretation should be provided routinely. (4.18)	Accepted	Ongoing	The Home Office accepts the need to improve access to interpreters. Arrangements will be put in place to assess the degree to which detainees being removed on charter flights understand English. Where a detainee's level of English understanding is considered to be low the Home Office will provide access to interpreters to support an individual's return. This will be trialled over a 6 month period.	6 months
Recommendations – To Tascor					
6.6	Unless an individual risk assessment indicates otherwise, detainees should be able to use the toilet in complete privacy. (3.19, repeated recommendation 3.10)	Rejected		In the interests of detainee safety and security a door protector is used while detainees are using the toilet facilities during all charter operations, as this has previously been shown to be a potential point for disruption. This prevents the door from being fully closed but does not allow a gap that severely impacts personal dignity and privacy.	

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6.7	Escorts should not lay hands on detainees without a specific cause, justified in writing in each individual case. (3.20, repeated recommendation 3.17)	Partially Accepted	Completed and Ongoing	There is a presumption against physical contact being used during an escorted move, and officers should never initiate contact without valid reason. The guiding hold is the lowest level technique under HOMES and is used to escort a detainee through or away from an area to prevent a situation from escalating. The use of guiding holds may not always be recorded as this is not considered to be Use of Force.	N/A
6.8	Only the minimum number of staff required for security and safety should be positioned around a detainee during the immigration surgery conducted by the chief immigration officer on the aircraft. (3.22)	Accepted	Completed and Ongoing	The immigration surgery provided by the Home Office during the charter flight has been identified as a time when a detainee may become disruptive. The escort provider advises that a minimum of three escorting staff are present at all times during the 'surgery' in order that potential disruption can be managed. This is not in place to intimidate but to help protect detainees and officers if a situation was to occur. The number of staff may be increased due to dynamic risk assessments performed by the security team or senior staff. However, if it is clear that an individual wishes to fly and shows no sign of causing disruption, officers may conduct the induction in a more casual manner. We do recognise there is a balance to achieve in order to protect staff but to not also crowd or prevent the individual from fully presenting their case.	N/A
6.9	Detainees should spend the shortest possible time on coaches. (4.7)	Accepted	Completed and Ongoing	The time spent on coaches is monitored kept to a minimum and logged on the individual detainees' Person Escort Record (PER). The discharge process for charter flights at IRCs is designed for the optimum safety, comfort and manageability of detainees. Coaches provide access to food, drink, toilet facilities and DVDs to minimise discomfort. Any unexpected delays are documented in a report submitted to the Home Office upon return to the United Kingdom and followed up as appropriate.	N/A
6.10	Detainees should be given pillows and blankets during flights subject to a risk assessment. (4.8)	Partially Accepted	Ongoing	The Home Office and new Escorting Provider (Mite Care & Custody) will now review the decision made under the previous escorting contract to not issue blankets to detainees on safety and security grounds. Pillows, where available will now be issued to detainees when required.	3 months
6.11	There should be a consistent health care handover process from IRC health care staff to those responsible for health care during the removal. Escort staff should only open and read confidential medical records when there is evidence of a cause for concern. (4.19)	Accepted	Ongoing	Access to medical records is governed by Detention Service Order 01/2016, which is being reviewed in light of the new General Data Protection Regulations. Medical escorts (paramedics) accompany all charter flights to provide appropriate medical care and support to detainees. Medical escorts would expect to receive a handover that includes information on medication and ongoing care or treatment relevant to the flight/escort and any known relevant conditions as outlined in paragraph 33 of DSO 01/2016.	N/A
6.12	Detainees should be given information about their destination country, including the help and support that is available on their return. Such information should be given in advance of the removal, and detainees helped to contact sources of support and advice. (5.5)	Accepted	Ongoing	HO Immigration Enforcement staff and welfare teams already look to provide relevant country information, but this can be strengthened and we will look to develop this over the coming year as Pre Departure Teams are deployed to all IRCs.	12 months