

SERVICE IMPROVEMENT PLAN - UNANNOUNCED INSPECTION OF ESCORT AND REMOVAL TO NIGERIA AND GHANA

Recommendation No	Recommendation Addressed to	Theme	Category	Repeated Recommendation	HMIP Recommendation	Accepted / Partially Accepted / Not Accepted	Progress	Action taken / proposed	Expected completion within [6/12/18 months]
6.1	Home Office	Safety		N	Detainees should be given sufficient notice of their removal to allow them to prepare adequately. (3.9)	Accepted	Completed and Ongoing	<p>Detention Services Order (DSO) 3/2014 sets out the required notice periods for removal that must be provided to detainees being removed on charter flights.</p> <p>Detainees being removed by charter flights subject to special arrangements must be given a minimum of five working days notice of removal unless otherwise specified in the DSO.</p>	

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6.2	Home Office	Safety		N	Escort documentation should clearly identify and explain the specific risk factors that need to be managed. (3.33)	Accepted	Ongoing	<p>The detainee's case owner is responsible for completion of risk assessment forms to be forwarded by the removals desk to DEPMU (IS.91RA). This form will have all relevant risks and medications conditions of the deportee. The Home Office also fully complete the airline risk assessment, a copy of the airline risk assessment should be sent 72 hours before removal.</p> <p>Detention Services Orders 12/2005 - Detainee transferable document and warrant of detention form, 13/2007 - Updating of Part C risk assessment and 18/2012 - Person Escort Record (PER) are currently being reviewed and amended to include instruction on the level of detail required when completing forms.</p>	
6.3	Home Office and Escort Contractor	Safety		Y	Searching in the IRC should take place in privacy. (3.29, repeated recommendation 3.16)	Accepted	Ongoing	<p>The searching of detainees who are being transferred to the care of escorts is conducted in designated areas within IRCs. Home Office suppliers are required to undertake searching in line with Detention Services Order (DSO) 09/2012 Searching Policy which sets what arrangements must be made for conducting searches in private. The Home Office has reminded suppliers of these requirements.</p>	6 months
6.4	Home Office and Escort Contractor	Safety		N	Only the minimum number of staff required for security and safety should be around a detainee during the chief immigration officer's surgery. (3.36)	Accepted	Ongoing	<p>The escort supplier will review the safety and security arrangements for chief immigration officer surgeries to ensure that the appropriate and safe number of escorts are provided in accordance with individual and dynamic risk assessments of detainees.</p>	6 months

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6.5	Home Office and Escort Contractor	Safety		N	All detainees who wish to do so should be able to see the chief immigration officer during their on-board surgery. (3.37)	Accepted	Ongoing	All detainees are offered the opportunity to speak with the flight Chief Immigration Officer (CIO). Escort staff are required to record the details of returnees who express an interest in speaking to the CIO and then share this with the flight CIO. This instruction will be issued to staff working on charter operations as part of the briefing given to them prior to each charter flight. Members of the escorting team are not permitted to make the decision as to whether a detainee can be seen by the flight CIO. All staff have been reminded of these requirements.	
6.6	Home Office and Escort Contractor	Safety		Y	The time spent by detainees on a coach should be monitored, and alternatives found to holding them for long periods on a vehicle. (4.8, repeated recommendation 3.7)	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. The location of the departure airport will inevitably increase some coach journey times. Any unexpected delays are documented in a report submitted to the Home Office upon return to the United Kingdom and followed up as appropriate.	
6.7	Home Office and Escort Contractor	Respect		N	Sanitary products should be available in toilets in all coaches and on the aircraft. (4.9)	Accepted	Not Started	The escort supplier will source privacy bags/containers to supply sanitary products to women when they are collected from an IRC to ensure that these items do not have to be requested and are available to women at all times during their removal.	6 months
6.8	Home Office and Escort Contractor	Respect		N	Detainees should be given pillows and blankets during the flight subject to an individual risk assessment. (4.10)	Accepted	Completed and Ongoing	Where available, pillows and blankets will now be provided subject to continual, dynamic risk assessment. If a request for a pillow or blanket is refused, the reasons for this decision will be clearly recorded on the detainee's PER.	

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6.9	Home Office and Escort Contractor	Respect		N	Detainees should be able to submit complaints about escort, centre and Home Office staff. They should be fully informed of these processes and of the availability of complaint forms. (4.24)	Accepted	Completed and Ongoing	The Home Office operates a comprehensive complaints system, which is widely advertised throughout the immigration detention estate. The Home Office 'Charter Flight Information Booklet' provided to each detainee on a charter flight sets out how to make a complaint at any point during or after the removal. Complaint forms are available to detainees throughout the removal process.	
6.10	Home Office and Escort Contractor	Preparation for Reintegration		N	Detainees should be given information about their destination country, including the help and support that is available on their arrival. It should be provided in advance of their removal and detainees should receive assistance so they can access sources of support and advice. (5.5)	Accepted	Ongoing	Home Office Immigration Enforcement staff and supplier welfare teams already provide relevant country information to returnees. As the roll out of pre-departure teams continues to all immigration removal centres the information provided will be developed further to strengthen the support and advice that is provided.	12 months
6.11	Escort Contractor	Safety		N	All detainees should be told that they will be filmed and physically escorted onto the aircraft, and informed of the reasons why. (3.30)	Accepted	Completed and Ongoing	Upon collection from the IRC and prior to disembarking the coach in preparation to board the aircraft, escorting staff will explain to each detainee that they will be filmed and guided onto the aircraft. The Home Office have produced an information booklet for detainees being removed on charter flights (English only). This includes a section which explains the boarding process at the airport. This booklet is given to all detainees as they board the coach at the IRC.	

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6.12	Escort Contractor	Safety		N	Female staff should escort women detainees, especially where close contact is required. Male staff should not touch women detainees other than in exceptional circumstances. (3.31)	Accepted	Ongoing	Only in exceptional circumstances, where immediate intervention is required, will male officers on the security team assist in the boarding of female detainees. The escort supplier is developing a revised instruction to staff to remind them of this arrangement.	6 months
6.13	Escort Contractor	Safety		Y	Unless an individual risk assessment indicates otherwise, detainees should be able to use the toilet in complete privacy. (3.32, repeated recommendation 3.12)	Not Accepted		In the interests of detainee safety and security a door protector is used while detainees are using the toilet facilities. This prevents the door from being fully closed but does not allow a gap that severely impacts personal dignity and privacy. Staff will be reminded that only the door protector supplied can be used for these purposes.	
6.14	Escort Contractor	Safety		N	Escort staff should always remain professional and respond to difficult or potentially volatile situations calmly to allow for effective communication with detainees. (3.34)	Accepted	Completed and Ongoing	Escort staff are required to behave in accordance with their employer's Code of Conduct and Professional Standards of Behaviour. Robust management action is taken against staff whose behaviour falls below the expected standards. This may result in disciplinary action by the escort supplier or suspension or revocation of their certification to work as a Detainee Custody officer by the Home Office. Staff receive regular training to manage challenging situations and to de-escalate volatile situations as a requirement of their Home Office certification.	

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6.15	Escort Contractor	Safety		N	Restraints should only be applied in response to specific risks and only for the minimum amount of time. PER and use of force documentation should provide accurate justification for the application of restraints, including leg restraints and handcuffs, and note how long they were used. (3.35)	Accepted	Completed and Ongoing	<p>Escort 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. 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 UoF Monitor also independently reviews each incident report. The Home Office holds monthly UoF Quality Assurance meetings with the escort supplier where cases are reviewed and discussed and any follow up action agreed. Following a recent review of the use of force, an action plan has been put in place to strengthen certain areas such as de-escalation, risk assessment and recording of information.</p>	6 months
6.16	Escort Contractor	Respect		N	Escort staff should use respectful language throughout the removal process. (4.23)	Accepted	Completed and Ongoing	All escort staff are briefed at the start of each charter flight where expected standards of behaviour are set out. Each week every member of staff is emailed the weekly bulletin which clearly sets out the Code of Conduct and Professional Standards of Behaviour. Staff that do not meet these standards will be managed accordingly.	

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6.17	Escort Contractor	Respect		Y	Staff should not sleep while they are responsible for the personal supervision of a detainee. (4.25, repeated recommendation 3.18)	Accepted	Completed and Ongoing	The escort provider places a member of their management team on each charter flight. This provides support to senior officers on the flight and helps reiterate the company's position regarding escorting staff who are responsible for the care of detainees. The on flight manager ensures that rest breaks are offered and that, when appropriate, escorting staff are challenged on their behaviour. Individual officers have a duty to notify their managers if they do not feel sufficiently rested to undertake their duties or, while on duty, if they are in need of a rest break. The allocation of rest periods is proactively reviewed throughout each charter flight.	6 months
6.18	Escort Contractor	Respect		N	Person escort records should be completed professionally and provide sufficient descriptive details of the interactions between escort staff and detainees. (4.26)	Accepted	Completed and Ongoing	The importance of professionally written and comprehensive record keeping on Person Escort Records has been included in briefings to staff since this inspection took place in August 2018. The escort supplier will continue to monitor the quality of PER completion for all detainees, including those on charter removal flights to ensure that acceptable standards are maintained.	6 months